

COUNCIL POLICY

2/12/2025

Waste Services Policy

1. Purpose

This policy sets out the waste collection services provided in Glenorchy municipality to provide clarity and ensure consistency.

2. Scope

This policy applies to all waste collection services provided by Glenorchy City Council (Council) to residential properties, including unit developments, approved commercial and Council owned properties.

3. Related Documents

Document	Location
Environmental Amenity By- Law No. 1 of 2017	https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/environmental-amenity-by-law.pdf
Footpath Policy	https://www.gcc.tas.gov.au/wp-content/uploads/2024/10/Footpaths-Policy-2024-.pdf
FOGO Exemption Criteria	https://www.gcc.tas.gov.au/wp-content/uploads/2020/11/fogo-exemption-criteria.pdf
Waste Services Standards for New Multiple Dwelling Developments	https://www.gcc.tas.gov.au/wp-content/uploads/2021/03/Waste-Services-Policy-September-2025.pdf
Tasmanian Planning Scheme - Glenorchy	https://tpso.planning.tas.gov.au/tpso/external/planning-scheme-viewer/15/section/2096?effectiveForDate=2025-10-29

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4. Statutory Requirements

Acts	<i>Local Government Act 1993</i>
Regulations	N/A
By-Law	<i>Glenorchy City Council Environmental Amenity By-Law (No 1 of 2017)</i>
Policy	N/A

5. Definitions

Authorised Agent means a person or entity authorised to act on behalf of the property owner.

Commercial Properties means, for the purpose of this policy, small businesses or sporting/community groups that produce only domestic quantities of waste, recycling and FOGO.

Driver to Collect means collection of bins by the waste collection contractor from within the property.

FOGO means Food Organics and Garden Organics – the compostable component of the waste stream.

FOGO Exemption Criteria means the criteria set under the Guideline titled “FOGO Exemption” which is available to be viewed at www.gcc.tas.gov.au.

General refuse means non-recyclable waste.

GLE-S15.0 Northern Apartments Corridor Specific Area Plan means apartments for housing along Main Rd corridor as defined under the current Tasmanian Planning Scheme.

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Group Homes means dwelling for permanent or temporary accommodation of a group of people with disabilities or people experiencing social disadvantage.

High Public Use Areas means high profile public place areas such as Glenorchy and Moonah CBDs; highly visited public parks and gardens; and adjacent to busy public transport nodes such as taxi ranks and high high-use bus stops.

Landfill means the Jackson Street Waste Management Centre.

MGB means Mobile Garbage Bin (for general refuse, recycling or FOGO).

Multiple Dwelling means two or more dwellings on a site.

Public Litter Bins means 60 litre garbage pole mounts and 140 litre Garbage, Recycling and FOGO bin enclosure.

Recycling means materials that can be accepted by Council for recycling, including paper, glass and plastic bottles, cardboard, tin and aluminium cans, etc.

Registered Agent means authorised real estate agents or authorised community and government agency representative.

Secondary Residence means an additional dwelling as defined in the current Tasmanian Planning Scheme (this was formerly defined as Ancillary).

Schedule of Fees and Charges means the fees and charges decided by Council under Section 205 of the *Local Government Act 1993*. This schedule is available for viewing at www.gcc.tas.gov.au

Waste Services mean Waste management services for general refuse, recycling and FOGO.

Waste Services Standards for New Multiple Dwelling Developments means Council's guidance standards document for new multiple development units.

140L/240L/360L means the capacity of Mobile Garbage Bins (MGBs) in litres (i.e. 140L = 140 litres).

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6. Policy Statement

Commitment to correct disposal practices

1. Council will continue to promote and support correct disposal of general refuse, recycling and FOGO within the community.

Waste Services provided

2. Council provides a collection service for general refuse, recycling and FOGO MGBs to all residential properties in the municipality, except secondary residences, which are not eligible. FOGO MGBs are supplied to all residential properties excluding in Rural Zones, Rural Living Zones, Landscape Conservation Zones or those approved under the FOGO Exemption Criteria.
3. On request from a property owner or their registered agent, with their approval, a collection service may be provided to commercial properties that generate residential quantities of waste at Council's discretion.
4. Council has a dedicated landfill that provides residents with disposal and recycling options.
5. Council provides public litter and recycling bins in strategic locations for the convenience of residents and visitors. Size and location of bins will be reviewed on an ongoing basis by Council, prioritised based on the level of need.

Standard Service for MGBs

6. The standard service for residential properties is:
 - one 140L MGB for general refuse,
 - one 240L MGB for recycling, and
 - one 240L MGB for FOGO.
7. Except where stated otherwise in this policy, the standard collection of all MGBs is fortnightly.

Fees and Charges

8. All residential properties will be charged for waste collection services regardless of whether they accept the services, unless exempt by Council in writing.

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9. Commercial properties will be charged only if they receive a service. Charges will cease once Council has been notified of the cancellation of a commercial service by the owner/ratepayer of the property (see paragraphs 21 & 22 for more details).
10. Fees and charges for waste services are set out in Council's Schedule of Fees and Charges. Charges will be levied as part of the rates payable and will be separately identified on the rates notice.
11. A waste service charge will be applied to all new residential properties from the date of the certificate of occupancy.
12. Where a residential refuse MGB has been approved and upgraded to 240L, the waste service charges will increase, except where an approval is based on medical or disability grounds (see paragraph 25).

Variations to standard residential service

13. Residents may apply for a variation to the standard service provided. Applications must be made on the appropriate form and meet all relevant criteria. Variations may be approved at Council's sole discretion.
14. The following variations may be requested:
 - downgrade of MGBs for recycling or FOGO to 140L for residents with long-term medical conditions/immobility as certified by a doctor, or as approved by the Waste Services Coordinator.
 - a FOGO exemption where the applicant can demonstrate that they meet the required FOGO Exemption Criteria (this excludes shared service arrangements - see paragraph 19); and
 - upgrade of a general refuse MGB from 140L to 240L, subject to paragraphs 15 and 16 (below)
15. An upgrade of a general refuse MGB from 140L to 240L will only be permitted where both of the following apply:
 - there are five or more people living in the household permanently (including members of the same family), and adequate evidence of this has been provided to Council e.g. a Medicare card.
 - the property owner has agreed to the upgrades and to pay the additional fee (in accordance with Council's Schedule of Fees and Charges).

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16. Despite paragraph 15, Council may, at its discretion, approve an upgrade for households with less than five people in exceptional circumstances, e.g. medical condition or two more infants in nappies. This will be assessed on a case-by-case-basis.

Multiple Dwelling Properties

17. Multiple dwelling properties of three or more units may require a shared waste service collected on a weekly frequency.
18. The sizes and number of MGBs supplied to a property will be determined by Council based on the number of units, the kerbside space available for the safe and convenient collection of MGBs, including the impacts and obstructions posed to the footpath, and the requirements of Council's Waste Standards for New Multiple Dwelling Developments.
19. Due to the nature of shared MGB service arrangements for multiple unit developments, where this occurs, residents are not eligible for a FOGO exemption.
20. Council reserves the right to remove bins and the collection services where it is impractical, to continue to provide a standard or shared collection service to a Multiple dwelling property. This decision is made by the Waste Services Coordinator. In this instance Council will require applicants to utilise an independent waste services provider to collect Waste, Recycling and FOGO from Council approved receptacles and from within a designated and approved collection point.

Commercial Properties

21. Commercial properties may apply for a domestic-type waste recycling and FOGO service. This service is available on a limited basis where the business generates residential quantities of waste, and at the discretion of Council's Waste Services Coordinator. This must be approved by the property owner and payable in accordance with the Schedule of Fees and Charges. It is the responsibility of the property owners to ensure that MGBs are maintained onsite.
22. Owners of commercial properties may cancel Council's waste services at any time. This must be in writing. The Charges will then be removed from the property rates and the MGBs returned to Council.

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Additional Service

23. Council will not supply additional MGBs for any properties except in exceptional circumstances and at the discretion of Council (e.g. some Group Homes). The cost of additional MGBs will be calculated in accordance with schedule of fees and charges, and frequency of collection.
24. To minimise encroachment and disruptions to footpaths from bin placement, Council will not provide any additional collection frequency over and above the standard residential and shared service (see paragraph 17 and 18).
25. A Driver to Collect service may be available for residents who are unable to place their MGBs at the kerbside due to a long-term medical condition certified by a doctor or medical/aged care service. There is no additional charge for the Driver to Collect service in these circumstances. Applications can be submitted in writing to Council and will be assessed on a case-by-case basis and in line with Council's Waste Services Contractor and WH&S procedures. Council may remove the Driver to Collect Service if the relevant criteria are no longer met.
26. The Driver to Collect service will not be available to multiple dwellings receiving a shared service unless all dwellings meet the criteria.

User Responsibilities

27. Council reserves the right to remove MGBs if properties do not comply with the user responsibilities.
28. MGBs provided to residential or commercial properties must only be used for domestic-type wastes.
29. MGBs remain the property of Council.
30. Council will not accept commercial food wastes, hard wastes (e.g. concrete rubble), or any material that is toxic, hazardous, too large for the MGB or that may damage MGBs or the collection vehicle.
31. Waste should be correctly sorted into the appropriate MGBs. Overfull, contaminated recycling or FOGO may not be collected.
32. MGBs will not be collected if their placement creates a safety risk or creates access or navigation issues for collection vehicles.
33. MGBs should be placed out for collection not more than 24 hours prior and before 6 am on the morning of collection and removed within 48 hours after collection. MGBs should be at least 0.5 metres apart and placed with the wheels facing the property.

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34. Residents and commercial tenants are responsible for storing MGBs securely in a suitable area. MGBs for multiple dwelling units are to be stored in a secure MGB enclosure area at the front or within the property.
35. Residents may be required to place their MGBs in an alternative location of Council's choosing to receive the collection service.
36. Residents requiring a new service, or upgrade/downgrade of MGBs must submit a completed MGB application form with relevant documents as required under this Policy and approved by the property owner or registered agent. Property owners may be charged for lost, damaged, or stolen MGBs if deemed to be negligent or excessive.
37. Residents requiring a replacement MGB, must contact Council directly and provide at a minimum their name, phone contact and property address details.
38. Unless directed otherwise by an authorised officer, this policy serves as a direction in relation to the proper placement, handling, and management of MGBs for the purposes of Section 25 of the *Environmental Amenity By-Law No.1 of 2017*.

New Subdivisions and Developments

39. To receive a waste service, new roads must be designed and constructed to allow waste collection vehicles to move forward continuously while collecting waste.
40. New roads should include a nature strip adjacent to the kerbside at least one metre wide for the placement of MGBs. If this is not practical, the footpath must be designed and constructed to accommodate MGBs in accordance with Council's Footpath Policy.
41. New developments for multiple dwellings must comply with Council's *Waste Standards for New Multiple Dwelling Developments*. Occupants of non-complying dwellings may be required to place their MGBs in an alternative location of Council's choosing to receive the collection service.
42. Property owners requiring MGBs for new developments must complete a kerbside MGB application form. Council's service standard for processing and MGB delivery is two weeks from receipt of a completed application form, providing all criteria are met.
43. Where it is impractical to provide a standard or shared collection service to a multiple dwelling property or properties in the Northern Apartments Corridor, then Council, at its discretion, may require applicants to utilise an independent waste services provider. The provider must collect Waste, Recycling and FOGO from Council-approved receptacles and from within a designated and approved collection point.

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Landfill Entry Fee

44. Landfill gate fees are reviewed and updated annually in accordance with Council Fees and Charges.

Landfill Discounted Gate Fees

45. Community groups, not-for-profits, and charities will be charged at the discounted local resident rate for waste disposal rather than the commercial rate. The discounted rate is provided to community groups, not-for-profits and charities in recognition of the important work that these groups undertake.
46. Community groups or individuals that are undertaking Council-approved clean ups on Council owned or managed land (e.g. Bushcare clean-ups) are eligible for free landfill entry if the cleanup and landfill entry has been Council approved prior to the works being undertaken.

Public Litter Bins

47. Council seeks to minimise the number of public garbage bins that are not within high public use areas. It remains the responsibility of all individuals to dispose of their own waste appropriately. Council's Waste Services Coordinator will assess community requests for new locations of public garbage and recycle bins.
48. Council restricts the placement of 140L public garbage bins to high use public areas. The bins to be used in the high use public areas shall be of uniform design to meet WH&S standards, either 140L MGB or 60L pole mount.
49. All public bins should not detract from the aesthetic appeal of that public area, should discourage the dumping of domestic and commercial waste, and should withstand vandalism.
50. The bins to be used in public parks and gardens are to be fixed using a mounting post and clamp design for 60L and for 140L bin enclosures. These are fixed to concrete slabs to act as a deterrent to the dumping of domestic and commercial waste and are resistant to vandalism.

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Public Dog Waste Bins

51. Council has many open area spaces including parks and reserves, where the public can walk their dogs. Council therefore provides public dog litter bins throughout the municipality. Council seeks to minimise the number of public dog waste bins that are not within high public use dog exercise areas, and it remains the responsibility of all individuals to collect and dispose of their pet's waste appropriately.
52. The placement of dog bins will vary, though the following factors will be considered when installing public dog bins:
- High-traffic areas: Council may place dog waste bins in locations where dogs are frequently walked, such as popular routes, designated dog parks, and public spaces frequently used for dog exercise.
 - Location: Bins should be installed at entrances and exits the start and end points of parks and walking trails as this is ideal for owners to dispose of waste as they begin or conclude their walks and be practical for collection services.
 - Clearly visible: The bins must be easy to see to be effective. This also includes placing them where they are securely attached to the surrounding landscape, not hidden away.
53. To assist and encourage dog owners to do the right thing, all dog waste bins will have dog waste bag dispensers to help dog owners properly scoop, bag, and bin their dog's waste.
54. All dog bags provided should be compostable, as this is an environmentally friendly alternative to using polyethylene (plastic) bags and is effective in assisting Council to divert waste from landfill.

Events

55. Council will provide general refuse, recycling, and FOGO MGBs at Council organised events.
56. Council may provide a hired general refuse, recycling, and FOGO service for non-Council events held on Council land at its discretion. Council will work with event permit holders to determine the appropriate number, placement, and disposal of MGBs.

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Background

This policy replaces the previous version adopted in September 2021. The policy has been updated to incorporate provisions related to the Landfill and Public Place Litter Collections.

7. Version Control

Version:	V 4.0	Adopted	15 December 2025	Commencement date	16 December 2025
Minutes Reference:	Item 10.1			Review period	4 years from adoption
Previous Versions:	V 3.0 adopted 27 September 2021 (Council meeting, Item 10) V 2.0 adopted 24 February 2020 (Council meeting, Item 9) V 1.0 19 adopted December 2016 (Council meeting, Item 17)				
Responsible directorate:	Environmental services	Controller	Manager Sustainability and Environment		
ECM Document No:	Policies by Directorate				