
2.07 Kerbside Bin Contamination Policy & Procedure

Policy Owner	Executive Director Infrastructure, Development and Environment
Responsible Officers	Manager Operations Coordinator Sustainability and Waste Strategy
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Objective

This policy outlines the approach taken by the City of Albany, in partnership with its waste contractors, to manage contamination of kerbside bins.

Kerbside bin contamination refers to placement of items in the wrong bin. When bins are contaminated, it may lead to waste that could have been recycled or composted going to landfill instead.

Putting things in the wrong bin is often an honest mistake and identifying contaminated bins provides an opportunity to educate residents about correct waste sorting. Other benefits include:

- Identifying areas (such as streets or unit complexes) that may need additional assistance;
- Reducing the risk of injury to workers and damage to sorting equipment; and
- Increasing the amount of waste that is recovered rather than sent to landfill.

Scope

This policy applies to all properties in the City of Albany that receive a residential kerbside bin service.

The policy and associated procedure will be applied in the case of contamination of household Recycling or Food, Organics and Garden Organics (FOGO) bins. These waste streams cater for specific types of waste, and items that are not accepted in these bins are considered contaminants.

A list of items that are accepted in Recycling and FOGO bins can be found on the City of Albany website <http://www.albany.wa.gov.au/waste>.

Policy Statement

The City of Albany and its waste contractors have systems in place to identify contamination of kerbside bins.

If contamination of kerbside bins is identified, the Kerbside Bin Contamination Procedure will be implemented.

The policy intends to provide opportunities for education and behaviour changes; however, repeated contamination of kerbside bins at an individual property may result in the temporary or permanent suspension of collections.

The City reserves the right to issue infringements and undertake prosecutions under the Waste Local Law 2017 in cases where there is sufficient evidence and public interest to support this action.

Responsibilities

The City of Albany is responsible for providing a kerbside waste service that is in accordance with the Waste Avoidance and Resource Recovery Act 2007.

The City of Albany's appointed waste collection contractor is responsible for identifying and reporting contamination of kerbside bins and following the relevant procedures per the relevant contracts.

The property resident is responsible for ensuring that only permitted waste is put in the kerbside Recycling and FOGO bins.

The property owner (if not also the resident) is responsible for ensuring the correct bins are provided to enable the resident to use the system correctly.

In the case of the property not being occupied (e.g., property is vacant, or is used as short-term residential accommodation), the property owner is solely responsible for the appropriate use of the kerbside waste service.

Legislative and Strategic Context

- Waste Avoidance and Resource Recovery Act 2007
- Waste Local Law 2017
- Local Government Act 1995
- City of Albany Community Waste Resource Strategy 2019-2026
- City of Albany Regulatory Compliance Policy and Guidelines

Review Position and Date

This policy is to be reviewed annually.

2.07 Kerbside Bin Contamination Procedure

This procedure outlines the interventions to be implemented by the City of Albany and its waste collection contractor in the case of contamination of kerbside Recycling and/or Food Organics and Garden Organics (FOGO) bins. This process applies separately to each service.

1. How contamination is identified

Contamination may be identified by:

- Bin inspections by waste collection contractor or City staff;
- Visual observation by the driver prior to the collection of the bin; or
- In-truck camera during emptying of the bin.

2. Procedure steps

The procedure consists of the following steps:

STEP 1: CONTAMINATION IDENTIFIED	
Contamination identified by the driver <u>before</u> collection:	Contamination identified by the driver <u>during</u> collection:
<ul style="list-style-type: none">• The bin is not emptied.• The bin is taped closed by the City's waste contractor, and a tag is attached to the bin that notes the items identified.• The tag directs the resident to remove contamination if the bin has not been emptied and to contact the waste contractor to arrange for the bin to be checked and arrangements made for it to be emptied¹.	<ul style="list-style-type: none">• A tag is attached to the bin by the City's waste contractor, which notes the items identified.

STEP 2: RESPONSE TO CONTAMINATION		
The contamination is managed in accordance with the following steps, and applies separately to FOGO and Recycling bin services.		
Contamination event	Primary response	Action to be taken
First contamination event within a 6 month period	Address the matter through education	A letter will be sent to the resident ² by the City or the waste contractor to: <ul style="list-style-type: none">• Inform them of the contamination event, including the materials identified (photographic evidence will be included where available)• Provide information on correct waste sorting

¹ On occasion it may not be safe for the driver to stop and tape close the bin and/or attach the tag.

² If the property is registered as short term residential accommodation (holiday homes), correspondence will be directed to the property owner where possible.

Contamination event	Primary response	Action to be taken
		<ul style="list-style-type: none"> • Invite them to contact the waste contractor or the City's Waste Team for further information or support with waste sorting • The City's waste contractor will check bins at the property prior to emptying for a period of 6 weeks <p>Note: if contamination is of a serious volume or type (e.g., hazardous items or large bags), the response to the first contamination event may include additional contact from the waste contractor.</p>
Second contamination event within a 6 month period	Address the matter through education and advice of the potential for escalation	<p>A letter will be sent to the resident to:</p> <ul style="list-style-type: none"> • Inform them of the contamination event, including the materials identified (photographic evidence will be included where available) • Note the details of the first contamination event • Provide information on correct waste sorting • Advise that further contamination issues may result in suspension of the collection of the contaminated waste stream (FOGO or Recycling) <p>The City's waste contractor will make further contact with the resident to discuss the matter and offer additional support/resources if required.</p> <p>A letter will also be sent to the property owner if they are not also the resident to inform them that the property is at risk of waste service suspension.</p>
Third contamination event within 6 months	Address the matter through suspension	<p>The waste contractor and the City's Waste Team will assess the level of contamination in relation to improvements made by residents. Consider if it is likely that further education and direct communication will resolve contamination issues. If no, the following applies.</p> <p>A letter will be sent to the resident to:</p> <ul style="list-style-type: none"> • Inform them of the contamination event, including the materials identified (photographic evidence will be included where available) • Note the details of the first and second contamination events • Advise that the collection service for the contaminated waste stream (FOGO or Recycling) will be suspended for a period of two (2) months and that no refund or reduction in waste management charges will be provided • Advise alternate options for disposal of relevant waste during the suspension period • Direct the resident to contact the waste contractor at least one week before the end of the suspension period to arrange recommencement of the service <p>A letter will also be sent to the property owner if they are not also the resident to inform them of the waste service suspension.</p>

3. Circumstances where the procedure will reset

- Where there are more than 6 months between contamination events;
- Where the resident of the property has changed; or
- Other circumstances at the discretion of the City.

4. Multi-unit dwellings

The following additional steps may be required in the case of contamination of kerbside bins at multi-unit dwellings:

- The City may request that individual bins be numbered to assist in the identification of the contamination source; and
- The City may request that a Waste Management Plan be developed to assist with the appropriate management of waste.

5. Permanent removal of services

In the case of persistent contamination of kerbside bins that continues beyond the steps outlined in this procedure, the City may permanently remove some or all waste services and/or take legal action.

This may include:

- **Removal of FOGO and/or Recycling services:** The City of Albany will not provide additional General Waste capacity. If additional General Waste capacity is required, the property owner must apply to the City for collection of an Additional General Waste Bin. If approved, the property owner or resident is responsible for the purchase of an additional General Waste bin and the associated charges for collection. Alternatively, the resident or owner may make private arrangements for the collection or self-haul of excess waste.

The City may consider waiving additional waste charges in certain circumstances.

Reinstatement of FOGO and/or Recycling services will be considered annually or at the owner's or resident's request.

- **Removal of all waste services:** The City of Albany has the right to remove the provision of the urban residential waste service in circumstances where no resolution can be reached, and the use of the service is compromised.

In these circumstances, the property owner will be required to make alternative arrangements for waste disposal.

- **Assess the evidence with a view to issuing infringements or undertaking prosecutions:** Under the City of Albany Waste Local Law 2017, where this action is in the public interest.