



13/016 Waste Collection and Bin Replacement

Objective

The purpose of this policy is to provide details and clear guidelines to residents and businesses located within the Town of Port Hedland around the three (3) waste service types that are available:

1. Classic,
2. Premium, and
3. Additional Assistance Service (DAIP) Collection

This policy also provides an administrative framework to outline the criteria by which categorisation of a Bin Service is determined and the manner the Town imposes a Service Charge for the proper disposal of waste in respect of premises provided with a Bin Service, pursuant to the Waste Avoidance and Resource Recovery Act 2007.

Content

The Town of Port Hedland provides residential and commercial properties located within the Town boundaries three (3) service options depending on the nature of the collection and the circumstances of the applicant. The three service options are as follows:

1. *Classic Collection Service*

A Classic Collection Service is the standard Bin Service, where a charge is applied to each bin at a residential or commercial property, provided that it meets the following criteria:

- Emptied on a set day, once per week;
- Bins are placed on the kerbside in a manner that can accommodate collection without the driver exiting the truck; and
- The resident or property does not have multiple occupancies.

It is possible for a residential or commercial property to purchase additional Classic Collection Bin Services and pay an additional Classic Collection fee for each additional Bin Service.

2. Premium Collection Service

A Premium Collection Service Charge is applied for one or more of the following reasons:

- Those residential or commercial properties requiring a number of bins to be collected from within the property, emptied, and returned back to the property. For example a unit or complex with multiple residences;
- Residential or commercial properties with insufficient verge space; thus requiring the driver to exit the vehicle to wheel the bin to the truck; and
- A resident who qualifies for this service under the Town's Disability Access and Inclusion Plan (DAIP).

It is possible for a residential or commercial property to purchase additional Premium Collection Bin Services and pay an additional Premium Collection fee for each additional Bin Service

3. Additional Assistance Service (DAIP) Collection

The Additional Assistance Service (DAIP) is a Premium Collection service that is charged at a Classic Collection rate. As part of the Town of Port Hedland Disability Access and Inclusion Plan 2017 – 2022, this service can be requested by residents if all of the following are applicable:

- An individual is in receipt of an ongoing disability or aged pension; and
- An individual has a permanent or long term impairment preventing the resident from wheeling a bin from their residence to the kerbside; and
- There is no one else residing with the individual who is capable of putting the bin out on collection days.

(Note: a Medical Certificate and application form is required in order to qualify for this service; medical certificate must evidence permanent or long-term disability preventing the person from wheeling a bin from their residence to the kerbside).

4. Application of Bin Replacement Fees

Bin Replacement Fees shall apply where a bin is stolen, burnt or otherwise damaged from nuisance. The Bin Replacement Fee shall be waived if a Police Report Number is produced.

Bin Replacement Fees shall not apply when damage to the bin is attributable to the collection truck or normal wear and tear, or upon new occupancy of a property where there is no bin onsite.

Bin replacement requests will only be granted to an Authorised Person. Assessments of individual cases may be made by a person duly authorised by Council to make such assessments.

5. *Request to Commence a Bin Service*

Where a property wishes to commence a Bin Service, an application must be completed in writing by an Authorised Person. The Service Charge will be applied from the date of delivery. Service Charges will cover the full financial year on a pro-rata basis.

6. *Request for Additional Bin Service/Removal of a Bin Service*

Where a ratepayer wishes to organise an additional Bin Service or a removal of a Bin Service, a request must be submitted in writing by an Authorised Person. The Service Charge will be applied from the date of delivery or removal of the bin. Service Charges will cover the full financial year on a pro-rata basis.

7. *Dispute in Collection Charges Applied*

A request for an amendment to a Service Charges must be submitted in writing by an Authorised Person where a discrepancy is noted between the Service Charge applied to a record and the bin count held at a property. The bin count at the property will be confirmed by way of inspection by Waste Operations or a contractor engaged by the Town with any necessary charges adjusted from the date of the inspection. Service Charges will cover the full financial year on a pro-rata basis.

Definitions

“Authorised Person” the title holder, ratepayer or persons to which authority has been delegated in writing e.g. managing agent.

“Bin Replacement Fee” the fee charged to replace a bin where a bin had previously been purchased as part of a Bin Service.

“Bin Service” provision of one 240L bin and a weekly service to empty the contents of the bin.

“Service Charge” the annual fee charged for a Bin Service.



Relevant legislation	<i>Waste Avoidance and Resource Recovery Act 2007</i> <i>Local Government Act 1995</i> Town of Port Hedland Waste Local Law 2018 Town of Port Hedland Disability Access and Inclusion Plan 2017–2022
Delegated authority	Not Applicable
Business unit	Waste Operations
Directorate	Regulatory Services

Governance to complete this section			
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