

# Waste Management Services - User Guidelines

This guide provides information regarding Councils' new waste management service and assistance on the correct disposal of household waste and recycling material.

## Our Vision

During 2017 the community was consulted on options for waste collection service to encourage diversion of rubbish from landfill to composting and recycling. Feedback received from the community indicated a strong preference for the continuation of current waste collection arrangements and on this basis Council resolved to maintain existing service levels.

As a result of this clarification of community commitment to diversion of waste from landfill, The Barossa Council is seeking to reduce waste to landfill by encouraging residents to place recyclable material in either the yellow or green bins.

The Barossa Council encourages ratepayers to *Take the Challenge to:*

### Waste Less, Recycle More

Please sort your waste correctly and help increase the level of diversion from landfill, hence helping meet the target identified in the Barossa Community Plan.

What's more, waste costs Council more to dispose of at landfill than recycling costs. So it makes good sense to recycle.

## Collection Services

The Barossa Council offers a three bin kerbside collection service for those residents that live within a Designated Waste Collection Area (generally a township). For rural areas along the Approved Waste Collection Route, residents have access to a two bin kerbside collection service (Rubbish and Recycling).

Commercial premises within a Designated Waste Collection Area may opt to access the two bin system (Rubbish and Recycling) by contacting Council's waste contractor *Solo Resource Recovery* to obtain the service.

### Red lid rubbish bin



Your 140L red lid bin is for all household rubbish that can't be placed into your recycling or green organics bin.

This service is mandatory for all residential property located within the council area. An exemption is available to properties when Solo Resource Recovery has determined that collection is not possible.

Remember, everything in this bin goes to landfill, so it's important to recycle as much as possible. Please bag your garbage to reduce litter.

Refer to the **Red Bin Fact Sheet** for what material can be placed into the 140L red lid bin.

premium wine food tourism heritage lifestyle community



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## Yellow lid recycling bin

Your 240L yellow lid bin is for co-mingled recycling material that reduces the amount of waste going to landfill.



This service is mandatory for all residential properties located within the council area. An exemption is available to properties when Solo Resource Recovery has determined that collection is not possible.

Ensure items are loose so they can be sorted and recycled at the Recycling Facility. Empty item contents, but no need to rinse. No plastic bags.

Refer to the **Yellow Bin Fact Sheet** for what material can be placed into the 240L yellow lid bin.

## Green lid garden organics bin

Your 240L green lid bin is for green organic material such as grass clippings, flowers, leaves, shrubs and prunings, and food scraps which cannot be composted on the property.



This is an optional service with an annual fee and is only available to residential properties located within the Designated Waste Collection Areas.

Anyone wanting to opt for the service can do so by applying for a new service with Solo Resource Recovery.

Refer to the **Green Bin Fact Sheet** for what material can be placed into the 240L green lid bin.

# Permit exemption

An exemption to the mandatory Waste Collection Service is available to residential premises located in the rural area where the property cannot access the Approved Waste Collection Route.

Where an exemption exists, the property owner is responsible for managing their own waste disposal at their own expense.

# Bin Identification / Ownership

Under the new waste contract, residents will be issued with a new 140L Red and 240L Yellow bin. Residents that opt for the Green Organic service will also receive a new 240L Green bin and a kitchen caddy.

Your current bins will be collected as part of the roll out of the new bins.

Each bin is fitted with a bin identification code and a radio frequency identification device (RFID). This will allow for misplaced or lost bins to be easily returned to the rightful property. In addition, it will allow Solo Resource Recovery to verify that a bin had been serviced when presented for collection.

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Bins are allocated to and remain with the property as part of the collection service, but remain in ownership of Solo Resource Recovery for the term of the service contract.

Please do not place old bins out for collection once you receive your new bins. Only bins with the code and RFID will be serviced during the new contract.

## Presenting bins for collection

To help ensure your bin collection runs smoothly and enable drivers to pick up, empty and replace your bins safely, it's important to:

- Put bins on the kerb by 6.00am on the day of the designated service, or the evening prior.
- Position the bin within 1m of the kerb, facing the roadway with the handles facing the property to allow ready access to the bin by the robotic-armed vehicle.
- Leave at least a 50cm gap between your bins.
- Leave at least one metre between your bin and any obstructions (such as trees, cars or poles).
- Not overfill your bin. Weigh no more than 70kg.
- Ensure the bin lid is closed to avoid spills.

Bins should be returned to your property within 24 hours of being emptied and not left on the kerb or on the road after collection. Bins that are placed on the road pose a risk for drivers and pedestrians and disrupt traffic. Leaving your bins out for prolonged periods may result in their removal.

Within rural areas, a common Collection Point may be nominated for ease of waste collection by Solo Resource Recovery and Council.

Where a kerbside collection is not feasible (i.e. aged care facility, caravan park or strata corporation), a special on-site service can be provided subject to the approval of Solo Resource Recovery and Council. The property owner must seek an indemnity direct with Solo Resource Recovery before the service is made available.

## Service Time

Collection can take place any time between 7.00am and 5.00pm.

## Public Holidays

Collections are maintained on public holidays, except on Christmas Day and New Year's Day. Collections for the Public Holiday and subsequent days for that week will be the following day. Any other changes to the collection schedule will be notified in the local press and The Barossa Council website.

## Waste Calendar

A waste calendar will be produced each year.

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### Missed services and/or late bins

Residents are to contact Solo Resource Recovery to report a missed services and/or late bins.

### Special Circumstances Provisions

A property owner may request for a special service under the following circumstances:

- a) a Large Family or
- b) Special Medical Conditions.

Evidence as outlined in the Waste Management Services Policy must be provided with the request.

Any Special Circumstance Provision will need to be renewed each financial year (to confirm eligibility, as the needs of residents or business may change).

Eligible Special Circumstance Provision applicants will be identifiable by Solo Resource Recovery's drivers on collection of the service.

### New or Additional Services

A request for new or additional service must be submitted to Solo Resource Recovery, who will obtain approval from Council.

A fee will be charged for any new or additional service that is approved by Council.

Additional Co-mingled Recycling or Organics Recycling bins are available upon request from Solo Resource Recovery and are charged annually at the unit rate cost.

Additional Bins will be provided within five (5) working days of receipt of payment.

### Lost, Stolen and Misplaced Bins

Residents are to contact Solo Resource Recovery to request a bin replacement.

### Bin Repairs

Residents are to contact Solo Resource Recovery to request a bin repair.

### Overweight/Over Flow

Solo Resource Recovery may not collect any bin where it is evident upon visual inspection that it is overweight or over flowing.

It is the responsibility of the customer to remove material before the bin will be collected.

### Gross Contamination

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Solo Resource Recovery may not collect any bin where it is evident upon visual inspection at the kerbside or via the camera in the hopper that it contains gross contamination.

Gross contamination refers to a high level of material that does not conform to acceptable materials (i.e. green waste in the recycling bin, Rubbish in the Recycling bin etc.)

Solo Resource Recovery will notify the resident prior to 5:00pm by way of letter being placed in the letterbox of the premise or sticker attached to the bin.

If the bin has not been collected, the resident is responsible for removing any contaminated material, and is required to contact Solo Resource Recovery to arrange a request for the bin will be collected.

Where contamination occurs on multiple occasions, Council will be notified and will seek to contact the property owner to explain the problem and clarify acceptable materials within the bins.

Council may opt to temporarily cease a service where there is a consistent failure to place approved waste or recycling in the correct bin. Council will notify the resident in writing after removal of the service.

The top 10 items to keep out of our yellow recycling bins:

1. plastic bags
2. e-waste
3. clothing
4. food and liquid
5. polystyrene/foam
6. shredded paper
7. toughened glass
8. nappies
9. wet paint
10. building materials

## Service Charges

Service charges for waste collection will be set by Council through the Fees and Charges Schedule, and will be applied as a separate fee-for-service on Council rates notice.

## Hard Waste Service

The Barossa Council may opt to provide a hard waste (including e-waste) service. The extent and scope of this service will be considered annually as part of the budget process.

Residents can disposal of hard waste at the following Council facility:

SPRINGTOWN TRANSFER STATION  
– Springton Road, SPRINGTOWN  
9am and 3pm  
Second Saturday of each month

Please contact Council as to what waste material is accepted and for the fees and charges.

Council is exploring alternate option for hard waste disposal.

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# Hazardous Waste

The Barossa Council does not provide a hazardous waste program. If required, please contact Council who can advise of suitable locations that can receive the waste.

Hazardous waste includes fluoro, LED, halogen, incandescent light bulbs, and chemicals, oils, paints.

# Litter/illegal dumping

Report littering or illegal dumping, by telling us what was littered, where, when and by whom (car registration or photo if possible). This maximises Council's chance of being able to fine the offender and helps reduce litter in our area.

Please contact Council to report littering or illegal dumping.

# Education

Council is available to provide advice, educational support or practical assistance to residents, community groups, schools and businesses. By request, an officer can visit your school or organisation.

# Contact Solo Resource Recovery

Customer Service

Solo

Phone: 8295 5077

Email: [bpg.customerservice@solo.com.au](mailto:bpg.customerservice@solo.com.au)