

# Waste and Resource Recovery Services Policy



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<b>Service Unit</b>	Environment and Waste
<b>Directorate:</b>	Community Assets and Infrastructure
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## 1. Purpose

Victoria's Circular Economy (Waste Reduction and Recycling) Act 2021 and Recycling Victoria Policy establish mandatory standards for consistent kerbside waste and recycling services across the state. In line with these requirements, Moorabool Shire Council (MSC) is committed to implement the standardised four-stream system to support statewide consistency, improve recycling outcomes, reduce contamination and support a circular economy.

This Waste and Resource Recovery Services Policy (Policy) outlines how Moorabool Shire Council (MSC) will deliver kerbside collection and drop-off waste services across the municipality, ensuring compliance with statewide standards while recognising the diverse, urban-rural nature of the Shire.

MSC's objectives are to:

- Ensure compliance with the Circular Economy Act and Kerbside Waste Service Standards.
- Improve the delivery and management of waste services.
- Maximise resource recovery and reduce landfill disposal.
- Support the community's transition to consistent, environmentally responsible waste practices.
- Deliver financially sustainable, accessible services that reflect local needs.

This Policy ensures that all waste management services are financially sustainable and supported by appropriate infrastructure, community education and engagement programs. MSC will actively participate in regional partnerships to improve waste management outcomes and support the community's smooth transition to the new kerbside system.

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## 2. Definitions

MSC	Moorabool Shire Council
Bin	A two-wheeled mobile bin supplied by MSC (General rubbish, FOGO, Mixed Recycling or Glass). Remains the property of MSC.
Collection zone	A service area defined by MSC where kerbside collection is provided and service charges apply.
Collection corridor	A defined route where kerbside collection is feasible and economically viable due to road access, density or service efficiency.
Contamination	Placement of incorrect materials in any kerbside bin.
Waste Management Service Charge (WMSC)	The annual charge declared by MSC to fund kerbside collection services.
FOGO	Food Organics Garden Organics

## 3. Scope

This Policy applies to residential, commercial and community kerbside waste services and MSC transfer stations. It does not apply to public realm waste management (e.g., litter bins, parks, events, or street sweeping).

The Policy covers:

- Waste zones and waste services eligibility.
- Kerbside collection and drop off waste and recycling services including introduction of the four-stream standardised system:
  - General rubbish (red lid)
  - Mixed recycling (yellow lid)
  - FOGO (lime-green lid)
  - Glass recycling (purple lid). \*
- Bin entitlements and service levels.
- Conditions of service, including contamination and missed collections.
- Transfer station access and vouchers.
- Financial and operational responsibilities

\*MSC will determine the suitability of a separate glass recycling service (kerbside or drop-off) once the final Kerbside Service Standards are released, noting that costs and practicality differ significantly across councils.

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## 4. Policy

### 4.1. Waste collection zones

MSC provides waste collections across designated urban, rural, and non-compulsory collection zones aligned with established land use planning scheme zones. For details on planning zones, service areas, and corresponding waste services, refer to Appendix 1.

#### 4.1.1. Urban Compulsory Zone

Applies to occupied properties within Residential, Low-Density Residential Zones and Nature Residential Zones. Compulsory kerbside services include general rubbish, recycling and FOGO in accordance with Table 1.

#### 4.1.2. Rural Compulsory Zone

Applies to occupied properties within Township, Rural Living and Conservation Zones. Compulsory kerbside services include general rubbish and mixed recycling. FOGO is optional in Dales Creek, Myrniong, Blackwood and Greendale in accordance with Table 1.

#### 4.1.3. Rural Opt-In Zone

Applies to occupied properties outside compulsory zones but within a designated collection corridor. These properties may opt into general rubbish and mixed recycling services in accordance with Table 1, purchase transfer station vouchers, or engage a private waste service.

#### 4.1.4. Remote / not serviced

Applies to occupied properties outside of both compulsory zones and collection corridors. Households may purchase annual transfer station vouchers from MSC or arrange private waste collection services.

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**Table 1:** Moorabool Shire Council Waste Collection Zones and services

Waste collection zone <i>/Planning Scheme Zone</i>	General rubbish (red lid)	FOGO (green lid)	Mixed recycling (yellow lid)	Glass (purple lid)
<b>Urban Compulsory /</b> <i>Residential and Low-Density Residential Zone, Neighbourhood Residential Zone</i>	120L weekly	240L fortnightly	240L fortnightly	Transfer station / or communal township drop off**
<b>Rural Compulsory /</b> <i>Township, Rural Living and Conservation Zone</i>	240L fortnightly	Opt-in 240L fortnightly: Dales Creek, Myrniong, Blackwood, Greendale, Gordon*	240L fortnightly	
<b>Rural Opt-in /</b> <i>Within collection corridor</i>	Opt-in 240L fortnightly / Transfer station / Private waste service	Transfer station / Private waste service	Opt-in 240L fortnightly / Transfer station / Private waste service	
<b>Remote Not Serviced /</b> <i>Outside compulsory zones and collection corridors</i>	Transfer station drop-off or Private waste service			

\* Gordon- Rural properties south of the freeway and north of the railway line are opt-in only.

\*\* Glass services roll out yet to be confirmed pending release of final Kerbside Service Standards.

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## 4.2. Waste management service charge

MSC's waste services operate under a cost-recovery model funded via the Waste Management Service Charge, applied to all rateable properties. This charge supports shire-wide waste management activities including litter bin servicing, street and reserve cleaning, collection of illegally dumped waste, transfer station operations, and the provision of kerbside general rubbish, mixed recycling and FOGO services. The charge is reviewed annually to reflect contractor, industry and state-government costs, including the State Waste Levy. Current charges are published on MSC's website and rates notices, with full details provided in Appendix 2.

## 4.3. Residential kerbside collection services

- MSC provides a kerbside collection service to occupied properties within established collection zones.

### 4.3.1. Eligibility

- A Certificate of Occupancy is required for residential properties to access kerbside collection services.

### 4.3.2. Bin provisions

- Bins are supplied at no upfront cost and remain Council property. Bins must stay with the property when the occupant moves or sells the property.

### 4.3.3. Additional waste services (Opt-in)

- Owner/s of a property are eligible to order additional general rubbish/recycling and/or FOGO services as required as per the designated waste collection zones.
- Additional waste services are provided as per the specified fees and charges.
- A managing authority such as real estate agent may request additional kerbside services on behalf of the property owner. As these services incur a fee, written authorisation from the owner is required.

### 4.3.4. Additional waste service where resident has a medical condition (Opt-in)

- Households generating excess waste due to medical needs may apply for a no-fee additional general rubbish service with supporting documentation from a medical practitioner.
- If the additional service is no longer required, the household is required to notify Council in writing.

### 4.3.5. Cancellation of opt-in services

#### Submission of request

Property owners must submit a written request (email, online form or letter) to cancel an opt-in waste service.

#### Bin removal

Once the request is processed, MSC will arrange removal of the relevant bin(s).

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## **Cessation of charges**

Service charges will cease from the date the cancellation is requested, not the full annual charge period.

## **Adjustment of service charges**

Only the proportion of the service charge applicable up to the cancellation date will be applied. The total annual waste service fee will be reduced accordingly on the property's rates notice.

## **Reissue of rates notice**

A revised rates notice reflecting the adjusted charges will be issued to the property owner following processing of the cancellation.

### **4.3.6. Request to extend kerbside collection area**

- MSC may consider extending collection routes subject to demonstrated demand, cost, safe access and contractor capacity.

## **4.4. Commercial/industrial kerbside collection services (opt-in)**

### **4.4.1. Overview**

- Premises within established collection zones may opt-in to MSC's commercial general rubbish service or engage a private contractor.
- Mixed recycling and FOGO services are not automatically provided; however, where justified and contamination can be controlled, bins may be supplied at the discretion of MSC.
- Bins must be able to be stored within the property boundary.
- Collections are weekly for urban zones and fortnightly for rural zones.
- MSC transfer station drop-off services may be utilised (charges apply).

### **4.4.2. Service charges**

- Each bin incurs an annual collection fee specified within Council's Fees and Charges.
- Where an opt-in service is no longer required the property owner is to submit a cancellation request in writing.
- Bins will be removed from the property and the charges ceased from the processing date.

## **4.5. Educational facility kerbside collection services (opt-in)**

- Education facilities and schools may opt-in to a mixed recycling service to a maximum of 4 bins.
- Requests for a FOGO service will be addressed on a case by case basis with a condition that if the service is provided, commitment must be for a minimum of twelve months.

### **4.5.1. Service charges**

- Each bin incurs an annual collection fee specified within Council's Fees and Charges.
- Where an opt-in service is no longer required the property owner is to submit a cancellation request in writing.
- Bins will be removed from the property and the charges ceased from the processing date.

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## 4.6. Recreation reserves and halls

- At no cost, MSC provides a general rubbish collection service to Committees of Management responsible for recreation reserves and halls within the municipality, including those managed under DEECA.
- Kerbside bins will be allocated on a case-by-case basis following an assessment of demand, guided by operational requirements.
- Unless defined elsewhere in a lease agreement, a maximum allocation of 6 x 240L general rubbish bins and 6 x 240L mixed recycling bins can be provided. Additional services may be provided as per the annual collection fee specified within Council's Fees and Charges.

## 4.7. Emergency services organisations

- At no cost, MSC provides a general rubbish (1 x 240L bin) and mixed recycling (1 x 240L bin) collection service to Ambulance Victoria, the Country Fire Authority (CFA), Fire Rescue Victoria (FRV), Victoria Police, and the Victoria State Emergency Service (VICSES)

## 4.8. Conditions of service

### 4.8.1. Collection procedure

- Collections generally occur between 6:00 am and 4:00 pm on scheduled collection days.
- In accordance with Local Laws, bins must be placed out for collection the night before (no earlier than 3:00pm) and returned to the property boundary on the same day as collection.
- Lids must be able to close to avoid litter and pests.
- Collections occur as normal on public holidays except Christmas Day and Good Friday. Any service changes (including extreme fire day impacts) will be communicated to affected residents.

### 4.8.2. Missed collections

- Where a bin has been overlooked for collection, the occupier may log a missed collection request.
- Staff will verify if the request via the waste contractor's collection portal. If confirmed, a return collection will be scheduled within 72 hours.
- The contractor will not return to collect bins where the occupant failed to present their bin before 6am on collection day.

### 4.8.3. Partially emptied bins

- Where a bin has been partially emptied the occupier may log a request.
- Staff will verify if the request via the waste contractor's collection portal.
- If confirmed, a return collection will be scheduled within 72 hours.

### 4.8.4. Unable to collect

- Where a bin is unable to be collected – a sticker will be placed on the lid of the bin informing the occupant of the issue. Bins will not be emptied until the next collection cycle and only once the issue has been resolved. Issues may include:

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- Bins weighing more than 70kg that are too heavy for the truck's mechanical arm – some contents must be removed.
- Contaminated bins (incorrect or hazardous material) will not be emptied. Where the contamination is recurrent, the service may be cancelled at MSC discretion. See Appendix 3. Accepted kerbside bin materials.

## 4.8.5. Replacement parts and bins

- Lids, lid pins, wheels and axels can be replaced at no cost within 5 working days of sending the request to the waste contractor.
- Where a bin is beyond general repair it will be replaced at no cost within 5 days of sending the request to the waste contractor. The damaged bins will be collected from the kerbside.
- Bins beyond general wear and tear are replaced free of charge. If damage is due to landowner fault (e.g. fire), replacement is charged as per current FY rates.
- Where a bin has fallen into the truck it will be replaced at no cost and delivered within 5 days of sending the request to the waste contractor.
- Stolen bins will be replaced however a Statutory Declaration may be requested to support the claim.

## 4.9. Transfer Station drop off facilities

### 4.9.1. Overview

- MSC owns three transfer stations allowing for disposal and recycling of residential quantities of a range of domestic materials.
- Fees and charges are updated annually and are displayed on gatehouse signage and on the MSC website.
- Cash is not an accepted payment method – only EFTPOS.
- See transfer station vouchers section (below) relating to residential properties.

### 4.9.2. Location and hours of operation

For the most up-to-date information, please refer to the MSC's website.

<https://www.moorabool.vic.gov.au/Waste-and-environment/Transfer-stations>

### 4.9.3. Circular Economy Act and Kerbside Waste Service Standards

MSC's transfer stations will provide state-compliant drop-off options for households without kerbside services, ensuring all residents can meet the requirements of the Circular Economy Act and Kerbside Service Standards.

### 4.9.4. Materials - Accepted / not accepted

For the most up-to-date information regarding materials that are accepted/not accepted, please refer to MSC's website.

<https://www.moorabool.vic.gov.au/Waste-and-environment/Transfer-stations>

## 4.10. Transfer station vouchers

### 4.10.1. Residential properties

One sheet of 26 x 240L transfer station vouchers (for general rubbish disposal) is available for purchase annually from MSC by residents of occupied properties where the property is situated:

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- in a Rural Opt-in zone, but the owner has not engaged the MSC kerbside collection service.
- in a Remote / Non-serviced area.

Smaller quantities (6 and 12) of vouchers are also available.

#### **4.10.2. Recreation reserves and halls and emergency services organisations**

Recreation reserves, halls and emergency services organisations are eligible to receive up to four (4) transfer station vouchers per financial year (at no cost) upon request to maintain their facilities. This enables approximately 1m<sup>3</sup> of general rubbish or hard waste disposal at a MSC transfer station.

#### **4.10.3. Opportunity Shops (Op Shops)**

Op Shops are eligible to purchase one annual sheet of 26 x 240L transfer station vouchers (at the residential rate) from MSC per financial year to dispose of general rubbish and hard waste.

## **1. Related Legislation**

List any related legislation, policy or procedure that is relevant to this document. For example:

- Circular Economy (Waste Reduction and Recycling) Act 2021 (Victoria)
- Recycling Victoria: a new economy
- Victoria Recycling Infrastructure Plan
- Circular Economy Risk, Consequence and Contingency Plan
- Waste and Resource Recovery Strategy 2030 (MSC)
- Environment Protection Act 2017 (EPA Act)
- National Waste Policy (2018, updated 2024)
- Waste and Recycling Legislation and Governance Options (Vic)

## **2. Council Plan Reference**

Objectives: Council that engages and adapts

Context: Focus resources to deliver on our service promise in a sustainable way

## **3. Review**

As a minimum, this policy will be reviewed in line with legislative reporting

## Appendix 1: Waste collection zones based on Planning Scheme Zones – Moorabool Shire Council

Waste collection zone	Planning scheme zone	Shortlist of localities
Urban Compulsory 120L general rubbish 240L mixed recycling 240L FOGO	Residential Zone (RZ), Low-Density Residential Zone (LDRZ), Neighborhood Residential Zone (NRZ)	Bacchus Marsh, Darley, Maddingley, Gordon Township, Hopetoun Park, Ballan Township
Rural Compulsory A 240L general rubbish 240L mixed recycling	Township Zone (TZ), Rural Living Zone (RLZ) and Conservation Zone (CZ)	Bungaree, Dunnstown, Elaine, Lal Lal, Leigh Creek, Mount Egerton, Wallace, Balliang, Balliang East, Korobeit, Rowsley, Spargo Creek, Pentland Hills
Rural Compulsory B 240L general rubbish 240L mixed recycling 240L FOGO (opt in)	Township Zone (TZ), Rural Living Zone (RLZ) and Conservation Zone (CZ)	Myrniong, Blackwood, Greendale, Dales Creek, Gordon*
Non-Compulsory (opt-in) 240L general rubbish 240L mixed recycling	Various zones outside compulsory service areas.	Dispersed properties across the shire within collection corridors.

\* Gordon- Rural properties south of the freeway and north of the railway line are opt-in only.

**Note:** A number of localities encompass multiple waste collection zones. For example, Bacchus Marsh consists of both rural and urban zones. It is the responsibility of the property owner to verify the applicable waste collection zone for their property by contacting MSC directly.

## Appendix 2: Waste management service charge description

Waste management service charge description	
Waste charge	<ul style="list-style-type: none"> <li>• Applies to all rateable properties in the Shire and funds:</li> <li>• Supply and service of all streets, park, and reserve litter bins</li> <li>• Collection of illegally dumped rubbish, loose litter, rubbish spills, etc (shire-wide) as requested/advised by ratepayers/residents</li> <li>• Mechanical sweeping of roads, channels, and footpaths to reduce litter and waste</li> <li>• Transfer station infrastructure</li> </ul>
General rubbish	<ul style="list-style-type: none"> <li>• Collection and transport cost</li> <li>• Disposal to landfill cost</li> </ul>
Mixed recycling	<ul style="list-style-type: none"> <li>• Collection and transport cost</li> <li>• Sorting at Material Recovery Facility</li> </ul>
FOGO	<ul style="list-style-type: none"> <li>• Collection and transport cost</li> <li>• Processing at FOGO facility cost</li> </ul>
State waste levy	<ul style="list-style-type: none"> <li>• Applies to all rateable properties in the Shire</li> <li>• A fee <i>per tonne of waste sent to landfill</i> imposed by the State Government</li> <li>• An incentive for waste generators to reduce the volume of waste sent to landfill</li> </ul>

# Appendices

## Appendix 3: Accepted kerbside bin materials. (Examples only – not an exhaustive list.)

For the details of acceptable items in these bins, please check Recycling Victoria – Victorian Government: <https://www.vic.gov.au/recycling-victoria>

General rubbish – Red Lid	Mixed recycling – Yellow Lid	FOGO – Lime Green Lid	Glass – purple lid (if applicable)
<i>The landfill bin is for materials not accepted within the recycling or FOGO bin.</i>	<i>The recycling bin is primarily for containers and packaging of household food and beverage products.</i>	<i>The FOGO bin is for garden and food organic materials only.</i>	<i>The glass bin is for food, beverages, and household containers made of glass.</i>
Waxed cardboard: Fresh produce boxes, Long-life cartons, Cold/hot disposal cups, Fresh milk/juice cartons	Unwaxed cardboard: Boxes, Pizza boxes, Takeaway containers, Cereal boxes, Toilet tubes, Egg cartons Paper: Office, Magazines, Wrapping, Envelopes	Garden waste: Leaves, non-environmental weeds, Flowers, Prunings, Grass clippings	Glass bottles: soft drink, juice, water, wine, spirits, beer, wine etc
Composite materials: Blister packs, Coffee pods, Toothpaste tubes	Glass bottles and jars (where separate glass not provided) Jam jars, Vegemite jars, beer, wine, spirit bottles	Food scraps	Glass jars: jam, pasta sauce, pickles etc
Plastic: Bottle lids, Plastic bags/packets, Plastic wrap, Straws, cutlery, plates, Bottle pumps/spray nozzles, Polystyrene etc	Plastic: Rigid plastics #1 – PET, #2 – HDPE, #5 – PP (e.g. bottles, containers, tubs)	Low-quality paper-based items: Tissues, Paper towel, Serviettes	
Other: Bagged vacuum dust, Broken ceramics, Clothing, Nappies, Cat litter/animal waste,	Aluminum: Foil (clean, in a ball), Cans, Trays (clean) Steel: Cans, Aerosol cans (empty), Jar lids		
<b>Not Accepted in Any Bin:</b>	E-waste, Batteries of any kind, Hot ashes, Gas cylinders/canisters, Sharps, Flares, Chemicals	Building materials, Rubble, Soil, Liquids, Oils, Paint, Flammable materials	Items that prevent the lid from closing