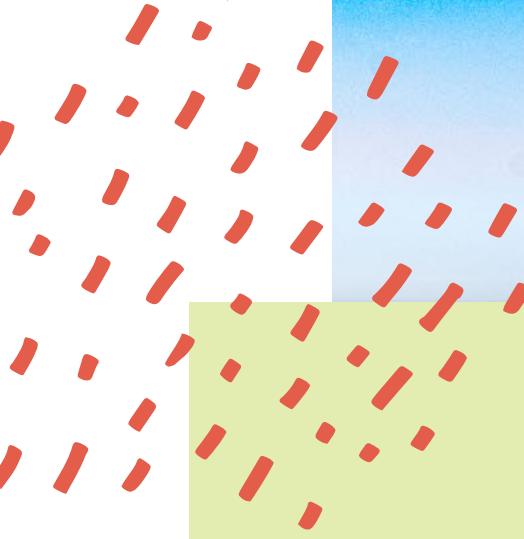




TOWN OF  
**Bassendean**

# Waste Services Management Practice





## This Management Practice outlines how the Town will provide waste services.

Waste services include:

- Kerbside collection of Food Organics and Garden Organics (FOGO), Recycling and General Waste;
- Booked Skip Bin Service;
- Provision of Tip Vouchers;
- Public litter bins in parks and on streetscapes;
- Scheduled collections of mattresses, fridges and freezers; and
- Drop off days.

The services are provided in accordance with:

- *Local Government Act 1995*;
- *Waste Avoidance and Resource Recovery Act 2007*;
- *Waste Avoidance and Resource Recovery Regulations 2008*;
- *Waste Local Law 2019*
- State Waste Avoidance and Resource Recovery Strategy 2030 and Action Plan 2020-21; and
- Town of Bassendean's Waste Plan.

The Town's *Waste Local Law 2019* outlines the services provided by the Town under the *WARR Act 2007* and sets out certain requirements such as maximum weights, acceptable items while detailing penalties for non-compliance. Where the Management Practice and *Waste Local Law 2019* differ, the *Waste Local Law 2019* will take precedence.

**For more information, please contact the Waste Services Team on 9377 8000 or [mail@bassendean.wa.gov.au](mailto:mail@bassendean.wa.gov.au)**





## Kerbside bin collection

### The Town provides the following kerbside services as a standard service:

- 240L FOGO bin collected weekly;
- 240L Recycling bin collected fortnightly; and
- 140L General Waste bin collected fortnightly.

The kerbside bin service will comply with Better Bins: Kerbside Collection Guidelines (Waste Authority, 2015) and the lid colour on these bins will be consistent with Australian Standard AS4123.7-2006. Where bins are not in alignment with the AS4123.7-2006 the bin will remain in service until the service is substantially changed or a bin damaged beyond repair.

The following additional services can be added to the standard service on a fee per service basis:

- Additional 240L FOGO bin collected weekly;
- Additional 240L Recycling bin collected fortnightly;
- Upgrade 240L Recycling bin for a 360L Recycling bin collected fortnightly;
- Additional 140L General Waste bin collected fortnightly (approved detached residential dwellings only);
- Upgrade 140L General Waste bin to a 240L General Waste bin collection fortnightly;
- Additional 240L General Waste bin collected fortnightly; and
- Increase 240L General Waste bin collection to weekly (approved commercial properties only).

### What can go into the bins

The Town's kerbside services comply with the Consistent Communications Collective (CCC) A-Z List as published on Wastenet website. The CCC A-Z List is communicated to residents via the 'Recycle Right' App and website. A summary of what is accepted in each kerbside bin service is available on the website page: [Three Bin System » Town of Bassendean](#)

### Collection

Bins must be presented within 0.5 metres of the kerb, wheels facing the property prior to 6am on the nominated collection day. Bins must be at least 1 metre clear of obstructions such as poles, parked cars, services and trees. Bins must be removed from the verge as soon as practicable following collection. Collection times can vary from week to week and operate from 7am until 6pm.

### Missed services

The Town's contractor will return for up to three collections where a bin is placed out late, obstructed, overweight, contaminated or not available for servicing for any reason within a 12-month period where the resident has corrected the issue. Where the Town or its contractor is at fault, the three collections limit does not apply. The Town determines where the fault has occurred.



### Contamination

**The Town has developed a four-stage process to deal with gross contamination in the FOGO, Recycling and General Waste Bins. Gross contamination occurs when the contents of a particular bin impact the community by:**

- Harming or potentially harming a worker or equipment;
- Reducing the quality of the material collected; or Increasing the collection or processing cost.
- Increasing the collection or processing cost.

The Town may elect to impose penalties under the *Waste Local Law 2019* in lieu of the contamination process.

#### Step One

When a bin is grossly contaminated, the Town will notify the residents with a sticker on the contaminated bin and/or a letter notifying them of the contamination event.

#### Step Two

If a second contamination event occurs within six months of the first event, the bin is stickered and/or another letter sent requiring the resident to contact the Town for education.



#### Step Three

Should a further third contamination event occur within six months of the second event, the bin is again stickered and/or another letter sent advising that the contaminated service will be removed for a period of three months.

The size of the General Waste bin is increased to 240L for the suspension period.

Once the three-month removal period has elapsed, the resident can request that the suspended service be returned.

#### Step Four

Once this service has been returned, if within six months of the service being restored the bin is contaminated, the service will be permanently removed. Where a service has been suspended or permanently removed, no reduction in the Waste Service Charge applies.

There is no increase in General Waste bin size after the fourth contamination event. After a fourth contamination event the property owner must pay for any additional capacity required.

The resident must decontaminate their own bin if it is contaminated or arrange for it to be decontaminated at their own cost. It is not the responsibility of the Town nor its contractor to decontaminate a residents grossly contaminated waste. A resident may elect to have the contaminated bin emptied as general waste, subject to the approval of the Town. However, emptying a FOGO or recycling bins as general waste on request counts as a further contamination event.

### Replacement FOGO Liners

Replacement FOGO liners are available from the Town's Administration and Library during opening hours. Residents must bring either Photo ID with their current address or two utility bills less than 6 months old to receive one roll of liners at no charge. The Town reserves the right to refuse supply of liners if it believes that they are not being used for their intended purpose, being sold or for any other reason. Provision of liners is subject to availability and may be withdrawn or cancelled at any time.

### Compassionate Services

A person may apply for increased bin capacity on compassionate grounds such as a medical condition which increases the quantity of waste produced or makes correct sorting difficult. A large family is not considered a reason for a compassionate service. Applications for compassionate services are required to be supported by a medical professional or reasonable evidence of medical condition. An application may be submitted without the support of a medical professional or evidence with the condition that the support is received within 6 months. Where support is not provided after six months, a charge for the larger service will be added from the date the service was delivered.

The family or estate agent of a recently deceased person may apply for up to two additional tip vouchers or one skip bin at no cost to assist with waste removal of deceased estates. Evidence such as a death certificate, notice or letter from a mortuary or other suitable evidence is required on application. Applications must be received by the Town within a 12-month period of the date of death.

Inability to pay for services is not considered grounds for a compassionate service instead the Town considers these as part of its Financial Hardship Policy.

A Compassionate Service may be withdrawn or removed at the Town's sole discretion at any time.

### Significant Trees

Through the Tree Canopy Action Plan, the Town supports maintenance of Significant Trees (subject to a Tree Preservation Order) on private property.

Eligible residents can apply to receive an additional FOGO bin at no charge, to assist with debris management.

The Register of Tree Preservation Orders can be found on the website page: [Trees on Private Property » Town of Bassendean](#).

### Inside services

Where a resident is unable to move their bin from its normal storage location within their property boundary as a result of a medical condition, the Town and its contractor may offer collection from within the property boundary subject to:

- Evidence being presented to support the medical condition to the Town's satisfaction;
- Gates and other security measures must be unlocked on the collection day;
- The path from the verge to the bin storage areas must be level and firm with no steps or steep ramps; and
- The contractor inspects the property and accepts the application.

Failure to ensure that the bin is accessible on the collection day will result in a missed service.

An Inside Service may be withdrawn or removed at the Town's sole discretion at any time.

### Container Deposit Scheme (CDS) Scavenging

The Town permits scavenging from recycling bins where the following requirements are met:

- Only occurs between 8am and 7pm;
- Permission is obtained from the person who placed the bin out for collection;
- No delay or obstruction to the normal collection of material occurs;
- Scavenging is for personal use only and not for commercial purposes;
- Material is left neat and tidy; and
- No nuisance or safety risk is caused during scavenging.





## Public Litter Bins



**Public Litter Bins are to be conveniently and safely located for the disposal of litter, in a location that will not detract from adjacent properties and will improve the appearance for the benefit of the whole community.**

In assessing the appropriate location for the provision of Litter Bins, regard should be taken to the following:

- High quality, urban designed, fit for purpose litter bins to be installed;
- Locations that are convenient/accessible to the general public for the safe and effective means of disposing of litter;
- Where possible be located near pedestrian crossings, high public use areas such as shopping precincts and bus shelters;
- A minimum of one metre back from the face of the kerb to ensure that pedestrians are not obscured from oncoming traffic and ensure compliance with Road Safety requirements, unless otherwise approved;
- Be accessible for safe emptying and cleaning activities;
- Located on areas under the Town's management;
- No political, commercial advertising or promotional material shall be permitted;
- Under no circumstances are the litter bin units to obstruct pedestrian access along the footpath or cycle path; and
- Meets Main Roads WA and other statutory approval requirements.

Installation of the litter bin units is considered on the basis of an assessment of a precinct's litter disposal requirements, not in response to one-off requests which may be received.



### **Booked Skip Bin Service**

The Town provides residents one 3m<sup>3</sup> general waste skip bin, and one 3m<sup>3</sup> green waste skip bin per financial year. Alternatively, residents can also choose to order two 3m<sup>3</sup> green waste skip bins per financial year. Residents will also be able to book up to two additional skip bins at a reduced rate per financial year.

This service is for residents to dispose of large items which do not fit in the kerbside collection service.

Residents who can't have a skip bin placed on their verge may be eligible for an alternative service from the Town. If you think this may apply to you, please let us know on 9377 8000.

### **Green Waste Skip Bin**

The Green Waste Skip Bin can accept the following items:

- Tree branches and prunings up to 200mm in diameter and 1.5m in length
- Palm fronds up to 200mm in diameter and 1.5m in length
- Creepers and vines
- Succulents
- Lawn clippings
- Loose leaves and prunings

### **Bulk Waste Skip Bin**

The General Waste Skip Bin can accept the following items:

- Household furniture
- Whitegoods and metal products
- Bric-a-brac / Odds and ends
- General discussed materials

Please note that general household refuse will NOT be collected in skip bins.

Availability of skip bins is subject to demand, if you need a bin at a particular time, it is best to book it well in advance. Residents are encouraged to have material ready to load directly into the bin. If you don't have enough waste to fill a skip bin, talk to your neighbours to see if they have any material they might want to add.

## Scheduled Services – Mattresses, Fridges and Freezers

The Town provides a service where residents can request a booking for the collection of the following items:

- Fridges and Freezers (doors removed); and
- Mattresses (maximum of three per year).

These items can be placed on the verge for collection up to 2 days before the nominated collection day. The Town will advertise a phone number to book this service in its annual Recycling and Waste Calendar.



## Tip Vouchers

**Each property that pays for a waste service in the Town is entitled to two (2) tip vouchers each financial year, to be collected from the Town.**

Each tip voucher entitles the owner to dispose of up to 300 kilograms of waste equal to 1.8m by 1.2m trailer or ute at the Red Hill Waste Management Facility on Toodyay Road, Red Hill. Residents may also redeem tip vouchers at the Baywaste Transfer Station, 271 Collier Road Bayswater from 1 September 2022 by paying an additional fee on entry.

Gifting or re-sale of tip vouchers is not permitted. Lost, stolen or damaged tip vouchers will not be replaced.

New owners will receive a pro-rata number of tip vouchers on application.

Landlords are encouraged to provide their tip vouchers to tenants.

### Community Drop Off Days

The Town will hold two Community Drop Off Days accepting the following items:

- Tyres (up to 4 per property, off rim only and up to 4wd size);
- Metal;
- Cardboard;
- Household batteries;
- Vehicle batteries;
- Used engine oil;
- Styrofoam;
- Empty aerosol cans; and
- E-waste.

Proof of address and photo ID is required on entry. Material must be in a condition that it is safe to handle by two persons. The Town may refuse to accept any material at its discretion.





For more information, please contact the  
Waste Services Team on 9377 8000 or  
[mail@bassendean.wa.gov.au](mailto:mail@bassendean.wa.gov.au)