THE BAROSSA COUNCIL

RESIDENTIAL HARD WASTE PROGRAM - KERBSIDE COLLECTION & VOUCHER SERVICE

TERMS AND CONDITIONS

FINANCIAL YEAR 2026/2027

1. This program is also known as Declutter and save.

2. This is a residential program only. Commercial properties are excluded.

3. The intent of the service is to facilitate a way for residents to dispose of unwanted and larger household items and green garden waste more easily and at a reduced cost.

4. A dual program of kerbside collection service and waste vouchers will be offered at two (2) different times in this financial year.

5. Eligibility is per property. Residents do not need to be the rate payer to be eligible. Where the property is vacant land or without a house, eligibility is subject to further review on application of individual circumstances and approval of service at Council discretion.

6. Eligible properties are entitled to either one (1) Hard Waste Kerbside Collection service OR one (1) Hard Waste Voucher service, not both, for the 2026/2027 financial year.

7. A limited number of hard waste kerbside collections and hard waste vouchers will be made available and will be offered on a first in basis. If a resident applies and the allocation is already exhausted, then the resident will need to wait until the next round to be advertised. The number of service and vouchers per program will be at the discretion of council.

8. Ability to participate in the hard waste kerbside collection service will be limited by whether the residential property is within the approved service area that is determined by Council's kerbside waste contractor. Hard waste kerbside collections are largely limited to townships. Some collection boundaries have been extended to rural areas, and properties are encouraged to check eligibility with Solo when booking.

9. Rural and township residents who are unable to secure a kerbside collection are eligible for a waste voucher. Township residents are encouraged to take up a kerbside collection where they are available but can opt for a waste voucher.

10. How to register will be advertised and clearly communicated as programs are made active.

11. Hard Waste Kerbside Collection service:

    - Will be facilitated by Councils kerbside waste and recycling contractor – currently, Solo Resource Recovery (Solo).
    - The list of acceptable and non-acceptable items will be available from Solo. Items that are deemed not acceptable for hard waste kerbside collection will not be collected and the resident will be responsible for the removal and disposal of these items.
    - Residents will not be able to choose the collection day; it will be allocated by Councils

contractor. Residents do not need to be home for the material to be collected from the kerbside.

- The volume of material that can be placed on the kerbside is restricted to no more than 2m long, 1m high, and 1m wide. Items placed must be able to be reasonably lifted by two people.
- Items must be neatly stacked and clear from all public footpaths and walkways.
- All items should be placed out for collection before 7am on the pickup day, but no earlier than the night before.
- The contractor will not enter private property to collect material unless prior consent has been obtained from the resident.
- Cancellations and changes to bookings by residents need to be confirmed with the contractor at least 3 working days prior to the scheduled collection, changes outside this timeframe will risk forfeiting the service collection.
- Where the service demand is low for a collection route, Council may reschedule or cancel a confirmed kerbside collection booking. If a kerbside service is cancelled, Council will contact the resident and offer a Hard Waste Voucher.

12. Hard Waste Voucher service:

- Voucher must be redeemed by the expiry date as stated on the voucher. If the resident does not use the voucher, it is still recorded as delivered service for the purpose of determining future eligibility (see 6.)
- Voucher is redeemable at the following approved vendors: Springton Transfer Station and Eco Waste Solutions Willaston.
- Voucher is for domestic use only. Commercial waste will not be accepted. The decision of the disposal facility will be the final decision.
- Accepted materials differ from vendor to vendor. It is the responsibility of the resident to check accepted material with their vendor of choice prior to disposal.
- Hard waste voucher service can be used for green waste.
- Disposal rates (and service charges if applicable) are determined by the vendors and are subject to change. Any cost incurred above the value of the voucher is to be paid directly to the vendor by the resident when the voucher is redeemed.
- If the full value of the voucher is not redeemed, the remining value will be forfeited.
- Each voucher can only be used in one (1) transaction and cannot be split over multiple uses.
- Lost vouchers will not be reissued.
- Each voucher has a unique voucher number and can only be redeemed once. If a voucher is noted as being redeemed more than once, an invoice for the voucher amount will be posted to the issued resident.

13. Terms and conditions are subject to review and update.