

Waste Service Standards

11/10/2025

Waste Services Standards for New Multiple Dwelling Unit Developments

Purpose

These standards are designed to assist Council staff, architects, developers, and building professionals in designing waste management facilities and services for multi-unit developments (MUDs).

They are intended to support planning applications and should be used alongside Council's Planning Scheme and Waste Services Policy.

The objective is to ensure all MUD residents have access to appropriate garbage, recycling, and FOGO services. Where services are provided privately, they must meet or exceed Council standards.

These guidelines will be periodically updated to reflect best practices and align with Council's Waste Services Policy.

1. Planning

The applicant for a multiple dwelling unit planning permit application is to submit a plan of the site (to scale and fully dimensioned) indicating the following:

- Location of waste/recycling bins for storage (with/without bin enclosure) and bins collection points based on the specifications listed below.
- Trees (drawn to edge of canopy) and with full specifications for the trees including species, height and growth habit
- Poles
- Vehicle crossing
- Turnaround areas (if proposed)
- Letter boxes
- Collection hazards on street
- Sight distance requirements

Waste Service Standards

- Contours on plan to show gradient of ground
- Setback from dwelling units

2. Waste and recycling service/bins eligibility

Any multiple dwelling unit developments having three or more units may either have individual bins with a standard service collected fortnightly or a shared bin service collected weekly depending on the available kerbside collection area. If the kerbside space is not adequate for placement of bins, a shared bins system will apply. A shared bin service is where three units will share one 240 litre waste, one 240 litre recycling bin and one 240L FOGO bin or an equivalent volume/different type of bin and is collected weekly.

The number of bins will depend on the total number of units and will be determined by Waste Services. For example, if there are 6 units they will be eligible for 2 waste, 2 recycling and 2 FOGO shared bins, similarly if there are 10 units they will be eligible for 3 waste, 3 recycling and 3 FOGO shared bins. The developer/builder should liaise with the Waste Services staff to determine the exact quantity of bins.

3. Bin Storage

Depending on whether the waste service is standard or shared, the bin storage criteria will vary. If the unit development is approved for a standard service, then the individual bins will be stored individually by the unit residents. If a shared service applies, then the applicant needs to demonstrate an appropriate bin storage area where the waste/recycling/FOGO bins can be stored within the property (e.g. bin enclosure).

Bin enclosures need to be built for the storage of the bins and for collection if necessary. The bin enclosure should include space for waste, recycling and FOGO bins depending on the number of units and the bins allotted. The enclosure must be built to facilitate the placement of bins in a single row, or as determined by Waste Services.

The bin enclosure is to be built on a flat surface with a concrete base/pad and surround of brick or painted block enclosure or other suitable material to Councils approval. The bin enclosure should be built within the property boundary, preferably at the entrance of the property allowing a 4.5 metre distance from the entrance to prevent impacting on sight distances for vehicles leaving the site. In certain circumstances internal bin enclosures may be considered depending on site constraint. Such variation may be approved at the discretion of the Waste Services Coordinator. The bin enclosure should suit the allotted number of 240 litre wheelie bins of size 1100mm height x 600mm wide x 800mm deep,

Waste Service Standards

allowing for 300mm space in between each bin and the corners. Recommended height of the enclosure is 1200mm and recommended depth is a minimum of 930mm.

The front of the enclosure is to be left open throughout the length of the bin enclosure to enable the bins to be removed, emptied and returned in a safe and efficient manner. There must not be any lip on the concrete slab of the bin enclosure. It is recommended that no bin enclosure be built closer than a minimum of 5.5 metres to any residence to avoid odour and nuisance issues arising. The access way to and from the bin enclosure must be constructed of smooth and durable material.

The bin enclosure is to be built to the satisfaction of the Waste Services Coordinator and must be shown on the plans submitted with the planning application. Note that bins and waste services will not be provided unless bin storage is addressed to meet the requirements of Waste Services.

Provided Bin Sizes are as follows:

Bin Size:	Width x Depth x Height
140 litre bin	550mm x 600mm x 950mm
240 litre bin	600mm x 800mm x 1100mm
360 litre bin	626mm x 850mm x 1100mm

4. Collection of Bins

Council's preference is for the bins to be collected from the kerbside, but site circumstances may dictate otherwise. The Waste Services Coordinator will determine such other collection arrangements if required.

4.1 Collection from Kerbside

The residents or responsible body corporate members must wheel the bins from the bin enclosure and place the bins on the kerbside for emptying. After the collection has been carried out the bins are to be returned to the bin enclosure.

4.2 Collection within the Property

Waste Service Standards

If there is not enough kerbside area, then collection may be carried out from within the property by the truck entering the property provided acceptable arrangements have been made in accordance with Clause 6.4.

5. Storage in Bin Enclosure and Collection from the Kerbside

If bins are to be collected from the kerbside, the following access and bin placement conditions apply:

5.1 Storage

The bins are to be stored within the bin enclosure at all times if it is a shared service, except when placed out for collection. No individual residents can take the bin for individual use.

5.2 Access for Collection

- There is to be adequate space for the collection of wheelie bins, one waste, one recycling and one FOGO bin per 3 dwellings, with the collection points on the kerbside clearly identified on the plans when submitting for approval.
- Bins need to be positioned in a single line at the kerbside but clear of the road pavement.
- The spacing for bins at bin collection points is to be calculated on the basis of 0.6m per bin, 1m between bins and where adjacent to a vertical obstruction (such as light/power pole, bus stop, tree etc), 1m from such obstruction. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins (driver will not arrange or move bins).
- Please note that additional spacing is required if there is a light/power pole, bus stop, tree or letter box on the kerbside.
- Bins need to be placed at least 1 metre from light/power poles, bus stops, trees (including overhanging branches) and letter boxes.
- Bin collection points on the kerbside are to be clear of the canopy of trees when they are mature.
- In an area with overhead obstruction, such as tree canopy, a minimum height of 5.0 metres needs to be allowed for Council's collection vehicle including access for the lifting arm.
- Bins must not be required to be wheeled/moved through the inside of any dwelling and preferably not oversteps or uneven ground when placed out for collection.
- The placement of bins at the kerbside for collection is not to obstruct the accessibility of the footpath which must be designed and constructed to accommodate the

Waste Service Standards

placement of bins as well as meeting the minimum accessible footpath width of 1 metre.

5.3 Amenity

Bin storage is to be in a location out of direct view from the street where possible.

5.4 Bin Placement

Bin placement must not present a hazard for the collection contractor e.g.: crest of a hill, within 10 metres of intersection, sharp change in the road alignment, near or within a traffic slow point device. The developer may propose an alternative solution, or collection may be undertaken from within the property.

More than ten (10) bins lined up next to each other on the kerbside will create sight distance issues for vehicles exiting the property.

6. Storage in bin enclosure or individual premises and collection from within the property

If bins are to be collected within the confines of the property, the following access and bin placement conditions apply.

6.1 Storage

If it is a shared service the bins are to be always stored within the bin enclosure, except when placed out for collection. No individual residents can take the bin for individual use. If it is a standard service, then the bins are to be stored individually by the unit residents.

6.2 Access

- A turn around area to allow vehicles to move in a continuous forward movement is to be provided to cater for Council's contract waste collection vehicles (tandem 22.5 tonne capacity vehicle) including access for the lifting arm in an area without any overhead obstructions. The waste collection vehicles should not be allowed to reverse in or out of a site; unless this can be clearly demonstrated by the developer to be safe to undertake and meet all relevant safety requirements.
- Road pavements in the development are to be designed and constructed to accommodate the collection vehicle (Gross Vehicle Mass of 22.5 tonne). Road pavement details are available by contacting Council's Development Engineer.

Waste Service Standards

6.3 Bin Placement/collection

- A level surface clear of the road pavement is to be provided for bin collection points. Allow a 2.2 metre length on the bin collection points per waste and recycling bin, this includes a bin to bin spacing of 1 metre. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins.
- The spacing for bins at bin collection points is to be calculated based on 0.6m per bin, 1m between bins and where adjacent to a vertical obstruction (such as light/power pole, bus stop, tree etc), 1m from such obstruction. This will provide sufficient spacing for the waste collector to pick up and put down bins without interfering with adjacent bins (driver will not arrange or move bins).
- Bin collection points are to be in a single line positioned such that they are on the left-hand side of the collection vehicle. Bins need to be accessible by collection vehicle (driver will not leave vehicle to arrange or move bins) and without the vehicle having to reverse.
- Bin collection points are not to be located within the turnaround areas of a site.
- Bin collection points are to allow for clearance of the canopy of trees when they reach maturity.
- In an area with an overhead obstruction such as tree canopy a minimum height of 5.0 metres needs to be allowed for Council's collection vehicle including access to the lifting arm.
- Any obstructions (letter boxes, poles, trees) are to be a minimum of 1.0 metre from the bin collection area.
- The placement of bins within the property either for storage or placement for collection must not impede access for a person with a disability.

6.4 Liability

Prior to waste collection services being provided to the site or prior to occupancy of any of the units, whichever occurs first, the Developer/Owner and Council shall enter into a **Deed of Release** to indemnify Council and the Waste Services Contractor from any claim for damages and/or wear and tear arising from waste collection trucks accessing the property.