

Strathbogie Shire Council

Kerbside Collection Services Policy

December 2024



Contents

| | |
|--|----|
| Kerbside Collection Services Policy | 2 |
| PART 1 POLICY | 3 |
| 1. PURPOSE..... | 3 |
| 2. POLICY STATEMENT | 3 |
| 3. APPLICATION OF THIS POLICY | 3 |
| 4. ACCOUNTABILITY AND RESPONSIBILITIES | 3 |
| 5. KERBSIDE COLLECTION CHARGES | 4 |
| 9. MULTI UNIT DWELLINGS | 7 |
| 10. EXTENSIONS TO KERBSIDE COLLECTION ROUTES | 8 |
| 11. SPECIAL CONSIDERATION KERBSIDE COLLECTION SERVICE | 9 |
| 13. KERBSIDE COLLECTION SERVICES FROM EDUCATIONAL ORGANISATIONS..... | 10 |
| 14. KERBSIDE COLLECTION SERVICES FOR COMMUNITY FACILITIES AND COMMUNITY GROUPS | 11 |
| 21. DEFINITIONS | 15 |
| 22. RELATED POLICIES AND LEGISLATION | 15 |
| 23. POLICY REVIEW..... | 15 |
| 24. CHARTER OF HUMAN RIGHTS AND RESPONSIBILITIES ACT 2006 AND THE EQUAL OPPORTUNITY ACT 2010 | 16 |
| PART 2 ATTACHMENTS – TOWN MAPS | 17 |

Kerbside Collection Services Policy

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| Responsible Officer: | Director Sustainable Infrastructure |

PART 1 POLICY

1. PURPOSE

The purpose of this Policy is to state Council’s objectives regarding the waste management services it offers to residents, businesses, and other groups within the Shire.

2. POLICY STATEMENT

This Policy is essential in ensuring that our kerbside waste services are delivered equitably across the Shire. The delivery of efficient and effective waste management services is captured in Strategic Focus Area 3 – *Protect. Enhance. Adapt*. The Strathbogie Shire Council is committed to facilitating effective, economical and sustainable waste management practices that assist in achieving the following goals

- Minimising the amount of landfill waste generated within the municipality
- Increasing the recovery of resources
- Providing alternatives to landfill disposal
- Minimising the contamination of recycling and organic waste streams
- Equitable and accessible access for all residents

3. APPLICATION OF THIS POLICY

This Policy applies to the waste management services provided by Council and their associated service charges.

The Council is able to establish this policy in accordance with its powers under the *Local Government Act 2020*.

4. ACCOUNTABILITY AND RESPONSIBILITIES

| Role | Responsibilities |
|-----------------------------------|---|
| Environment and Waste Coordinator | <ul style="list-style-type: none"> • Ensure adherence to the policy • Apply to the policy to interactions with the community • Ensure communication regarding the policy is clear and understandable to the community so they are aware of their obligations |
| Waste Management Officer | <ul style="list-style-type: none"> • Apply the policy as required to the community to ensure a fair distribution of waste services |
| Officers | <ul style="list-style-type: none"> • Apply the policy as required to interactions with the community |
| Community | <ul style="list-style-type: none"> • Be familiar with the policy to ensure that all process and requirements are met |

5. KERBSIDE COLLECTION CHARGES

- 5.1 Council is entitled to charge Service Rates and Charges for the collection and disposal of waste under the *Local Government Act 2020*.
- 5.2 Council will consider declaring kerbside collection service charges and their quantum during the budget process each financial year.
- 5.3 A kerbside collection service charge is an annual charge on a property
- 5.4 Each annual kerbside collection service charge will be per kerbside collection service (one Mobile Waste Bin (MWB), one Mobile Organics Bin (MOB) one Mobile Recycling Bin (MRB) and when applicable one Mobile Glass Bin (MGB)).
- 5.5 Kerbside collection service charges are structured to reflect the service cost to Council and are geared toward encouraging residents to reduce waste to landfill.

6. ABOUT THE KERBSIDE COLLECTION SERVICES

- 6.1 The Standard Kerbside Collection Service provided by Council will be delivered as follows:
 - Organics - One x 120 litre MOB collected weekly
 - Recycling - One x 240 litre MRB collected fortnightly
 - Waste - One x 120 litre MWB collected on the alternate fortnight to Recycling
 - And from 1 July 2025 – Glass - One x 120lt MGB collected every 4 weeks
- 6.2 The following alternative kerbside collection services are available to allow customers to meet their particular needs:

| Organics – Weekly Collection | Recycling – Fortnightly Collection | Waste – Alternate Fortnight to Recycling | From 1 July 2025 – Glass - Four Weekly Collection |
|-------------------------------------|---|---|--|
| 240 litre MOB | 120 litre MRB | 240 litre MWB | 240 litre MGB |
| | 360 litre MRB | | |

- 6.3 All residential properties receiving kerbside collection services MUST also receive at least one kerbside organics collection service and one kerbside recycling collection service and from 1 July 2025, one kerbside glass collection service.
- 6.4 All residential properties receiving a Kerbside Organics Collection Service will be provided with the following items from Council to assist with the effective collection of organic food waste:

- I. An eight (8) litre Organics Kitchen Caddy (delivered with each Mobile Organics Bin)
 - II. A roll of compostable Organics Kitchen Caddy liners (delivered to the property every year).
- 6.5 All Mobile Waste Bins, Mobile Organic Bins, Mobile Recycling Bins, Mobile Glass Bins and Organics Kitchen Caddies and liners provided by Council to residents remain the property of Council and must be kept at the address they have been issued to.
- 6.6 Council will undertake repairs on damaged bins or caddies and replace any bins that are stolen or damaged whilst left out for collection. However, if a bin or caddy is damaged or lost because of misuse or other action on a resident's part, the cost of replacement or repair of the damaged or stolen bin or caddy may be sought from the ratepayer of the property that it was allocated to.
- 6.7 Should your scheduled bin collection be missed, contact Councils Customer Service to report missed collection who will arrange for collection with the Contractor. If there is no collection within 48 hours, please contact Customer Service who will escalate to the appropriate senior officer.
- 6.8 Bin contents, once the bin has been placed in its usual collection location becomes Council's property. Bin audits may be undertaken by Council at any time to contribute to its understanding of user's waste and resource recovery practices
- 6.9 Bins should be placed on the kerbside the night before collection and removed from the kerbside and into the property as soon as practical after collection.
- 6.10 Bins will only be delivered to properties where Council has received a final Occupancy Permit. Bins will not be delivered to empty blocks, sheds or other infrastructure except if there is a need as determined by Council Officers
- 6.11 Given the large geographic size of the municipality, it is not economically feasible to support kerbside collection services to all areas of low-density settlement. Collection routes are mainly limited to:
- Urban areas
 - Rural areas where the ratio of homes to the distance travelled makes provision of services economically feasible; and
 - Roads travelled that link collection routes together.

7. RESIDENTIAL KERBSIDE COLLECTION SERVICES IN URBAN AREAS

- 7.1 Council's Standard Service Charge will be levied on all habitable properties within urban areas and on designated densely populated areas of the municipality. These charges will apply regardless of whether:
- the dwelling is permanently occupied or
 - the service is required or utilised.

- 7.2 Charges for the standard kerbside collection services on new dwellings in urban areas shall apply as of the date that Council's Rates Department receive the application for a new bin service.
- 7.3 Additional kerbside collection services or changes to the Standard Kerbside Collection Services bin sizes can be provided upon application. Additional or reduced fees may apply depending on the bin size and service chosen.
- 7.4 Once a Kerbside Collection Service (which must include a MOB, MWB, MGB and MRB) is present at the property any number of additional bins in any combination may be delivered and utilised by the property. A minimum of one MOB, MWB and MRB must be at the property. From 1 July 2025 this will also include a MGB.
- 7.5 Kerbside collection services and their associated charges can only be cancelled if the property becomes uninhabitable.
- 7.6 Any amendments to service allocations that have a cost implication can only be made by the property owner, ratepayer or a person legally authorised to act on the owner's behalf.
- 7.7 The Urban Areas have been mapped in Council's GIS system. If a property falls into this boundary, then they MUST have as a minimum a Standard Kerbside Collection Service. Maps as of February 2024 are attached at the back of this Policy – up to date maps can be found on Council's Website and include Violet Town, Euroa, Strathbogrie, Nagambie, Longwood, Old Longwood, Mangalore, Avenel and Locksley.
- 7.8 There is no option for properties within this collection area to opt out of this service as it would not be financially viable and impossible to maintain.
- 7.9 Once Council has received an Occupancy Permit for a habitable dwelling within a defined Urban Area, the ratepayer(s) will be issued a 'New Occupancy Permit – Required Kerbside Collection Service' letter explaining this policy, with an attached new bin service application form.
- 7.10 Ratepayer(s) who do not respond within two (2) weeks after a secondary 'New Occupancy Permit – Required Kerbside Collection Service' letter has been issued, bins comprising the Standard Kerbside Collection Service will be delivered and levies applied as per the next available date of delivery.
- 7.11 The collection route is based a minimum number of properties to maintain its viability and if properties opted in and out it becomes a logistical issue to keep rolling bins in and out.
- 7.12 The onus is on the resident or owner of a property to notify Council when a bin has been stolen or is missing. Council will not refund of non-service due to bins been stolen or missing.

8. RESIDENTIAL KERBSIDE COLLECTION SERVICES IN RURAL AREAS

- 8.1 Kerbside collection services may be available for properties adjacent to existing collection routes, provided the bins are delivered to and from an agreed location on the route for collection and any other criteria stipulated by Council and / or its service provider is met. Standard collection charges will apply.
- 8.2 Additional kerbside collection services or changes to the Standard Kerbside Collection Services bin sizes can be provided upon application. Additional or reduced fees may apply depending on the bin size and service chosen.
- 8.3 Once a Kerbside Collection Service (which must include a MOB, MGB and MRB) is present at the property any number of additional bins in any combination may be delivered and utilised by the property. A minimum of one MOB, MGB and MRB must be at the property. From 1 July 2025 the above services will also include an MGB.
- 8.4 Any amendments to service allocations with costs implications can only be made by the property owner or person legally responsible for payment of rates.
- 8.5 The onus is on the resident or owner of a property to notify Council when a bin has been stolen or is missing. Council will not refund any service charge for the period any bin has been missing.

9. MULTI UNIT DWELLINGS

- 9.1 The Standard Kerbside Collection Service will be provided to all properties except as outlined below:
 - i) Vacant allotments
 - ii) Commercial and Industrial properties and facilities
 - iii) Multi-Unit Developments may share bins or change bin sizes subject to a waste management agreement being developed, and regulated by the owner's corporation or building manager, and approved by Council.
 - iv) Residential aged care facilities and lifestyle/retirement villages will be able to apply for a reduced number of food and garden organics bins to meet the volume of organic material generated. If they can demonstrate alternative management of all their food and garden waste, complying with environmental standards, waste diversion from landfill and satisfying Council policy, they may be exempt from the organic bin service. These facilities may be located on or accessed via private roads, so access for collection vehicles will be determined prior to commencement of service and in line with Council's contractual agreement.
 - v) Where Council has approved the use of additional bins
- 9.2 It is recognised that some residents may require a different combination of bin sizes. Variations to the Standard Kerbside Collection Service, additional services or commercial and industrial requirements will be subject to approval of Council Officers. Additional or reduced fees and charges may apply.

10. EXTENSIONS TO KERBSIDE COLLECTION ROUTES

10.1 The following shall be given consideration before adopting any extensions to existing collection routes:

- All roads on the proposed extended route are listed on Council's Register of Public Roads
- Economic feasibility of additional service (cost v benefit)
- Existing contractual arrangements
- Physical constraints of extended route (i.e. pavement strength of road to take heavy vehicles, width and alignment of road, bridge load limits, slope of road, turning area if required)
- Possibility of damage to Council assets by heavy vehicles (i.e. damage to bridges, road surface, road furniture)
- Number and proximity of dwellings serviced (additional distance travelled does not exceed two kilometres per service)
- Impact of additional routes on the existing collection day program
- Proximity to existing collection routes.

10.2 In addition, Council could, at its discretion, choose to extend collection routes based on, but not limited to, the following:

- Township growth
- Contractor's collection schedules

10.3 Access using private roads to provide collection services can be approved where a specific access agreement has been negotiated between Council, the collection contractor and the landowner.

10.4 Requests to provide collection services to properties located within adjoining municipalities and in close proximity to the border with Strathbogie Shire will be investigated on a case-by-case basis. For this service to take place, agreement must be reached with the particular Council that the property is located in, to either:

- bill the relevant Council separately for the collection,
- come to a mutual understanding regarding the costs on "quid pro quo" basis, or
- bill the ratepayer as a sundry debtor.

11. SPECIAL CONSIDERATION KERBSIDE COLLECTION SERVICE

- 11.1 For residential properties meeting any of the following criteria, the standard fortnightly 120 litre MWB service may be replaced with a larger 240 litre MWB service (or have an additional 120 litre MWB service added) at no extra cost at the request of the resident:
- i. Six or more people permanently residing at the property,
 - ii. Residents with medical conditions that result in larger than usual waste generation. The waste generated must be able to be disposed of through the kerbside collection bins and CANNOT include sharps or other hazardous medical waste.
 - iii. Households having to dispose of nappies or incontinence products.
- 11.2 Council will request suitable documentation from residents in order to support the request for Special Consideration Collections
- 11.3 Special considerations bins are not available for Family Day Care Services or other businesses that are run out of a residential properties.
- 11.4 If this evidence is not supplied when requested Council will assume the Special Consideration MWB is no longer required and will charge the Rate Payer, the 240lt MWB rate or replace the 240lt MWB with a 120lt MWB whichever is deemed by Council Officers to be the most appropriate solution
- 11.5 A list of the properties receiving Special Consideration Collections will be maintained and the continued need for the service reviewed at the end of each financial year.

12. KERBSIDE COLLECTION SERVICES FROM COMMERCIAL PREMISES

- 12.1 Kerbside collection services are available on application for all commercial premises located on existing collection routes of the Shire. Application must be made by the property owner or person legally responsible for payment of rates.
- 12.2 Commercial premises can apply for any combination and number of kerbside collection services (i.e. organics, garbage, glass or recycling). Each service will attract the applicable annual service charge.
- 12.3 Organics bins (MOBs) will only be provided with a Waste (MWB) service to minimise contamination.
- 12.4 Any commercial premise that is found to be using Councils public place bins to dispose of their rubbish will be required to have a Council service or provide evidence of a commercial arrangement.

- 12.5 Any amendments to service allocations can only be made by the property owner or person legally responsible for payment of rates.
- 12.6 For premises in urban areas that are combined residential / commercial, one Kerbside Waste Service Charge, one Kerbside Organics Service Charge and one Kerbside Recycling Service Charge will be levied on any residential part of the premise. From 1 July 2025 this will include one Kerbside Glass Service Charge
- 12.7 Kerbside collection services from commercial properties housing Opportunity Shops managed by charitable organisations, will be charged for services as per other commercial properties. However, Council will give consideration, on a case-by-case basis, to any written requests to waive the disposal fees at Council's Resource Recovery Centres, for any unsaleable items left at these premises outside of the premise's operating hours.
- 12.8 Any written requests received by Council must state the requested amount of waiver, the reason why Council should approve a waiver (good done for the community etc). Requests must also outline how shops are attempting to minimise the amount of "dumped" material at their premises.
- 12.9 All waivers will only be for a maximum 12-month period. At expiration of this, businesses can reapply.

13. KERBSIDE COLLECTION SERVICES FROM EDUCATIONAL ORGANISATIONS

Council is committed to encouraging the use of recycling and organics collection services at educational organisations to assist with educating students in the benefits of diverting waste from landfill.

For the purposes of this policy, the following are considered to be educational organisations:

- Schools
- Kindergartens / Pre-schools
- School Camps
- Outdoor Education Facilities

- a) All educational organisations will receive recycling and organics service allocations based proportionally on the number of students enrolled, at a rate of one service per 100 students. These allocations will be provided free of charge by Council.

- 0 - 100 Students = 1 x 240 litre mobile recycling bin and 1 x 240 litre mobile organics bin.
- Increments of 100 increase in student numbers will receive one extra bin per increment.

Educational organisations requesting additional waste, recycling, organics or glass (when available) services shall apply to Council in writing. Each additional service shall be subject to the standard Service Charge.

14. KERBSIDE COLLECTION SERVICES FOR COMMUNITY FACILITIES AND COMMUNITY GROUPS

- 14.1 Community groups will receive collection service allocations based proportionally on the Township's population and / or membership, based on the user group type.

Additional collection services required over and above a group's prescribed allocation will be subject to the appropriate service charges. This includes additional 'one off' services required for 'Special Events'. If bins are required for Special Events, then Council's 'Waste Wise Policy' will be used to determine any allocations

- 14.2 Bins will be placed out for collection by user groups on the roadside adjacent to the user group's facility / venue on appropriate days, as per normal household collections.

This will be the standard arrangement unless an alternative, suitable collection arrangement is agreed to by Council's waste services contract supervisor.

- 14.3 This policy does not apply to those user groups / events whose needs do not justify a collection service. Justification will be determined by Council's waste services contract supervisor, taking into consideration:

- waste volumes
- site access and
- bin security.

- 14.4 This policy does not apply to those user groups that are located in an area remote from existing collection routes.

- 14.5 Groups that can transport their waste and recycling in an appropriate manner, i.e., via a trailer or other manner, may be able to apply for a fee waiver at one of Councils Resource Recovery Centres.

User Group Definitions and Bin Allocations

I. 'A' Groups; Recreational Reserves with multi-use facilities

Recreation reserves which include joint user groups (such as Football, Cricket, Netball and Tennis Clubs) will receive collection service allocations based proportionally on the Township's population, at a rate of one 240 litre garbage bin, one 240 litre recycling bin and one 240 litre organics bin per 500 head of population.

These services will be provided free of charge.

0 - 500 Population = 1 x 240 litre mobile waste bin* (MWB)

1 x 240 litre mobile recycling bin (MRB) and

1 x 240 litre mobile organics bin* (MOB)

**(or alternatively 2 x 120 litre MWBs and / or MOB)*

For special once off events clubs can apply for special events bins as per this policy and the events guidelines

II. 'B' Groups; Sporting Clubs (including Bowls, Tennis, Golf), Emergency Services (CFA, SES)

Groups such as, individual Bowls, Golf and Tennis Clubs and Emergency Services facilities will receive collection service allocations based proportionally on their membership.

These will be provided free of charge provided an undertaking in writing is made and acted upon by the group to initiate, promote, and action appropriate disposal procedures for recyclables and organic waste.

0 - 120 Members = 1 x 120 litre MWB, 1 x 240 litre MRB and 1 x 240 litre MOB.

120+ Members = 1 x 240 litre MWB**, 2 x 240 litre MRBs and 1 x 240 litre MOB**.

*** (or alternatively 2 x 120 litre MWBs and / or MOBs)*

For special once off events clubs can apply for special events bins as per this policy and the events guidelines

III. 'C' Groups; Senior Citizens and RSL Clubs

Senior Citizens and RSL Clubs will receive collection service allocations based proportionally on the Township's population.

These will be provided free of charge provided an undertaking in writing is made and acted upon by the group to initiate, promote, and action appropriate disposal procedures for recyclables and organic waste.

0 -1000 Population = 1 x 120 litre MWB, 1 x 120 litre MRB and 1 x 120 litre MOB

1000+ Population = 1 x 120 litre MWB, 1 x 240litre MRB*** and 1 x 120 litre MOB

**** (or alternatively 2 x 120 MRBs)*

For special once off events clubs can apply for special events bins as per this policy and the events guidelines

IV. 'D' Groups; Community Halls

Community Halls will receive one 120 litre MWB, one 240 litre MRB and one 120 litre MOB.

These will be provided free of charge provided an undertaking in writing is made and acted upon by the group to initiate, promote, and action appropriate disposal procedures for recyclables and organic waste.

For special once off events clubs can apply for special events bins as per this policy and the events guidelines.

V. 'E' Groups; Cemeteries and Churches

Cemeteries and Churches will receive collection service allocations based proportionally on the Township's population.

These will be provided free of charge provided an undertaking in writing is made and acted upon by the group to initiate, promote, and action appropriate disposal procedures for recyclables and organic waste.

0 - 1500 Population = 1 x 120 litre MWB, 1 x 120 litre MRB and 1 x 240 litre MOB

1500+ Population = 1 x 240 litre MWB, 1 x 240 litre MRB and 1 x 240 litre MOB****

****(or alternatively 2 x 120 litre MWBs, 2 x 120 litre MRBs and / or 2 x 120 litre MOB).

For special once off events clubs can apply for special events bins as per this policy and the events guidelines

15. APPROVED PUBLIC CAMPING SITES

Approved public camping sites are required to be maintained by the site managers in a neat and tidy manner. Campers that use approved public camping locations will be required to carry in/carry out their rubbish.

Due to the infancy of using public land for camping, Officers will monitor the ongoing impacts on locations and associated litter bins in the vicinity. If there are ongoing issues at approved locations Council staff will investigate an appropriate solution to minimise impacts on the community.

16. SPECIAL EVENTS

16.1 Organisers of special events within the Shire can apply to Council for the provision of waste, organics, glass and recycling services for their event.

16.2 Application must be made to Council via Council's event application process at least 28 days in advance of the event date.

16.3 To promote diversion from landfill at the event each MWB must be paired with at least one MRB and MOB.

16.4 Council staff will work with organisers of large events around the correct placement of bins and appropriate numbers of bins for the potential visitors and shall reference Council.'

16.5 Provision and emptying of 240 litre MBs for special events will be subject to the appropriate garbage service rate for special events, as specified in Council's waste services contract of the time.

16.6 Council will provide and empty up to two (2) 240 litre MWBs, or two (2) 240 litre MRBs and two (2) 240 litre MOB, free of charge for special events, in accordance with the waste services contract, provided an undertaking in writing is made and acted upon by the event organiser to initiate, promote, and action appropriate disposal procedures for recyclables and organic waste.

16.7 Bins will be placed out for collection by user groups / event organisers on the roadside adjacent to the event venue on appropriate days, as per normal household collections. This will be the standard arrangement unless an alternative, suitable collection arrangement is agreed to by Council's waste services contract supervisor.

Events must also agree to abide by Council's Waste Wise Events Policy.

17. CONTAMINATION OF KERBSIDE BINS

If a bin is found to hold contaminated or inappropriate material, an education / enforcement process will commence, escalating as follows:

- In the first instance, the bin will be stickered to inform the resident that the incorrect material was placed in the bin.
- In the second instance, the bin will not be emptied, and Council will send a letter to the property owner informing them that the bin was again presented for collection with contamination evident.
- In the third instance, all bins will be removed from the property for one collection cycle* and
- In the fourth instance all bins will be removed from the property and not replaced until the user commits to abide by the requirements to use the bin effectively*.

* Please note that should the bin be removed the waste management charges will continue to accrue on the property until the user commits to use the service as intended.

Whilst Council does not wish to take such drastic steps as outlined in the third and fourth instance, the contamination of each of the collection services brings financial penalties to the Council and thus the broader community. Council staff will support the household to change behaviours to use the bins correctly as far as practical to avoid escalation of the problem.

18. PUBLIC PLACE RECYCLING

Council encourages residents and visitors to practice their home recycling habits when out in the community. To support them, Council provides public place commingled recycling bins in high traffic areas such as shopping precincts and parks / reserves. These bins are serviced as part of the waste services contract.

Council will continue to take opportunities to establish recycling and organics bins in public places where effective.

19. WASTE EDUCATION

Businesses, schools or other groups that would like further information and materials on waste education can contact Council.

20. PRIVACY

Council will share residents' personal information only for purposed of fulfilling the service contract and the Waste Collection Contractor will not share their details. Information shared with the contractor include name, address and contact number.

21. DEFINITIONS

| Term | Meaning |
|--------------------------------------|---|
| Kerbside Collection Service | means a Council offered bin service |
| Mobile Waste Bin - MWB | can be ordered in 120lt or 240lt sizes. Bins have black bodies and red lids. |
| Mobile Organics Bins - MOB | can be ordered in 120lt or 240lt sizes. Bins have black bodies and lime green lids |
| Mobile Recycling Bin - MRB | can be ordered in 240lt or 360lt sizes. Bins have black bodies with yellow lids |
| Mobile Glass Bins - MGB | can be ordered in 120lt or 240lt sizes. Bins have black bodies and purple lids |
| Multi-Unit Development | is when two or more dwellings are constructed on the same parcel of land |
| Rural Area | any area outside the defined “urban” area |
| Standard Kerbside Collection Service | a Standard Kerbside Collection Service consists of a 120lt MOB and MWB and a 240lt MRB. From 1 July 2025 this will include a 120lt MGB as well |
| Urban Area | the built-up areas of Violet Town, Euroa, Strathbogrie, Nagambie, Longwood, Old Longwood, Mangalore, Avenel and Locksley. Up-to-date maps of these boundaries are located in Council’s GIS mapping system |

22. RELATED POLICIES AND LEGISLATION

- *Environment Protection Act 2017*
- *Local Government Act 2020*
- *Circular Economy Act 2021*
- Council Plan 2021 – 2025
- Waste Wise Events Policy
- Licensing and Leasing Policy

23. POLICY REVIEW

Council may review this policy at any time and at least two years from the date of adoption.

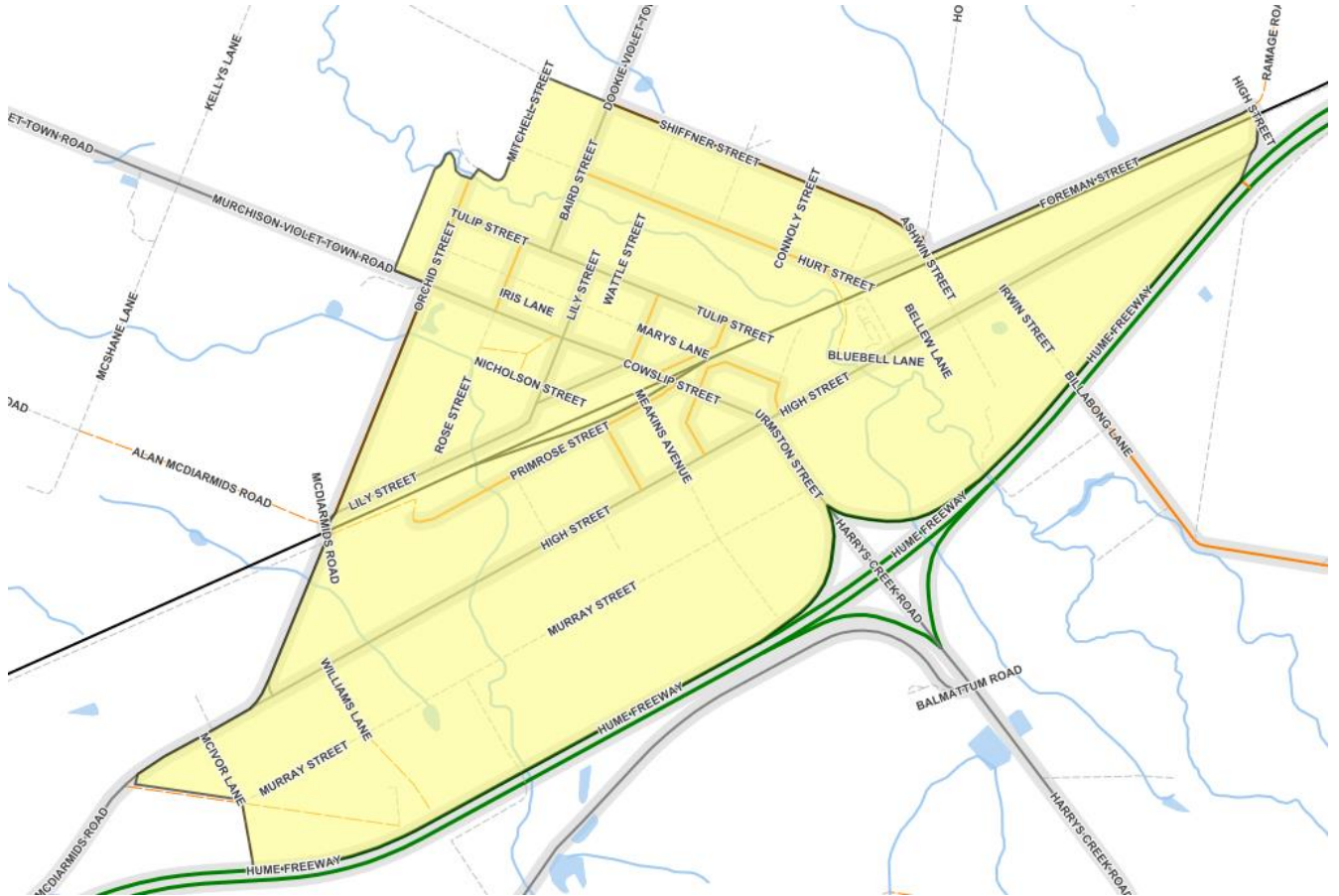
Minor amendments to the policy may be authorised by the CEO at any time where such changes do not alter the substance of the policy (e.g. a change to the name of a related document, or a change in legislation).

24. CHARTER OF HUMAN RIGHTS AND RESPONSIBILITIES ACT 2006 AND THE EQUAL OPPORTUNITY ACT 2010

The Council acknowledges the legal responsibility to comply with the *Charter of Human Rights and Responsibilities Act 2006* and the *Equal Opportunity Act 2010*. The *Charter of Human Rights and Responsibilities Act 2006* is designed to protect the fundamental rights and freedoms of citizens. The Charter gives legal protection to 20 fundamental human rights under four key values that include freedom, respect, equality and dignity.

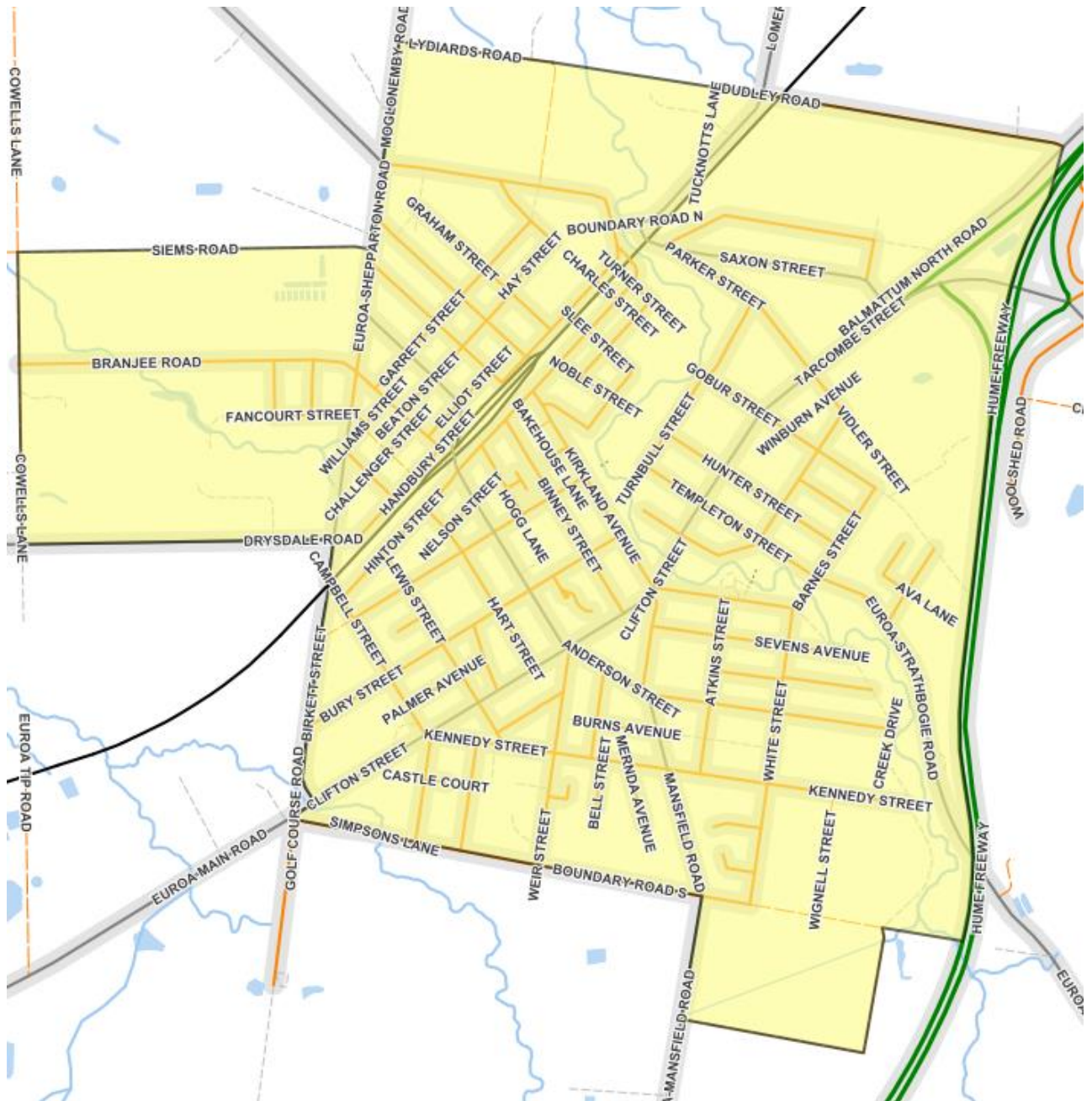
PART 2 ATTACHMENTS – TOWN MAPS

Violet Town



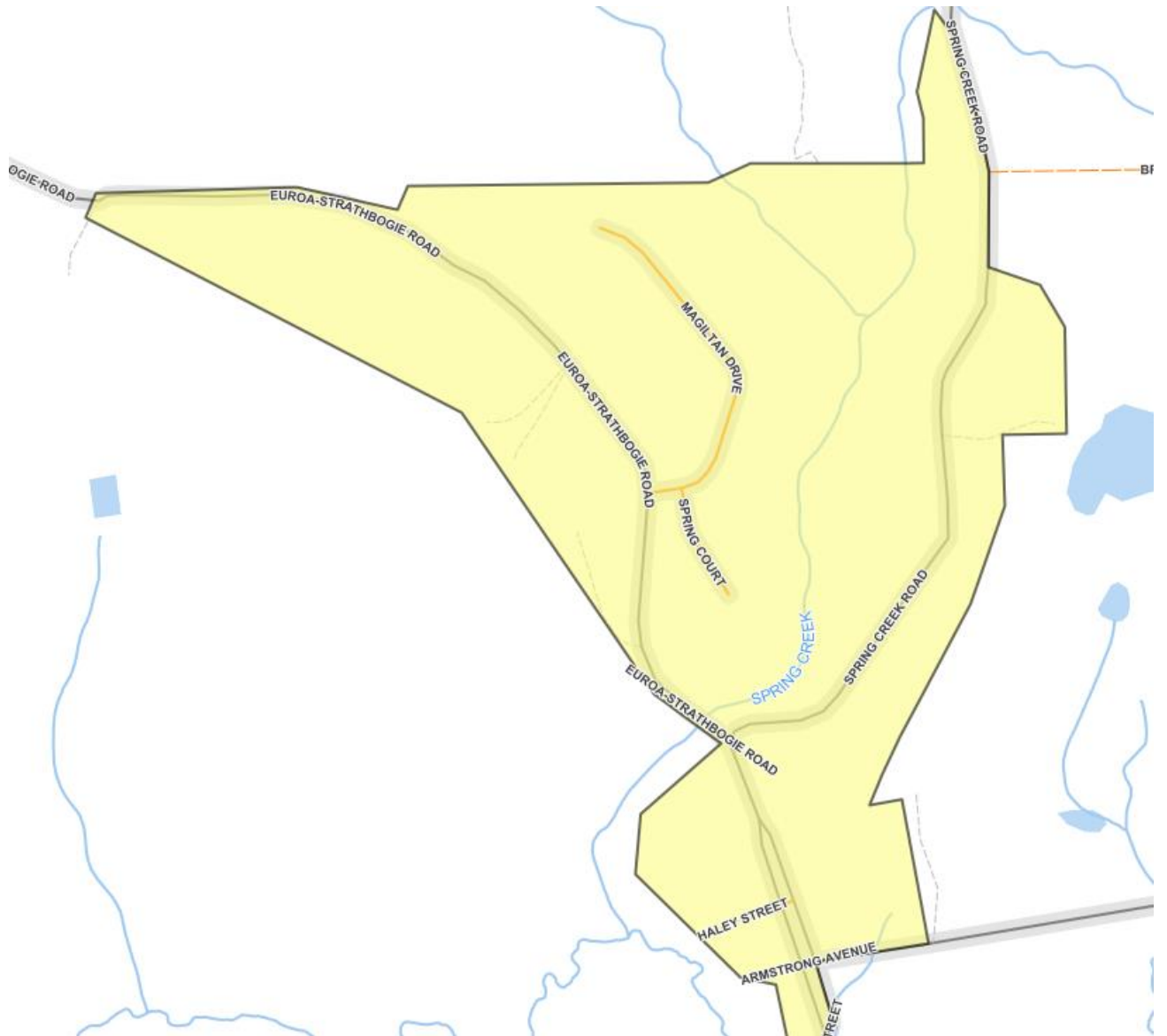
“Urban Area” as defined in section 7 of this policy. This is a compulsory service area.

Euroa



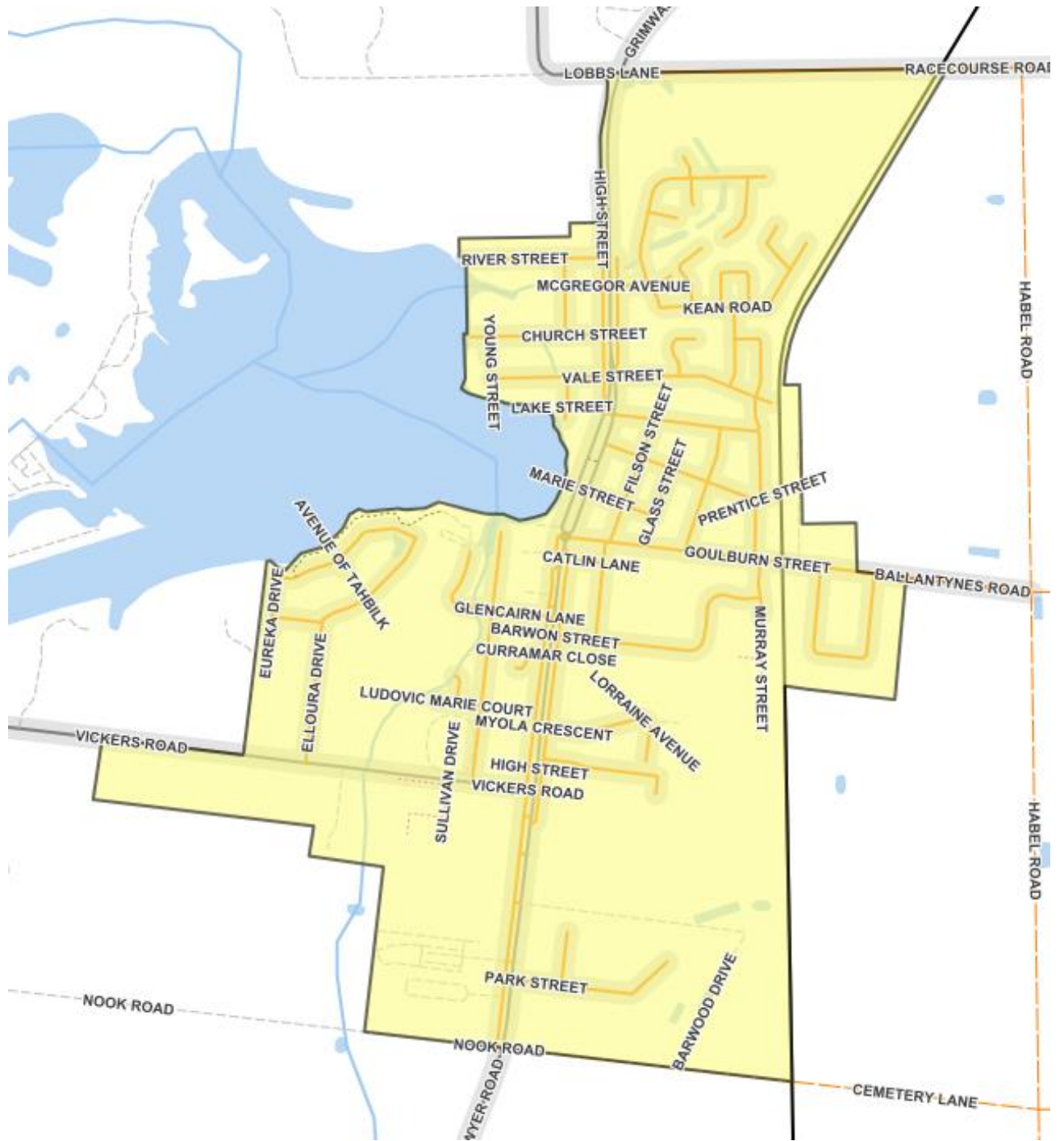
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Strathbogie



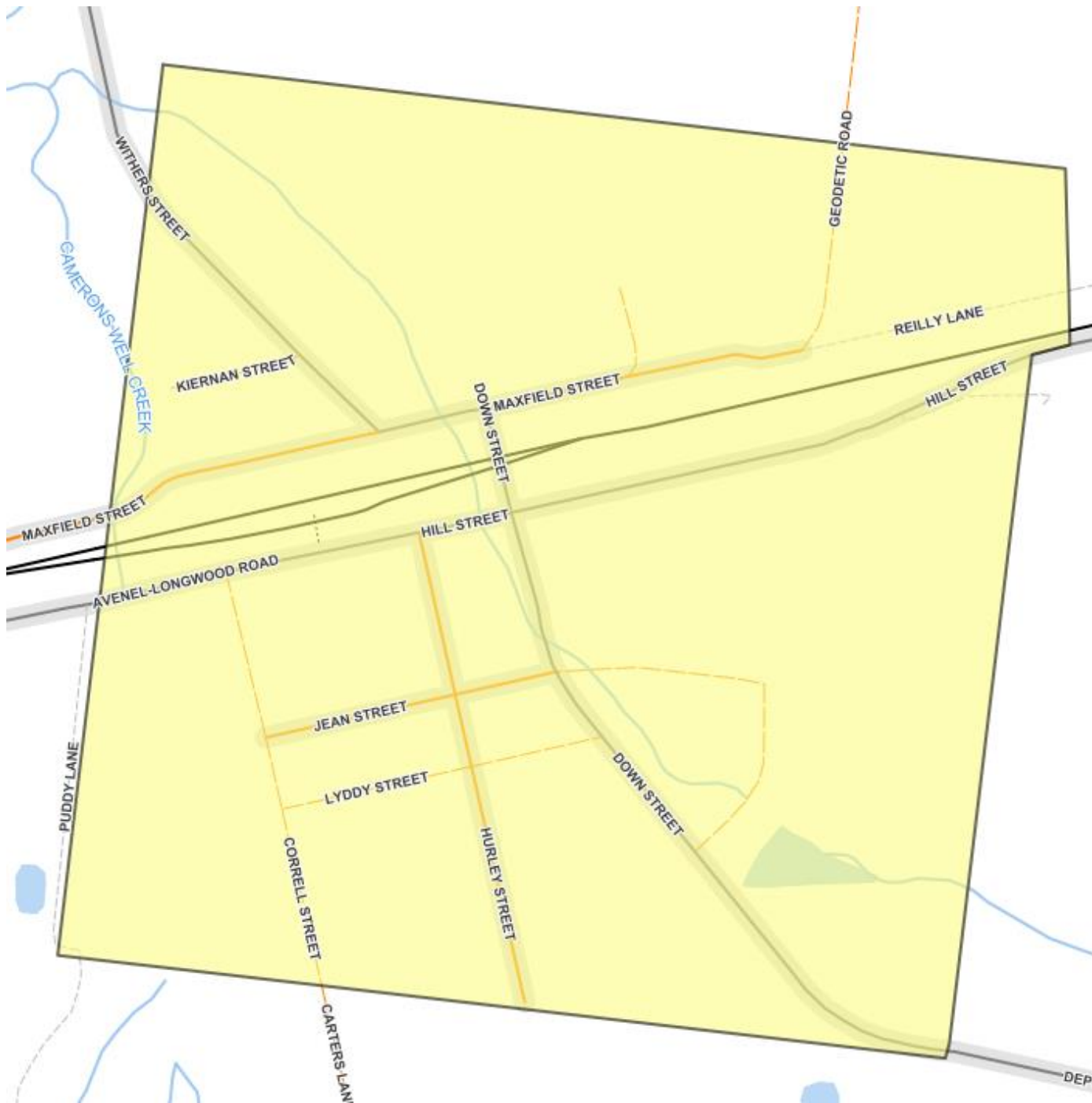
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Nagambie



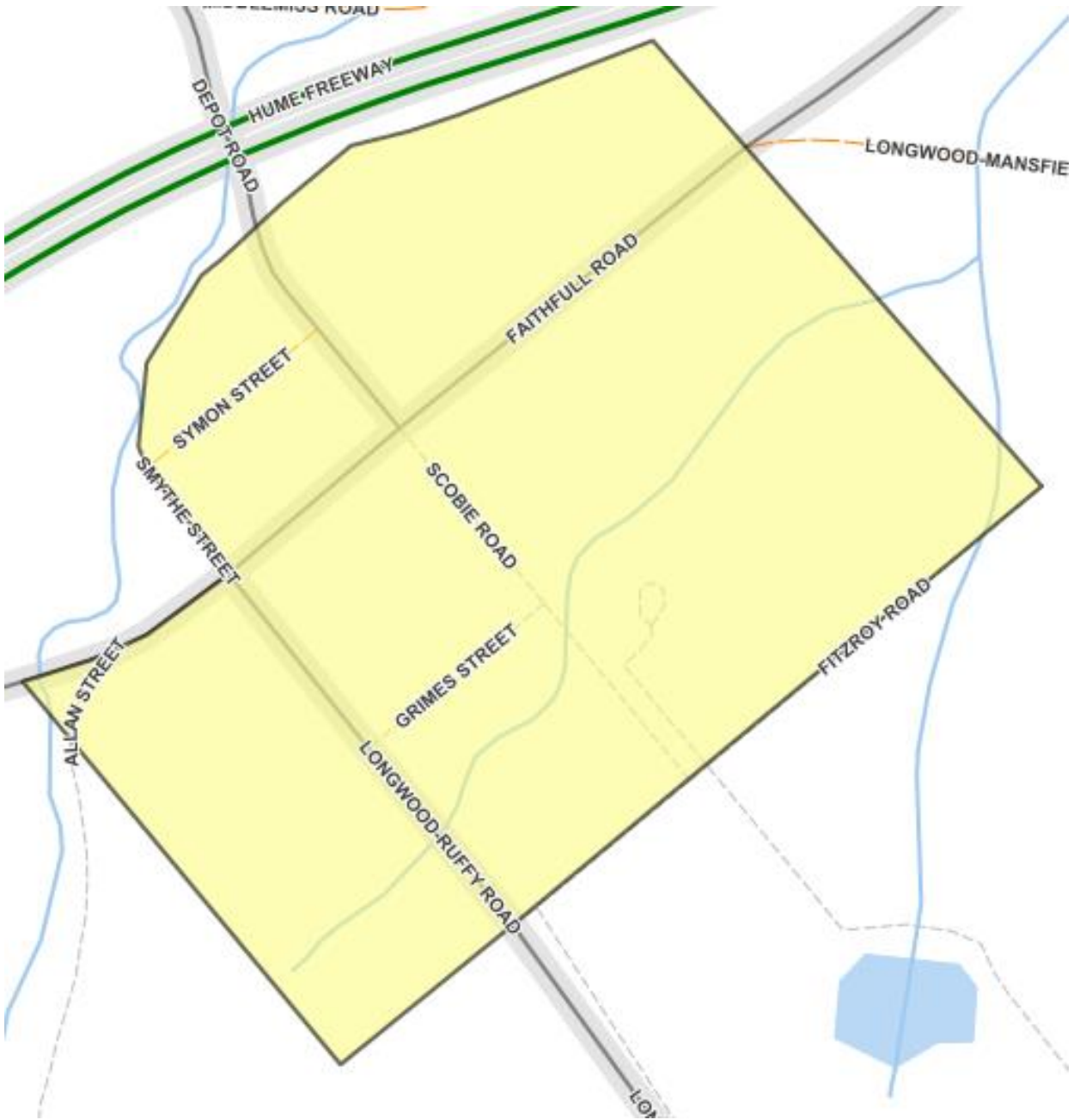
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Longwood



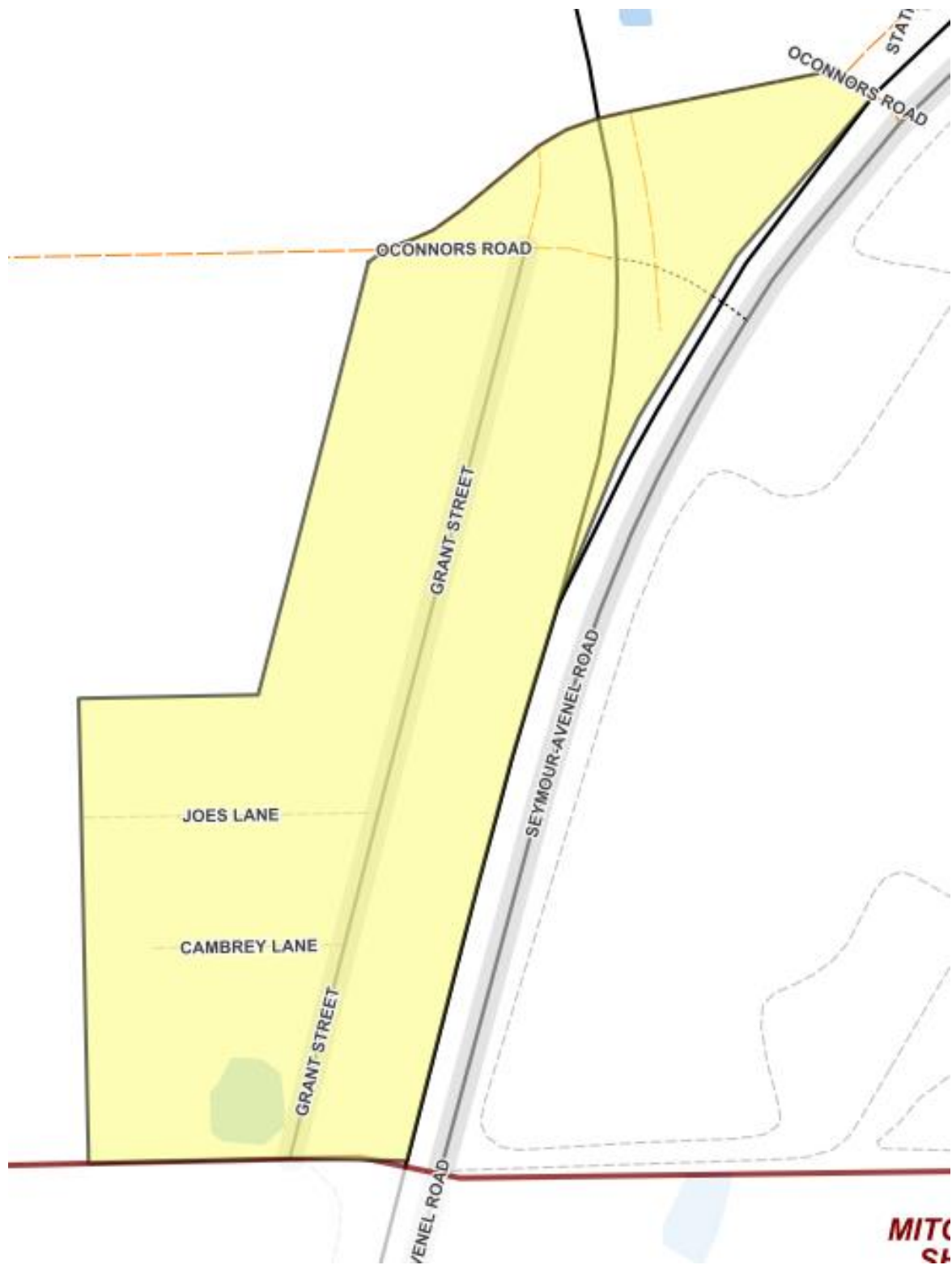
"Urban Area" as defined in section 7 of this policy. This is a compulsory service area.


Old Longwood



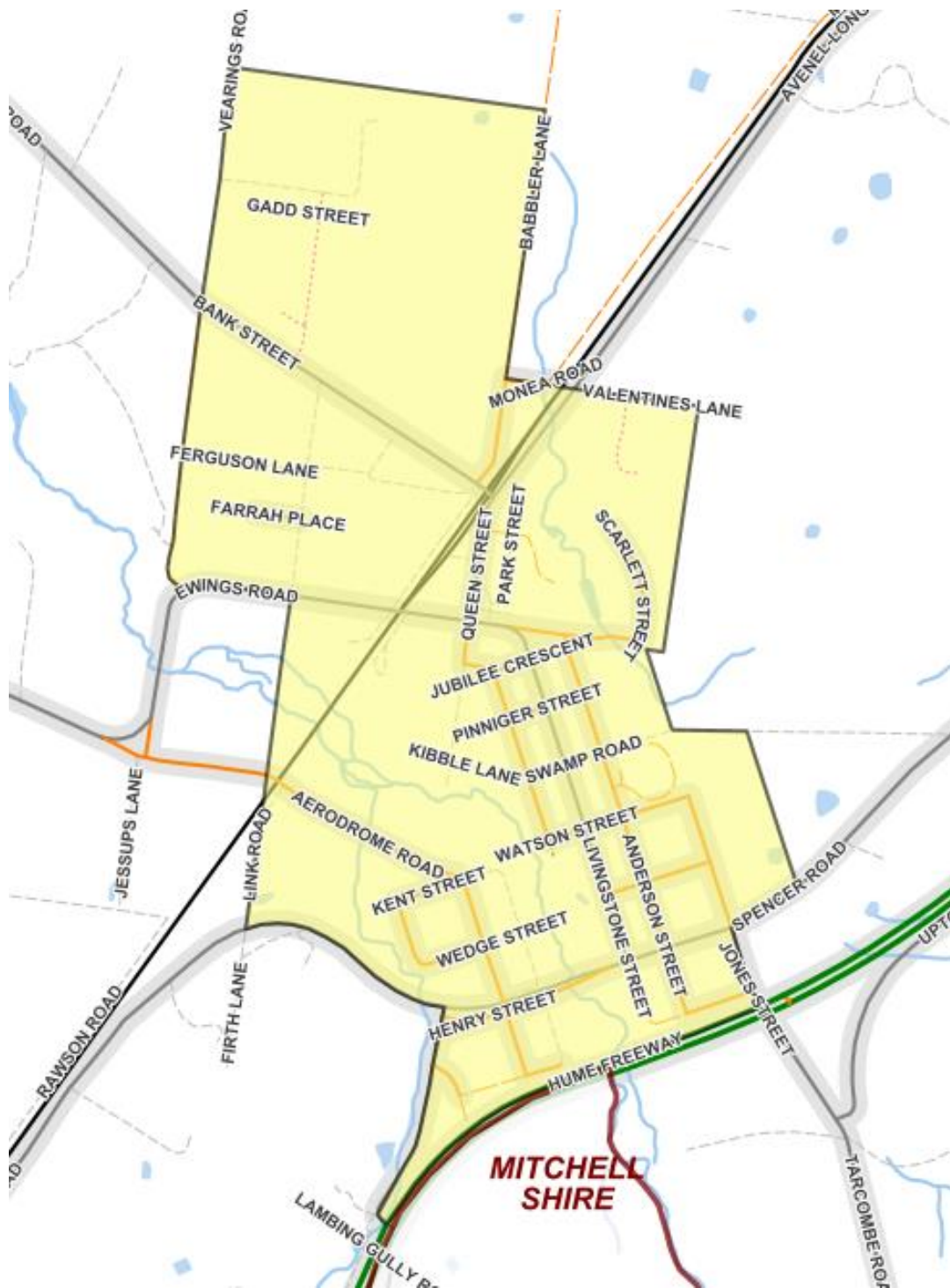
“Urban Area” as defined in section 7 of this policy. This is a compulsory service area.

Mangalore



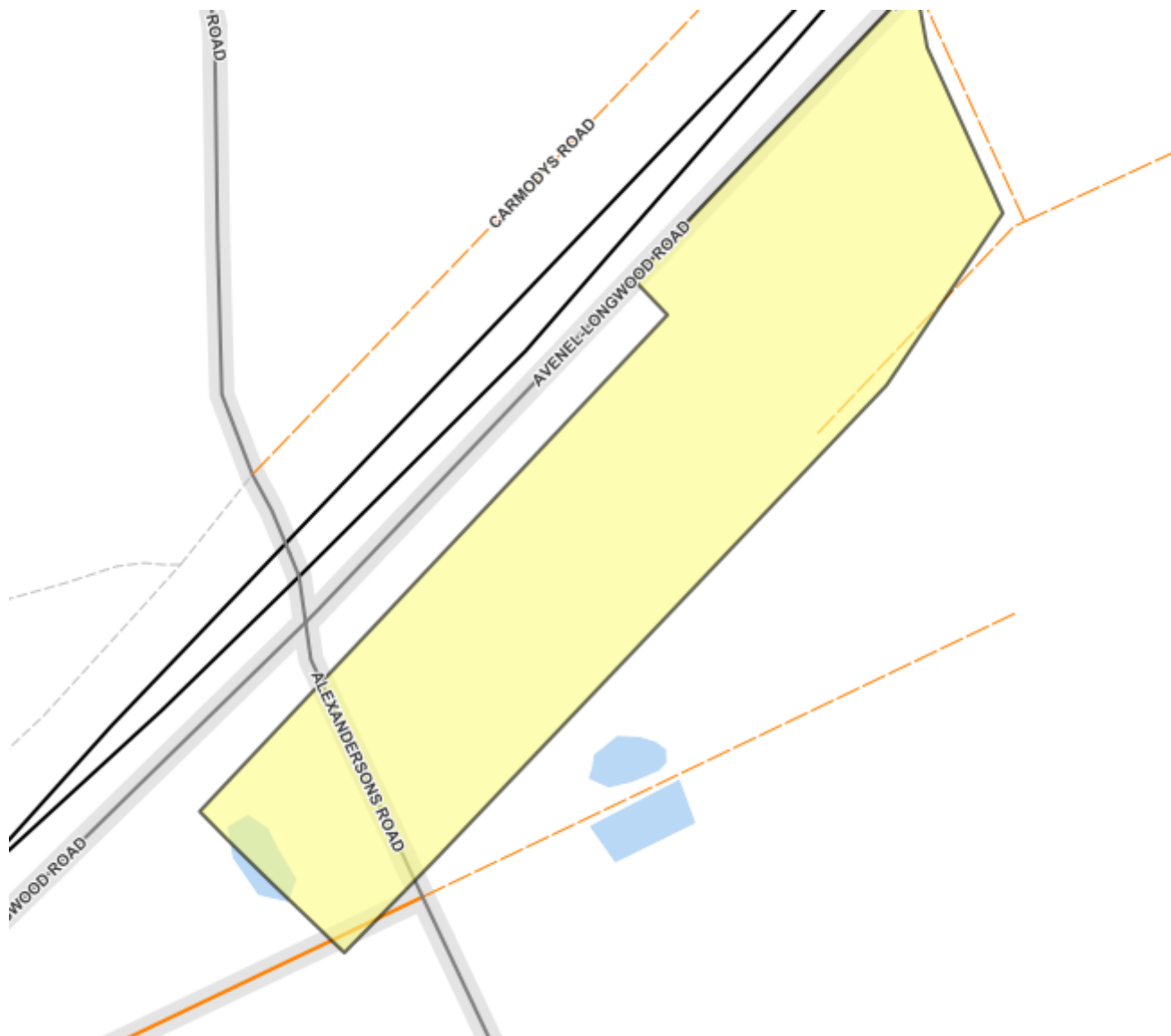
 "Urban Area" as defined in section 7 of this policy. This is a compulsory service area.

Avenel



“Urban Area” as defined in section 7 of this policy. This is a compulsory service area.

Locksley



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