

# Kerbside Waste Collection Policy

<b>Approval Body:</b>	Councillors
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<b>Responsible Department:</b>	Sustainability and Waste
<b>Responsible Team:</b>	Waste Management
<b>ECM ID:</b>	22021083

## 1. Purpose and Intent

To outline the kerbside waste services for residential, commercial, and community facilities, including recycling services provided by the City of Casey.

## 2. Scope

This policy covers waste collection services for occupied residential properties, community groups, and commercial businesses serviced by the City of Casey.

## 3. Definitions

Key term	Definition
<b>Council</b>	means Casey City Council, being a body corporate constituted as a municipal Council under the Local Government Act 2020
<b>Councillors</b>	means the individuals holding the office of a member of Casey City Council
<b>Council officer</b>	means the Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.
<b>Contract Supervisor</b>	means the City of Casey’s Manager Sustainability and Waste, the Contract Supervisor is ultimately responsible for implementation. They may delegate operational decisions to the Head of Waste Management.
<b>Contractor</b>	means the waste management company appointed to collect waste in the municipality on behalf of City of Casey. This appointment is formalised with a contract.

## 4. Policy

This policy should be read in conjunction with Section 162 of the Local Government Act (1989), Circular Economy (Waste Reduction and Recycling) Act 2021, the Litter Management Policy, Casey Community Local Law and City of Casey's Waste Strategic Plan.

### 4.1. Kerbside Collection Service

The standard bin sizes provided as part of the residential kerbside collection are:

- 120L general rubbish bin.
- 240L co-mingled recycling bin.
- 240L Food Organics and Garden Organics (FOGO) bin.
- 80L Glass bin (To be introduced in the second half of 2026).

The general rubbish bin is collected weekly. The recycling and FOGO bins are collected on alternate weeks (fortnightly). The glass bin will be collected every four weeks.

Bins must be placed on the nature strip unless otherwise approved by Council. When placing bins out for collection, residents must ensure:

- The lid opens towards the road.
- Bins are placed along the straight section of the street, not in court bowls or hammerheads.
- There is at least 0.5 metres of clearance from cars, other bins, poles, signs, or any other obstruction.
- Lids must be fully closed (bins must not be overfilled).
- Bins are placed out no more than 24 hours before collection and brought back in within 24 hours after collection.

Bins will not be collected from private property. Collection is only permitted from Council land unless otherwise approved through a Section 173 Agreement signed by both the landowner and Council.

Where a Waste Management Plan has been endorsed by Council, it must be implemented as approved. Any additional activities undertaken at the site, whether commercial or otherwise, that have not been approved by Council, and that materially alter the volume or type of waste generated, may constitute a breach of this policy.

#### 4.1.1. Bin information

All bins remain the property of the City of Casey; bins may not be removed from a property without the prior consent of the Contract Supervisor.

It is the resident's responsibility to ensure that the correct items are always placed in the kerbside bins, requirements on acceptable items can be found on Council's website. Council officers can inspect bins when they are presented out for collection to ensure that the services are used correctly. The City of Casey reserves the right to remove a bin that is continuously used incorrectly, following reasonable attempts to communicate with the resident and provide education to support correct use.

Council may notify residents of incorrect bin use, inclusive of:

- Incorrect items placed in the bins
- Overfilled bins
- Waste spilling from bins
- Dumping waste in other people's bins
- Incorrect bin placement
- Bins placed on nature strip outside of the permitted timeframe

Where a new resident is left with waste in a bin from a previous resident, Council may, at the discretion of the Contract Supervisor, arrange a one-off collection to remove the waste.

#### 4.1.2. Bin maintenance

Damaged bins will be repaired where practicable. If a bin is unable to be repaired or is missing, it will be replaced. Residents are responsible for reporting damaged or missing bins via the City of Casey website. Bins will not be replaced based on being unclean; maintaining bin cleanliness is the responsibility of the resident.

#### 4.1.3. Options

Residents have the option to customise their bin package, to match the bin size with their household needs.

Options include:

- 80L or 120L Rubbish
- 120L or 240L Recycling (120L to be introduced 2027)
- 120L or 240L FOGO (120L to be introduced 2027)

To align to the Victorian Government's 'Recycling Victoria: A new Economy', the FOGO service will be transitioned to a compulsory service for all new households from 1 July 2026. By December 2026, all properties without a FOGO bin will receive one.

The owner of the property can upsize and downsize bins, available through a request to council. A charge will occur at the time of requesting an upsized bin, to cover the cost incurred of managing the service request. To encourage waste minimisation, downsizing the rubbish bin will be exempt from the charge. Requests to alter bin sizes or obtain additional bins for a tenanted property must be submitted by the property owner (landlord) or managing agent on the owner's behalf. Landlords are required to provide the following standard set of waste and recycling bins for all rental properties:

- 120L Rubbish bin
- 240L Recycling bin
- 240L Food and Garden Organics (FOGO) bin
- 80L Glass recycling bin

#### 4.1.4. Additional bins (Residential properties)

All occupied residential properties within the City of Casey can apply to receive one additional bin of each of the four kerbside services. Any additional bin (rubbish, recycling, FOGO or glass) incurs an additional annual charge, reflected on the rates statement.

An additional bin (rubbish, recycling, FOGO or glass) will only be supplied to a property with the agreement of the ratepayer. To receive an additional service, your existing bin must be the largest size of the respective service. The additional service will be provided and charged for a minimum period of six months.

If a resident has an ongoing medical condition which impacts their waste production, then one additional rubbish and recycling bin can be provided free of charge, pending the following conditions:

- Residents must complete an online application to Council, including a medical certificate which outlines medical reasons resulting in additional waste.
- Re-application can be required at the discretion of the contract supervisor.

Further additional waste services, more than the permitted 2 for each service, can be granted for a property with unavoidable high waste generation, at the discretion of council. The additional bins will be charged at the rate of a normal additional bin. The following conditions will be assessed by Council and must be met:

- Waste generation cannot be reduced (medical needs or high household occupancy).
- Adequate room on the nature strip for the presentation of all bins, not impeding neighbours.
- Bins are for residential waste only, must not be used for commercial waste disposal.



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Table 1. The maximum allocation of waste services for specific user groups.

Key Users	Rubbish bins	Recycling bins	Glass bin	FOGO bins	Hard waste
Residential	1 - 2	1 - 2	1 - 2	1 - 2	0 - 2
Commercial businesses	0 - 2	0 - 2	0	0 - 2	0
Primary Schools	0 - 6	0 - 8	0	0 - 4	0
Emergency Services	0 - 4	0 - 4	0	0 - 4	0
Public Services	0 - 4	0 - 4	0	0 - 4	0

### 4.3.1. Commercial businesses

The waste collection service is primarily a residential service. However, Council will provide small businesses up to 2 sets of bins of a standard residential bin size; a recycling service must be ordered if a rubbish service is requested. The Council kerbside service must be deemed more suitable than a private waste service for the facility. This service will only be offered where there is appropriate bin storage space, adequate nature strip capacity for collection, and unrestricted truck access. A FOGO service can be provided as an add-on when a commercial waste package is already in place.

Glass will be considered a contaminant in the recycling bin at the introduction of the glass collection service (1 November 2026). Commercial businesses are not eligible for a glass bin. Businesses will need to find alternative means of disposal for any glass requiring disposal.

If a property operates as a residential and commercial facility, the waste services provided for the property will be a residential service. The kerbside service will not enter an industrial or commercial estate to collect bins; bins must be presented on a Council nature strip for the trucks to collect.

This service will be charged at a commercial rate, added to the rates notice annually.

### 4.3.2. Community Services

At the discretion of the Contract Supervisor, a waste and recycling collection will be subsidised by Council and provided free of charge to the following properties:

1. Primary schools are defined as public (government-funded) primary schools only.
2. Emergency Services exclusively CFA, FRV & SES.
3. Public facilities are defined community-focused spaces that support user groups operating on a not-for-profit basis. This definition also includes facilities that are not owned or operated by Council. Including:
  - a. Service league sub-branches are included; however, exemptions apply where they operate bistros, gaming machines, or other revenue-raising activities.
  - b. Scout groups, U3A, and the Country Women's Association (CWA) are included; however, exemptions apply when their facilities are hired out for private events or functions.

Special consideration may be provided to charitable organisations operating within Casey, offering subsidised waste services to support their essential activities. Op-Shops are excluded, as the high volume of waste cannot be supported by the waste service. These subsidies will be granted at the discretion of the contract supervisor, based on the level of support required.

Community facility services are at the discretion of the Contract Supervisor; the service can be declined or reviewed at any point in time.

### 4.3.3. Boarding houses / special accommodation

Allocation of residential and commercial waste charges are guided by the descriptors in the Australian Valuation Property Classification Codes. Properties that have a tertiary land use code of 13 (Investment Residential) or 14

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(Retirement / Aged Care / Special Accommodation) in the Code may apply for additional bins (at a charge) outside the usual number of allowed bins at the discretion of the Contract Supervisor.

If there are repeated issues with the kerbside waste service or it is deemed insufficient, the waste service and charges can be removed from a residential boarding house for a private waste service. It is the property owner's responsibility to source, coordinate and deliver the private waste service at their expense; at which point the Council waste charge and bins will be removed. Boarding houses servicing more than 6 residents are recommended to explore a private waste service, as the waste generation cannot be facilitated by Council's kerbside waste service.

### 4.3.4. Council owned facilities

Waste services at Council owned and/or managed facilities will be serviced by the most appropriate waste contractor. Collection services at these sites will be tailored depending upon the facility's waste generation and ability to present the bins for collection. Council facilities externally managed under a contract may require a private waste collection service.

## 4.4. Waste Charges

The cost of providing the waste collection service will be incorporated into Council's annual waste charge in accordance with section 162 of the Local Government Act 1987.

The Waste Services Charge will be applied to the rates notice of each eligible property and reviewed annually as part of the Council budget process. The Waste Services Charge will be applied to all occupied rateable residential properties regardless of whether the resident utilises the services and to commercial properties where the service is provided.

If a council waste service is not provided at the discretion of the Contract Supervisor and a residential private waste service is implemented, the property's Waste Services Charge will be removed. Waste services are to be conducted by a private contractor, at the coordination of the residents. The identified properties will not receive any waste services from Council (inclusive of kerbside collection & hard waste). A private waste service will be implemented in the following circumstances:

- Developments that have been identified in the planning process.
- If a Council waste service cannot be viably facilitated by Council's waste contractors.

Properties with Australian Valuation Property Classification Codes 113 Granny Flat/Studio or 114 Dwelling and Dependent Unit are exempt from the waste charge, if bins are not supplied.

Where a property is undercharged, Council will issue a letter to the ratepayer to advise of the discrepancy. A short grace period will apply to allow the ratepayer to make any required adjustments to the service. Any applicable charges will commence effective from the date of the letter, irrespective of a response from the owner.

If a property owner notifies Council of an overcharge and it is verified and Council is found to be at fault, then Council will credit the overcharge amount from the date of notification, up to a maximum of 7 years. If Council identifies an overcharge, it will issue a credit to the ratepayer for the affected period.

## 4.5. Administrative updates

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made

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administratively. Examples include a change to the name of a Council department, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council.

There is a need for Council to transition the kerbside waste service to comply with the Victorian state's kerbside reform policy. This will materially alter this document, requiring updates throughout the kerbside waste reform.

## 4.6. Responsibilities

Who	What
Manager Sustainability and Waste	Contract Supervisor
Head of Waste Management	Oversee the execution of the policy
Waste Management Team	Manage daily operations under this policy
Waste Education Team	Contamination process & community education

## 4.7. Breaches

N/A

## 5. Relevant Forms

N/A

## 6. Document History

Date approved	Change Type	Version	Next Review Date
28 May 2026	Revision	5.0	28 May 2030
16 April 2024	Revision	4.0	16 April 2028
16 April 2019	Revision	3.0	30 November 2022

### Contact the City of Casey:

**Web:** [casey.vic.gov.au](http://casey.vic.gov.au)  
**Email:** [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)  
**Phone:** 03 9705 5200  
**Post:** PO Box 1000, Narre Warren VIC 3805  
**NRS:** 133 677 (for the deaf, hearing or speech impaired)

### Customer Service Centres:

**Narre Warren:** Bunjil Place, Patrick Northeast Drive  
**Cranbourne:** Cranbourne Park Shopping Centre  
**ABN:** 43 320 295 742

