District Council of
Loxton Waikerie

RESIDENTIAL WASTE AND KERBSIDE RECYCLING POLICY

Responsible Officer/s	Director Infrastructure Services
Relevant Legislation / Documents	Environment Protection Act 1993; Local Government Act 1999; Work Health and Safety Act 2012; Road Traffic Act 1961;
Adopted	November 2012
Reviewed	August 2025
Next Review	Every 2 years

A. Purpose

This policy provides an overview of residential waste and kerbside recycling services offered by the District Council of Loxton Waikerie.

It is designed to provide a transparent and equitable framework for the provision of these services, taking into account the differing needs and circumstances of those who live in the Council area.

This policy clarifies the services offered to premises of residential, sporting, religious and incorporated not for profit associations. The service is not intended to replace a commercial waste and/ or recycling service for business or other non – residential premises (other than those listed).

B. Policy

1. Kerbside waste and recycling services (3 bin system)

Council will provide a kerbside 3 bin waste and recycling service to residents in the townships of Loxton Waikerie as determined in Appendix A (Loxton) and Appendix B (Waikerie).

Bin size, type and lid colour	Collection frequency	Supply	Ownership
140 litre - waste - red lid	Weekly	Council	Of the property
240 litre - recycling - yellow lid	Fortnightly	Council	Of the property
240 litre - organics - greed lid	Fortnightly	Council	Of the property

Council will determine the collection day for each property. Each residence is entitled to place their bins out for collection on the assigned day.

Organics Bin Week	1 Red Garbage Bin
	1 Green Organics Bin
Recycling Bin Week	1 Red Garbage Bin
	1 Yellow Recycling Bin

2. Kerbside waste and recycling services (2 bin system)

Council will provide a kerbside 2 bin waste and recycling service to residents along the travelled routes identified in (Appendix C and Appendix D 1 - 8)

Bin size, type and lid colour	Collection frequency	Supply	Ownership
140 litre - waste - red lid	Weekly	Council	Of the property
240 litre - recycling - yellow lid	Fortnightly	Council	Of the property

Council will determine the collection day for each property.
Each residence is entitled to place their bins out for collection on the assigned day.

Recycling Bin Week	1 Red Garbage Bin
	1 Yellow Recycling Bin
Waste Bin Week	1 Red Garbage Bin

Public Holiday

If Christmas Day and New Year's Day fall on a weekday in any year, the Contractor must provide Collection Services on the following day.
The normal Collection Services for the following days in the same week may also be delayed one day.

Collection Services for Good Friday must be provided on the Saturday immediately following.

All other public holidays are considered normal collection days and collection must occur on these days

3. Retirement Village Units

3.1 Loxton Retirement Village

Council will supply one 140lt red domestic waste bin (red lid) per unit, one 240lt recycling bin (yellow lid) per three units and one 240lt green waste bin (green lid) strategically placed around the village for the use of residents.

3.2 Warrawee Lodge

Council will supply one 140lt red domestic waste bin (red lid) per unit, one 240lt recycling bin (yellow lid) per two units and one 240lt green waste bin (green lid) per two units.

Council-supplied bins are linked to each property via serial number and must remain at the assigned address.

4. Presentation of bins for collection

Bins placed out for collection must be positioned in accordance with the schedule of collections days determined by the Council and its Contractor. The schedule of collection days is available from the Council office or the Council's website.

Bins for collection must be placed out the night before and adjacent to the road kerb, with the lid closed, hinge facing towards the property.

Bins must be removed from that position and returned to the premises within 24 hours of the waste being collected.

In narrow streets and other areas with restricted access for waste collection vehicles, Council may nominate a suitable collection point in consultation with the Contractor.

5. Presentation/Collection Problems

Customers have a responsibility to place the bins out for emptying in a manner that is suitable for collection. The Contractor has a responsibility to assist customers rectify problems with presentation by notifying customers of the problem and working with customers and the Council.

Bin presentation problems may include Bins facing the wrong way, being placed behind a vehicle or other obstruction or bins being overfilled.

5.1 First Occurrence: Contractor to Collect and Notify Customer

- At the first occurrence of a Customer not placing Bin(s) out in a reasonable manner, the Contractor must empty the Bin.
- The Contractor must provide the Customer with a notice, specifying the problem, in a form approved by the Council, by placement of a sticker on the Bin or letter provided the resident.
- The Council must be advised of the address of the Premise and the Bin presentation problem

5.2 Second Occurrence: Contractor to Collect and Notify Customer

- If the problem recurs a second time, the Contractor must empty the Bin.
- The Contractor must provide the Customer with a notice, by placement of a sticker on the Bin.
- The Council must be advised of the details of the Premise and the Bin presentation problem.

5.3 Third Occurrence: Contractor may Refuse to Collect and Must Notify

- If the problem with presentation continues on a third occasion, within three (3) months of the first recorded occurrence, the Contractor may refuse to empty the Bin.
- The Contractor must notify the Customer of the problem by way of a letter being placed in the letterbox of the Premise. The Customer must be notified prior to 5:00 p.m. on the day that the Incident occurred.

6. Refusal to collect

The Contractor shall not knowingly collect:

- any dangerous, hazardous or illegal substance;
- from non-approved Bin(s);
- materials not placed inside a Bin(s) unless spilt or found spilt
- from Bins which are of Excessive Weight (75kg);
- The service has not been approved by Council in accordance with this Policy.
- Any bins that are grossly contaminated; or
- Bins that are visually confirmed by the driver to contained items banned from landfill (e.g. E-waste, fluorescent globes, asbestos)

7 Contractor to Notify Concerning Non-Collection

In the case of a non-collection in accordance with Clause 5 or 6 the Contractor must notify the Customer of the problem on the day that the Incident occurred either by way of:

(i) letter being placed in the letterbox of the Premise or otherwise securely delivered to the Premise,
(ii) placement of a sticker on the Bin or on materials placed alongside the Bin.

Such notice shall provide advice to the customer on how to comply with service requirements.

Customers in townships must be given the opportunity to rectify the problem and contact the customer service centre to request a service.
The contractor must return to the premise within two (2) Working Days of the customer request for the service being notified to the contractor and provide the service unless a repeat of clause 5 or 6 occurs.

Rural customers must be given the opportunity to rectify the problem and contact the customer service centre to notify the problem has been resolved.
The contractor does not need to return to collect the bin, instead resuming collection on the next scheduled collection day, unless a repeat of clause 5 or 6 occurs.

8. Special circumstances requests (Opt in service)

8.1 Non-residential premises

Non-residential premises may apply to Council for a Residential waste kerbside recycling service, consistent with the service parameters outlined in this policy. Where approved by Council this service will be paid for by the property owner in accordance with the Council's Fees and Charges.

When considering an application, Council will take into account the nature and volume of waste generated by the premises in question, and the potential for placement of inappropriate waste items (contamination) into bins.

Where the Council cannot safely, lawfully or practically provide waste and recycling services to a particular residential development, a private commercial waste and recycling service must be provided by the property owner or relevant community corporation or strata corporation, at their own expense.

8.2 Not-for-profit organisations & community based organisations

Religious services (churches or places of worship) and community based organisations that meet the following criteria:

- Not for profit
- Community based
- Volunteer run
- Charitable

May apply to receive one free bin service, with additional bin services at the cost of the organisation. Application's will be considered and determined at the discretion of the Director Infrastructure Services.

8.3 Council Owned Properties

Council-owned properties classified as rateable land, where the tenant is responsible for paying rates, are eligible for the same kerbside collection service as residential properties—provided they meet the service criteria—and will be charged the annual recycling service fee.

Council-owned properties that meet the kerbside collection requirements and where waste services are provided by Council under a management or other agreement may receive a free waste collection service, subject to the discretion of the Director of Infrastructure Services.

8.4 En-route collections

Property owners located more than 5 kilometres from the prescribed collection route who wish to receive a kerbside waste service may apply to be charged a service fee in accordance with Section 155 of the Local Government Act 1999 (rates and charges for services not provided at the land).

Eligible property owners may enter into an agreement with Council for the provision of a prescribed waste service, subject to a service fee equal to 50% of the standard two-bin service charge. Under this arrangement, the occupier is responsible for transporting and placing the bins at the designated collection point

8.5 Businesses/Schools/Hospitals

Commercial and industrial properties are not automatically eligible for Council's residential kerbside waste collection service, as the volume, type, and nature of waste generated by these organisations typically exceed the capacity of the standard residential service.

Businesses, schools, hospitals, and similar entities may choose to engage private waste collection contractors or dispose of their waste at the Loxton, Waikerie, or Moorook transfer stations. Alternatively, they may opt in to Council's residential kerbside service where suitable.

As the kerbside waste collection service is intended for residential use, eligible non-residential properties may also choose to opt out of the service at any time, provided alternative waste management arrangements are in place

8.6 Derelict/Abandoned

If a property owner believes a property they own is derelict or abandoned, and this is confirmed by an authorised Council representative, they may apply in writing to have the waste management fee waived for that property.

8.7 Request to opt out of the residential kerbside service

Residential property owners requesting to opt out of the kerbside waste collection service will be determined at the discretion of the Director Infrastructure Services based on the following;

- Have they received a service in the past, in the way of the green sulo bins or skip bins?
- Is it a rateable property?
- Do they currently pay a CWMS service fee?
- Is the house liveable?
- Could the property be rented out or lived in again in the future?

If answered yes to the majority of the above the waste collection levy is to remain. It is important to note that in some cases not all points above will apply.

If the request to opt out of the kerbisde waste collection service is granted, bins are to be returned by the resident/property owner to the Council depot.

9. New dwelling

Any new dwelling located on the collection route is entitled to receive the residential waste collection service. The annual service fee upon commencement includes the supply of a 140-litre red domestic waste bin and a 240-litre yellow recycling bin.

If the property is within the three-bin service area and the owner does not already have a 240-litre green organics bin, they will be required to purchase one at the fee specified in Council's annual fees and charges.

10. Ownership of bins

The bins are the ownership of the property.
Any bin that is lost, stolen, damaged or otherwise deemed non-useable by the resident/owner, Council or Contractor, must be replaced by the resident or property owner at their expense.

11. Damaged bins

Bins that are damaged, or deemed unusable by the resident, Council, or contractor must be replaced at the property owner's expense.
If the damage is suspected to be the result of contractor activity, the contractor must be notified promptly and will carry out an investigation. Where damage is confirmed to be caused during collection, the contractor will be responsible for the repair or replacement of the bin.

C. Availability of the Policy

Copies of this Policy will also be available from Councils website www.lwdc.sa.gov.au and in Council offices

Appendix A - Loxton Township - 3 bin service

Appendix B - Waikerie Township - 3 bin service

Appendix C - Rural Areas - 2 bin service

Appendix D1 to D8 inclusive - Routes travelled - 2 bin service

D. Document history and version control

Date	Version	Authorisation:- council/ committee/ senior management team	Amendment details
17/06/16	2.0	Council	Procedural information removed
18/12/20	3.0	Council	Formatting amendments, procedural information removed
20/8/25	4.0	Council	Procedural updates, formatting, new template