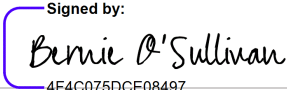


Policy

Kerbside Collection and Associated Services Charge Policy

Date of Adoption	17 June 2026		
Adoption Method	☒ Council	☐ CEO	☐ Other (<i>please specify</i>)
CEO Signature	Signed by:  4F4C075DCE08497...		Date 30-06-2026
Responsible Officer and Unit	Bill Pemberton Coordinator Resource Recovery		
Nominated Review Period	☐ Annually	☒ Every 5 years	
Last Endorsement Date	26 August 2020		
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Macedon Ranges Shire Council acknowledges the Dja Dja Wurrung, Taungurung and Wurundjeri Woi Wurrung Peoples as the Traditional Owners and Custodians of this land and waterways. Council recognises their living cultures and ongoing connection to Country and pays respect to their Elders past, and present. Council also acknowledges local Aboriginal and/or Torres Strait Islander residents of Macedon Ranges for their ongoing contribution to the diverse culture of our community.

DOCUMENT HISTORY	Version	Date	Author
Initial Draft			
Second Draft			
Final Draft			

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Purpose/Objective

This policy outlines how Council determines the resource recovery services provided to the community and with it the kerbside collection and associated services charge.

Further, this policy supports the goals of the current *Waste and Resource Recovery Management Strategy 2021-2026* (and the proposed replacement *Resource Recovery Management Strategy 2026-2031*) including to maintain a safe, transparent, affordable and sustainable approach to all Council waste management and resource recovery services and provide a consistent level of service to ratepayers and eligible properties.

To ensure Council provide innovative solutions and strive for best practice waste and recycling services to process all types of waste generated across the Shire.

To communicate with and educate our community about effective ways to reduce, reuse and recycle with a view to increase recycling and recovery rates, and reduce contamination across the municipal waste streams and reduce the amount of litter, illegal dumping, and stormwater pollution across the Shire. Promote and foster circular economic activity in the Shire and local region.

This Policy takes its authority from the *Revenue and Rating Plan 2025-2029*. Section 6.5 Service Rates and Charges – policy and charges, where it states ‘Council’s policy in regard to setting waste management charges is full cost recovery’

Background/Reasons for Policy

Council provides a range of waste services across the municipality to meet regulatory requirements and community needs.

These services encourage avoidance, reuse and recycling whilst minimising disposal of waste to landfill, complying with the *Circular Economy (Waste Reduction and Recycling) Act 2021*, *Recycling Victoria A New Economy Policy 2020*, and in accordance with provisions of the *Local Government Act 1989* and *2020*.

This Policy outlines the services offered by Council and how cost recovery of those services is achieved. It also provides the foundations of how charges are to be applied.

Under the *Local Government Act 2020* section 324 *Evidentiary provisions* (1) Until evidence is given to the contrary, proof is not required as to any of the following (I) the declaration of any rate or charge. Under the *Circular Economy (Waste reduction and recycling) Act 2021* Part 5 Division 1, Council and Alpine Resort Management Board to provide municipal residual waste and municipal recycling services.

This Policy sets out principles for applying these charges in accordance with Council’s waste management objectives.

This Policy supersedes the *Kerbside Collection and Associated Services Charge Policy 2020*.

Council Policy

This policy outlines how Council delivers and charges for kerbside waste and resource recovery services, including bin collection, disposal, and associated programs. It aims to support effective, environmentally responsible, and financially sustainable waste management across the Macedon Ranges Shire.

SCOPE

- This policy applies to all properties within the designated Collection Zone, excluding vacant land.
- It provides direction on bin entitlements, waste management practices, contamination procedures, and associated services.
- Special provisions also apply to shared bin arrangements and multi-unit developments (MUDs).
- To ensure transparency, the policy also details what services are included in the Kerbside Collection and Associated Services Charge.

1.0 Guiding Principles

1.1 Since 2020, Council has implemented a four-bin collection system across the Shire. This system includes:

- Food Organics and Garden Organics (FOGO) – green lid, collected weekly
- Recycling – yellow lid, collected fortnightly
- Glass – purple lid, collected every four weeks
- General Waste – red lid, collected fortnightly

1.2 All Victorian Councils are mandated to implement services to drastically reduce waste to landfill with a target of 80% diversion by 2030. Transition to the 4-bin system is a legal requirement under the Circular Economy Act 2021. Council implemented the 4-bin system in 2020 and delivers comprehensive community education programs focussed on waste reduction and resource recovery currently diverting 72% of waste away from landfill.

1.3 The Kerbside Waste Collection and Associated Services Charge is a cost-recovery mechanism used to fund waste-related services. These include domestic waste transport, processing and disposal, public litter bin management, street sweeping, dumped rubbish collection, Resource Recovery Facilities, landfill rehabilitation, waste education, waste minimisation initiatives, and contract administration.

1.4 The charge is structured to ensure value for ratepayers while minimising the environmental and social impacts of waste.

2.0 Kerbside Collection and Associated Services and Charge

2.1 In accordance with the *Local Government Act 2020*, section 324 *Evidentiary Provisions*, Council may apply a service rate, an annual service charge, or a combination of both for waste collection and disposal.

2.2 The Kerbside Collection and Associated Services Charge is mandatory for all eligible properties within the Collection Zone, excluding vacant land, unless specific exemptions apply (refer to Clause 3.11).

2.3 The charge covers all direct and indirect costs related to the collection and disposal of waste.

2.4 Council reviews and sets this charge annually during the budget process, in line with the Strategic Resource Plan.

2.6 Rate notices will clearly itemise the Kerbside Waste Services and Charges and any applicable Additional Bin Collection Charges.

2.7 All commercial and non-residential properties receiving kerbside collection are required to pay the applicable waste service charge.

3.0 Kerbside Collection Service

3.1 Properties located within the Designated Collection Area receive a four-bin service, which includes:

- A 240L FOGO bin (lime green lid), collected weekly
- A 140L general waste bin (red lid), collected fortnightly
- A 240L recycling bin (yellow lid), collected fortnightly
- A 140L glass-only recycling bin (purple lid), collected every four weeks

3.2 Commercial and non-residential properties requesting a kerbside service may be assessed by Council to determine eligibility. Commercial and non-residential properties can adjust the bins required depending on the usage of the enterprise.

3.3 Council does not offer kerbside skip bin services or scheduled hard rubbish collections.

3.4 Council will provide clear communication to residents regarding any changes to collection schedules, including public holidays or service disruptions, through multiple channels such as the Council website, social media, and direct notifications.

3.5 Council requires presentation of bins at the appropriate day/time and encourages residents to report missed collections promptly to ensure timely resolution and maintain service quality.

3.6 The owner or occupier of a property must ensure that when a council supplied bin is placed at an approved collection point the council supplied bin; (a) is as near as practicable to the kerb, with the handle facing away from the kerb; (b) has at least 1 metre clearance from any object, obstruction, overhanging tree, or street sign; (c) does not contain prohibited waste.

3.7 Council supports the Victorian Government's *Recycling Victoria* policy, aiming to divert 80% of waste from landfills by 2030, aligning with the state's circular economy goals.

4.0 Bins

4.1 All new mobile garbage bins (MGBs) will be black with lids in accordance with Australian Standards as follows:

- Red lid for general waste
- Yellow lid for recycling
- Purple lid for glass
- Lime green lid for FOGO

4.2 Bins that do not match these standard colours will be progressively replaced under Council's bin replacement program.

4.3 Bins are allocated to the property, not the occupant. Bins must remain at the property unless removal is approved by Council. Council retains ownership of all kerbside bins provided to and registered against a specific property. Owners/occupiers must not remove bins from the property when they move premises.

4.4 Only Council-issued MGBs will be collected as part of the kerbside service. If properties present additional bins that are not charged for or allocated to the property, they will not be collected and may incur additional charges.

4.5 One kitchen caddy is provided to each property in the Designated Collection Area at the commencement of service and/or may be purchased from Council.

4.6 Properties not located on a collection route must take their bins to a Council-approved collection point for servicing.

4.7 Property owners/occupiers should report any damage to bins. Council's contractor will carry out repairs or arrange replacement as deemed necessary. Council will replace damaged or lost bins at no cost to the property owner, provided the damage is not due to misuse or negligence.

4.8 Council encourages residents to label their bins with their property address to assist with the return of misplaced bins.

5.0 Additional and Upsized Bins including Downsizing Option

5.1 Property owners may apply for additional or larger bins, in accordance with Council guidelines and applicable fees.

5.2 Charges for additional or upsized bins apply from the date of delivery and will be listed on the property's rates notice.

5.3 Council reviews and sets charges for additional and upsized bins annually during the budget process.

5.4 Requests for additional or upsized bins will be assessed based on household size, waste generation, and available capacity within the existing collection system.

5.5 Council encourages residents to reduce waste generation through education and participation in recycling and composting programs before requesting additional or upsized bins.

5.6 Residents wishing to downsize their general waste bin to a smaller size (e.g., from 140L to 80L) may apply through Council's bin downsizing program, subject to availability and eligibility criteria.

5.7 Downsizing requests will be assessed based on the household's waste generation habits, including the amount of waste typically produced and participation in recycling and composting programs.

5.8 Council will provide educational resources to help households make informed decisions about whether downsizing their bin is a suitable and sustainable option.

5.9 Downsized bins will attract a reduced Kerbside Collection and Associated Services Charge, reflecting the smaller waste service provision.

5.10 Households that downsize their bins may be monitored to ensure they continue to generate minimal general waste, encouraging maximum recycling and composting.

5.11 If a resident downsizes their bin but later requires a larger bin due to increased waste production, they may request an upsized bin. Associated charges will apply from the time of delivery.

5.12 Downsizing is encouraged as part of Council's broader sustainability goals, which align with the Victorian Government's *Recycling Victoria* policy to reduce landfill waste and improve recycling rates.

5.13 Council will regularly review the downsizing program to ensure it aligns with best practices for waste minimisation and emerging state and federal waste policies.

5.14 “Special Consideration” or “Medical Needs” Application Process and Criteria: An additional rubbish or recycling bin is available at no extra charge for residents who have a chronic illness, disability, or medical condition that results in increased waste generation, and where there is no practical way to reduce the amount of waste produced. These considerations are reviewed every 12 months upon date of receiving the extra bin.

6.0 New Properties

- 6.1** New property owners may request bins once the property has been rated by Council.
- 6.2** Once a property is approved for collection, participation in the kerbside service is mandatory unless exemptions apply.
- 6.3** Council will provide information about waste services to new property owners during the rates notification process to ensure timely access to services.
- 6.4** Council encourages new property owners to register for waste services promptly to avoid delays in service commencement.
- 6.5** If a resident opts in to the Kerbside Collection Service, they will not be permitted to opt out unless exemptions listed in section 11 of this policy apply.

7.0 Planning Applications

- 7.1** All planning applications must consider the need for Council waste services. All new planning applications must include a Waste Management Plan.
- 7.2** Multi-unit developments must provide a Waste Management Plan in line with Council requirements to ensure waste is stored, collected, and disposed of efficiently and safely in line with Council services. The plan should minimise environmental impact, support recycling, and ensure accessibility for collection vehicles.
- 7.3** Council will review Waste Management Plans submitted with planning applications to ensure they align with Council's waste management policies and state regulations.
- 7.4** Council encourages developers to incorporate waste minimisation strategies, such as on-site composting and recycling facilities.

8.0 Community Education

- 8.1** Council provides ongoing community education programs to promote waste reduction and correct bin usage.
- 8.2** Up-to-date information and resources will be available on Council's website and at customer service centres.
- 8.3** Council will collaborate with local schools, community groups, and businesses to promote waste reduction and recycling initiatives.
- 8.4** Council will provide regular updates on waste management programs and initiatives through newsletters, workshops, and community events.

9.0 Bin Contamination and Enforcement

9.1 Council adopts a comprehensive approach to managing bin contamination through education, outreach, and enforcement. This approach aims to reduce contamination in the general waste, recycling, and organics streams, thereby minimising waste sent to landfill.

9.2 When contamination is detected, the resident will be notified through a bin tag explaining the contamination. If required a written letter with a photograph outlining the issue and providing guidance on how to rectify it.

9.3 Contaminated bins will not be collected unless the contamination is removed and the property owner requests a subsequent collection.

9.4 If re-collection is required, an additional charge may apply as per Council's annual charges schedule.

9.5 Fines may be issued for repeated contamination following a process including initial notification, first warning, and second and final warning (after the third incident). Penalties will be applied in accordance with Council's Local Laws.

9.6 If contamination persists, Council may replace the kerbside service with a waste-only service, with all costs payable by the resident. This action will only be taken following thorough communication and support. A final warning letter will be issued before action is taken.

9.7 Properties moved to waste-only service may return to the 4-bin system after a minimum of 12 months. Reinstatement is subject to passing a resource recovery test, completing a waste education session, and committing to improved waste sorting practices.
Note: If the property has new owners or tenants, the 4-bin system may be made available upon request.

9.8 Council will offer bin audits and waste education programs to residents who regularly fail to comply with waste sorting guidelines.

9.9 Council will monitor contamination rates across the municipality to identify areas needing targeted support and education.

10.0 Shared Bin Services and Multi-Unit Developments

10.1 Owners' Corporations of multi-unit developments are encouraged to apply for shared bin services, which must meet Council's Waste Management Plan requirements to ensure services are efficient and environmentally responsible.

10.2 Shared bin services must ensure communal bin areas are accessible, clearly labelled, and provide equal waste disposal opportunity for all residents. The cost will be billed to the Owners' Corporation representative.

10.3 Multi-unit developments must provide each residence with a kitchen caddy for FOGO services. Where Council provides the kerbside collection service, Council provides the bins and initial FOGO caddies for each unit.

10.4 Council reserves the right to revoke shared services if bins are misused, services are unpaid, or waste guidelines are not followed. This will occur only after clear communication.

10.5 Businesses and adjacent properties may request shared bin services at Council's discretion, subject to capacity and best practice alignment.

10.6 Council will support multi-unit developments in implementing best-practice waste solutions, including additional bins, recycling hubs, or community composting, depending on the development size and structure.

10.7 All shared services will be reviewed annually to ensure they contribute to Council's waste diversion targets and meet community needs. Resident feedback will be considered.

11.0 Exemptions

11.1 Exemptions from kerbside collection may be granted for properties with access challenges, approved alternative arrangements, or exceptional circumstances, in accordance with Council guidelines.

11.2 Exemption requests must be submitted in writing by the property owner and will be assessed on a case-by-case basis.

11.3 Properties may qualify for an exemption under the following circumstances:

a) Properties where;

- The collection truck cannot safely access the property.
- The owner cannot reasonably transport the bins to the nearest collection point without significant hardship.

b) Properties where a development approval requires private waste arrangements.

c) Commercial and non-residential properties with private waste services.

d) Flats or units in the Designated Collection Area where the Owners' Corporation has a private waste agreement and can provide evidence.

e) Dependent relative units where a second residence is occupied by a dependent family member.

11.4 Properties meeting exemption criteria may also be exempt from Kerbside Waste Services and Charges for the duration of the exemption.

11.5 All exemption requests must be submitted in writing by the ratepayer or their representative.

11.6 In exceptional circumstances, where an application does not meet policy criteria, the Director, Assets and Operations may grant an exemption at their discretion.

12.0 Review

12.1 The Kerbside Collection and Associated Services Charge Policy will undergo a biannual review to ensure it meets community needs, aligns with sustainability goals and complies with the latest state policies. The review will assess:

- Effectiveness of education and compliance programs
- Efficiency of Kerbside collection and waste diversion
- Resident feedback on service delivery
- Opportunities to reduce landfill waste and increase recycling and FOGO participation

12.2 Any significant changes will include public consultation to ensure the policy remains responsive to community needs and emerging waste trends.

12.3 Changes or improvements will be communicated to residents via Council's website, newsletters, and other channels. Changes to the Kerbside Collection and Associated Services Charge will be included in the annual budget review.

ATTACHMENTS - 2 Documents

A Additional, Upsize and Downsize Bin Guidelines

B Shared Bin Agreement Guidelines

A: Additional, Upsize, and Downsize Bin Guidelines

All properties serviced by Council's kerbside collection service are provided a range of options for residents to customise their kerbside collection service to meet household needs. These options include requesting additional bins, upsizing existing bins, or downsizing to a smaller capacity. The objective is to support effective waste management while promoting sustainability and reducing waste to landfill.

Note: Bin exchanges are *not permitted*. All properties must use the standard Council-issued four-bin system.

1.1 Eligibility for Additional, Upsize, and Downsize Bins

To be eligible for an additional, upsized, or downsized bin, the following conditions apply:

- **Payment of Applicable Charges:** The ratepayer must agree to pay the relevant Additional bin charge, Upsize bin charge, or Downsize bin charge.
- **Ongoing Fees:** All current and administrative charges related to kerbside collection must be paid in full
- **Application Process:** A formal application must be submitted by the ratepayer or authorised agent via Council's approved process.

1.2 Available Additional Bins

Ratepayers may request the following additional bins:

- General Recycling Bin – 240L MGB
- FOGO (Food Organics Garden Organics) Bin – 240L MGB
- Glass only Bin -140L MGB
- General Waste Bin – 140L MGB

1.3 Available Upsize Bins

General Waste Bin (Upsize): 240L MGB (*Limited to one per property*)

1.4 Available Downsize Bins

Residents may apply to downsize their bin if their current service capacity exceeds their needs:

- General Waste Bin (Downsize): 80L MGB (for properties currently using 140L)
- Recycling Bin (Downsize): 80L or 140L MGB (for properties currently using 240L)

1.5 Conditions for Downsizing

Eligibility Assessment: Applications will be evaluated based on waste volumes and engagement in recycling and FOGO services.

Capacity Justification: Residents must demonstrate that their existing bin capacity is being consistently underutilised.

Fee Adjustment: Reduced bin size may lower associated charges, however overall service charges may still apply depending on which bin is downsized.

Annual Review: Council will review downsize requests annually to ensure alignment with municipal waste reduction goals. Resident will be required to show compliance to council officers.

1.6 Removal of Additional, Upsize, or Downsize Bins

- Requests to remove a bin must be made in writing by the property owner or authorised agent.
- No refunds will be issued for charges incurred within the current financial year.
- Bin removal may incur administrative and service fees.
- The bin will be removed as soon as practicable following the approved request.

B: Shared Bin Agreements Guidelines

Council offers shared bin services to facilitate waste management for multi-unit developments or adjacent businesses. These shared services are designed to promote efficient waste disposal and ensure the collection of waste in a sustainable manner. The following guidelines apply:

2.1 Eligibility for Shared Bin Services

Negotiation of services: Owners Corporations may negotiate bin types and quantities. Charges will be based on agreed service levels.

Kitchen Caddies: Where Council provides the FOGO service each residence within the shared arrangement will be provided with a kitchen caddy to support correct FOGO separation.

Compostable liners: A pack of AS4736/AS5810 compostable liners per Kitchen Caddy will be provided upon service commencement. Additional packs may be purchased from Council.

Evidence of Eligibility: A completed service request form and eligibility evidence must be submitted by the Owners' Corporation.

Invoicing: Approved service charges will be invoiced directly to the Owners' Corporation representative.

Non-Payment: Failure to pay fees will result in immediate termination of the shared service and reversion to standard kerbside system

2.2 Shared Bin Access and Use

Communal bin areas must be maintained by the Owners' Corporation, ensuring easy access, clear labelling, and orderly placement.

All residents must comply with bin usage and waste separation requirements, including appropriate separation of FOGO, recyclables, and general waste.

2.3 Waste Diversion and Environmental Impact

Council encourages all residents to actively participate in waste diversion initiatives. Key components include:

- **FOGO Service:** Supports diversion of organic waste from landfill.
- **Recycling Education:** Ongoing education to assist with contamination prevention and improved recycling.
- **Sustainability Targets:** Council aims to reduce landfill waste through promotion of FOGO, glass recycling, kerbside recycling and waste minimisation practices.

2.4 Review and Continuous Improvement

The Additional, Upsize, Downsize and Shared Bin Services will be reviewed each year. During the review, Council will:

1. Assess the effectiveness of differing bin sizes in reducing landfill waste.
2. Consider community feedback regarding flexibility and service suitability.
3. Ensure alignment with state regulations and best practice waste management standards.

Gender Impact Assessment

In accordance with the Gender Equality Act 2020, a Gender Impact Assessment has been conducted in relation to the subject matter of this report.

Based on findings of this assessment, it is recommended that as far as is practical, that actions are taken to ensure that the current inclusion practices continue, specifically that:

Officers examine family composition and waste needs from a GIA perspective; and

Officers to ensure communications are appropriate in terms of language, accessibility and provide available options to the community members.

These recommendations will enable a more inclusive and accessible service for the local community.

Definitions

Term	Definition
Approved collection point	Means the nature strip or any other location designated or advised by Council for collection of waste. any other location designated or advised by Council for collection of waste.
Associated Services	Means domestic waste collection and disposal, management of public place litter bins, landfill rehabilitation, waste education and minimisation initiatives and the management of waste contracts, street sweeping, dumped rubbish collection and Resource Recovery Facilities.
Collection day	The day designated by Council for General Waste, Recycling, Glass recycling and/or FOGO collection for the relevant address, as advised by Council on Council's website or Macedon Ranges Shire Council Waste App.
Collection Zone	Means the area designated by Council where Kerbside Collection Services are compulsory
Commercial waste	Any landfill, recycling, rubbish, or other waste matter arising from or generated by any trade, industry or commercial activity.
Contamination	Means the presentation of the wrong material in the wrong Mobile Garbage Bin (MGB) as per Council's Waste A-Z of what goes where Located on our website
Council	Means Macedon Ranges Shire Council, whether constituted before or after the commencement of this Policy.
Designated Collection Area	Means the area set by Council where Four-bin service collection services apply
E-waste	Any material that is powered by an electrical lead or battery operated.
FOGO	Means Food Organics Garden Organics
Kerbside Collection Charge	Means the charge applied for a Kerbside Collection Service in accordance with Clause 2.0
Kerbside Collection Service(s)	Means the collection service received for payment of the Kerbside Collection Charge in accordance with Clause 3.0
MGB	Means a Mobile Garbage Bin for either general waste, FOGO, general recycling or glass-only recycling, which is provided by Council to a property as part of the Kerbside Collection Service
Owners' Corporation	Means the same meaning as within the Owners Corporation Act 2006 but is only applicable where there are more than two (2)

	rateable assessments associated to it within a Designated Collection Area.
Private waste service	A waste collection service by a private commercial service provider.
Rates Notice	The notice issued under section 158(3) <i>Local Government Act 1989 & 2020</i>
Resource Recovery and Waste Service Charge	A charge applied to a property under sections 155 and 221 and declared under Section 162 (1) of the <i>Local Government Act 1989</i> for the cost of the waste services provided by Council to a property.

Related Policies

- > Waste and Resource Recovery Management Strategy 2021-2026
- > Revenue and Rating Plan 2025-2029
- > Community Local Law 2023 Part 4 – Community Amenity and Safety Division 4 – Waste and Resource Recovery
- > Financial Hardship Policy

Related Legislation

- > *Local Government Act 1989 and Local Government Act 2020*
- > *Circular Economy (Waste Reduction and Recycling) Act 2021*
- > *Recycling Victoria - A New Economy Policy 2020*