

Waste Collection Fees and Charges Policy

VERSION 4

CITY OF STONNINGTON WASTE COLLECTION FEES AND CHARGES POLICY

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1. Introduction

Waste Management is an essential and core Council activity. Good governance of resources and residual waste is imperative to the health and wellbeing of residents, visitors, and the environment. Responsible management of waste leads to safe and hygienic spaces of households, businesses and the community, and improved amenity of public spaces.

The City of Stonnington (Council) provides a variety of waste services, Council provides the following services:

1. Supplies and collects household and business bins;
2. Empty public bins;
3. Collects hard waste biannually;
4. Operates the waste transfer station;
5. Sweeps and cleans roads and footpaths; and
6. Delivers waste education.

Council services approximately 60,000 properties and 106,278 residents, each year managing 25,000 tonne of garbage, 6,900 tonne of recycling and 4,000 tonne of food and green waste.

In response to the disruption to the international recycling trade as a result of China's National Sword Policy 2018 and strict contamination thresholds, the Victorian Government introduced a suite of waste reforms through *The Circular Economy (Waste Reduction and Recycling) Act 2021* (The Act) and the *Recycling Victoria: A new economy policy*. Victoria's first 10-year circular economy plan aims to strengthen the State's waste and recycling sector to transition towards a circular economy. A range of actions will support this transition including, standardisation of household waste streams and bin lid colours, introduction of a container deposit scheme, increased landfill levy and establishment of the waste and recycling sector governing body, Recycling Victoria.

The waste sector reforms bring a range of challenges and opportunities for councils. In a changing and unstable environment, councils must still provide waste services in a manner that is cost efficient, environmentally sound, compliant with national and state policies, and meet the community's expectations. Council's [*Towards a circular economy: Our future waste strategy 2022-2025*](#) (The Strategy) sets the foundation for Council to transition away from the linear make-use-dispose paradigm and towards a circular society where waste is avoided, and resources are valued and continuously feed back into production until it is at its end of life. The Strategy works to future proof Council's waste services by investing in assets, infrastructure, programs that address sector wide challenges.

This *Waste Collection Fees and Charges Policy* (Policy) specifies Council's Kerbside Waste Collection services and provides the principles and decision-making framework in setting the annual waste charges and fees. This policy is a tool to support Council to meet its obligations within The Act and deliver waste recovery and diversion targets within The Strategy.

2. Purpose

The *Local Government Act 2020* guiding principles informs council's decision-making processes and procedures. These principles are:

- Community engagement
- Strategic planning
- Financial management
- Public transparency
- Service performance

Parts of the *Local Government Act 1989* remain in force, including Part 8- Rates and charges on rateable land (including Environmental upgrade agreements). Council is entitled to charge Service Rates and Charges for the collection of waste under the provisions of section 162 and 221 of the Local Government Act 1989.

Service Rate and Service Charges – Section 162 Local Government Act 1989.

1. A Council may declare a service rate or an annual service charge or any combination of such a rate and charge for any of the following services—
 - a) the provision of a water supply;
 - b) the collection and disposal of refuse;
 - c) the provision of sewage services;
 - d) any other prescribed service.
2. A service rate or service charge may be declared on the basis of any criteria specified by the Council in the rate or charge.

Service charges on non-rateable land – section 221 Local Government Act 1989.

1. A Council may impose in relation to any land in its municipal district which is not rateable land an annual service charge for any of the following services which the Council provides or which the Council is prepared and able to provide:
 - a) the provision of a water supply;
 - b) the collection and disposal of refuse;
 - c) the provision of sewage services;
 - d) any other prescribed service.
2. The service charge under this section may be imposed on the basis of any criteria specified by the Council.

This Policy provides the framework in applying the fees and annual service charge for Council's Garbage, Recycling and Food and Green Waste Services (the Waste Collection Services).

This Policy aims to:

- Outline the fees and annual Waste Service Charge for the Waste Collection Services.
- Outline the criteria upon which the fees and annual service charge for the Waste Collection Services will be applied in a transparent, consistent, fair, and impartial manner.
- Ensure that the cost of providing the Waste Collection Services is covered by the fees and annual service charge levied.

- To encourage responsible waste management practices by incentivising behaviours that avoids waste generation and prioritises reuse and recycling over landfill.

3. Scope

This Policy applies to the provision of:

- a) Waste Collection Services:
 - I. Kerbside Garbage Collection Service
 - II. Kerbside Recycling Collection Service
 - III. Kerbside Food and Green Waste Collection Service
 - IV. Glass Collection Service- subject to Council endorsement
- b) Bulky Green and Hard Rubbish Collection Service
- c) Litter Bin Collection Service
- d) Street and precinct cleaning Service
- e) Street sweeping Service
- f) Waste education and behaviour change programs

4. Objectives

The objectives of this policy are to:

- Detail the decision-making framework for the application of waste fees and annual charges,
- Outline the waste services and activities covered by Waste Service Charge,
- Ensure Council delivers and recovers the full cost of State Government Policies and legislation, including but not exclusive to the landfill levy,
- Encourage waste avoidance and diversion from landfill,
- Minimise environmental impact associated with waste management services,
- Protect human health through safe management of waste,
- Maintain the amenity of public spaces.

5. Principles

This policy is guided by the following principles:

1. Full cost recovery. Waste charges will be calculated on a full economic cost recovery basis (including direct/indirect (overhead) operating and capital replacement expenses). This includes passing-on any cost increases resulting from State Government fees or levies associated with waste collection and disposal services.
2. User pays. Consistent with the Council's Financial Management Principles, waste charges will be assessed/determine with reference to changes in the cost-of-service delivery.
3. Apply the annual waste charges so that the higher the level of private benefit, the higher the proportion that will be paid by the user, and the lower the level of Council subsidy (if applicable).

4. Apply a pricing structure that encourages waste minimisation and resource recovery
5. Aligned with the *Towards a circular economy: Our future waste Strategy 2022-2025*, preference service options that avoids waste and encourages resource recovery.
6. Equitable and consistent application of the Waste Service Charges in an impartial manner based on the level of Council waste service received at the property
7. Deliver education and programs that supports the community to use Council's waste services

6. Standard Waste Service

The Act regulates the provision of waste services, including mandating councils to provide universal municipal garbage, recycling, food and green waste by 2030, and glass collection services by 2027.

Council's Kerbside Waste Collection Services are available to:

- all owners and occupiers of rateable land (or part); and
- at Council's discretion, all owners and occupiers of non-rateable land (or part) in the municipal district of the City of Stonnington.

The Kerbside Waste Collection Services is mandatory for all municipal residents and are provided for, and primarily benefit, the owners and occupiers of all rateable land in the municipal district of the City of Stonnington, except the:

- properties that have an *Australian Valuation Property Classification Codes* (AVPCC) that has been identified in the Appendix of this report as being exempt; and
- property owners identified in section 7.4 of this report as being exempt.

Council provides the following standard waste service:

Table 1: City of Stonnington Standard Waste Service

Waste stream	Volume	Quantity	Collection Frequency
Garbage	120L	1	Weekly
Recycling	240L	1	Fortnightly

Council reserves the right to change the standard waste service offering including, this includes but is not limited to:

- The waste stream,
- The waste volume,
- The collection frequency.

The purpose is to enable Council to increase resource recovery, improve service delivery efficiency, and/or deliver *Recycling Victoria, a new economy policy's* commitment to waste stream standardisation, including future glass collection.

6.1 Additional Waste Service Options

An owner, authorised agent, or occupier of land in the municipal district may additionally request the following by paying the applicable fee(s) and charge(s) set by Council during the annual budget process:

- Opt-in for the food and green waste service; or
- “Upsize” to increase the capacity of their garbage, recycling, or food and green waste bin
- “Downsize” to decrease the capacity of their garbage, recycling, or food and green waste bin;
- apply for additional garbage, recycling or food and green waste bin; or
- have their garbage, recycling, or food and green waste bin replaced if damaged beyond repair; or
- have their garbage, recycling, or food and green waste bin repaired by paying the applicable fee(s) and charge(s) set by Council during the annual budget process.

Any upsize or additional bin application/s are subject to the available bin volumes as outlined in *Table 2* and attainment of Council approval.

Table 2 Waste Streams and Volumes

Waste Stream	Volume
Garbage	120L or 240L
Recycling	120L or 240L
Food and Green Waste	120L or 240L

6.2 Shared Bins

Eligible properties may apply for a shared bin service. The Waste Service Charge for shared bins will be applied to all participating properties and confirmed annually as part of Council’s annual budget process.

6.2.1 Single-Unit Dwellings

Applications for a shared food and green waste bin or glass bin (subject to Council endorsement) service between two Single-Unit Dwellings (SUDs) will be assessed by Council. Council to consider if all other options have been evaluated (e.g., downsizing bin sizes, alternative location to collect bins, or other disposal methods e.tc.) and the application meets the following criteria:

- a) there is inadequate space within both properties to store three or more bins (e.g., garbage, recycling and food and garden waste bin), and
- b) the total number of bins stored on each property exceeds 75% of the kerbside frontage or placement of additional bins on the kerbside will cause hazards to pedestrians, and
- c) the properties are adjoining or within close walking distance,
- d) both property owners agree to the sharing arrangement in writing, and
- e) should one property owner decide to no longer participate in the sharing arrangement, application and payment for a new bin connection will be required. The property leaving the arrangement will pay for the new connection. The remaining property will revert to standard non-shared waste service charges.

6.2.2. Multi-Unit Dwellings

Multi-unit dwellings (MUDs) are properties with more than two or more properties on a rateable block. For example, a block of apartments. MUDs and common areas within the property are typically managed by an Owners Corporation.

Residents in MUDs may not have space either within their respective allocations or on common areas to store bins for each property. Additionally, separate allocation of bins to each property will likely exceed 75% of the Kerbside frontage. In these circumstances, Council encourages a shared bin arrangement.

Application to share bins must be submitted to Council from an Owners Corporation in writing with evidence of a majority decision. Where an Owners Corporation does not exist, written evidence from all property owners will be required.

A shared garbage discount may be applied at Council's discretion and determined based on the annual budget process. When the bin/s is charged to the Owners Corporation, the shared bin discount will not apply.

Shared bins in MUDs must:

- a) share all waste streams (e.g., must all share garbage, recycling or food and green waste service)
- b) have the same volume of Garbage, Recycling of Food and Garden Waste allocated to each property (e.g., all Garbage bins are 120 litres)
- c) not exceed the standard waste allocation as detailed in Section 6.
- d) share the Food and Green Waste Charge equally across all properties through the Owners Corporation
- e) subject to Council endorsement of a future glass collection, share the usage of glass bin(s).

Where there is doubt as to whether a land (or part) has shared use of a Council supplied 120 litre or 240 litre garbage bin, particularly where multiple properties exist on a land, a measure of the total available garbage bin capacity at the land will be undertaken and an assessment made of the garbage bin capacity per property. Where the garbage bin capacity per property is less than or equal to 120 litres, all properties on the land will be deemed to have shared use of a Council supplied 240 litre garbage bin and charged accordingly.

6.3 Provision of Multiple Bins to a Residential Property

A residential owner, authorised agent, or occupier of land in the municipal district, may request multiple garbage, recycling, or food and green waste bins. The maximum number of total bins permitted per land (or part of) will be based upon the available kerbside frontage. As stipulated in the Residential and Commercial Waste Management Guidelines, bins must occupy no more than 75% of the kerbside frontage.

Multiple bins will be levied in accordance with section 7.2.

6.4 Non-Residential Waste Service (Commercial)

Council's waste collection service is intended for municipal residential users.

However, non-residential and commercial properties may receive a Council standard waste service if:

- a) waste types and volumes generated are similar to residential properties, and

- b) that have sufficient kerbside frontage to place the bins for collection, and
- c) there is sufficient bin storage within the property boundaries.

Commercial and non-residential properties must adhere to sanitation requirements as detailed in Part 16 of the General Local Law 2018

If waste streams and/or volumes exceed Council's standard waste service, a private waste collection will be required, and the Waste Service Charge will reduce to the Base Charge.

6.5 Condition of Service

All garbage, recycling, food and garden waste and glass bins remain the ownership of Council and must remain at the property to which they have been allocated.

All bins must be used, stored, placed for collection, and maintained in accordance with the General Local Law 2018.

7. The Waste Service Charge

The annual Waste Service charge is compulsory for all properties, unless exempt as per Section 7.5 and AVPPC classification. The charge will be levied based on the level of service received.

Council will apply competitive neutrality pricing principles to charges for any waste services that are subject to market competition.

7.1 Base Charge

There are a wide range of waste services that council provides that benefit all residents regardless of whether they receive a kerbside garbage, recycling or food and green waste service. The costs of providing these services are therefore shared across all rate payers through the Base Charge (previously referred to as the non-kerbside or minimum charge). The Base Charge is the base or minimum charge applied to all rateable lands (or part of) unless exemption provisions apply.

The Base Charge funds full costs to deliver the following services:

- Provision of recycling collection and processing services
- Provision of food and garden waste processing services
- Collection of public place litter and recycling bins
- Operation of the waste transfer station
- the regular collection of litter from the public litter bins under the control of Council
- the regular cleaning of, and the collection and removal of litter and weeds from, the streets under the control of Council
- the removal of dumped rubbish from streets and open spaces under control of Council
- Biannual green and hard waste collection
- On-going costs associated with the management of former landfill sites
- Service performance reviews including audits
- Compliance with State Government legislation and policies

- Information, education, programs, and events that support the correct use of Council's waste collection service

Base Charge will be applied:

- Where the Waste Management Unit have been advised by the Planning Unit that a planning permit has been issued that precludes the development from receiving a council Kerbside Waste Collection Service.
- By application to Council where written evidence is provided that Council is unable to provide a kerbside collection service to that property

For developments with a planning permit, the conditions in the respective waste management plan in the planning permit will apply.

7.2 Waste Service Charge

The cost to provide the Kerbside Waste Collection Services will be funded by an annual waste service charge levied on:

- All rateable properties in the municipal district of the City of Stonnington, unless the property has an exempt AVPCC or in an exempt property owner (Section 7.4)
- All non-rateable properties unless the property have an exempt AVPCC or in an exempt property owner as detailed in sections 7.4 of this report.

The annual service charge levied for the standard waste service will be known and referred to as the **"Waste Service Charge"**. The Waste Service Charge will be determine based on the full economic cost of providing these activities and be charged on a per property basis.

The value for waste (garbage and recycling) services will include the Base Charge plus the full economic cost of the direct service type provided; with bigger and additional bin services being charged a higher fee based on their direct contribution to the costs of providing these activities and the increased impact this has on the environment.

Where waste services reduce landfill costs for Council, the charge applied will reflect the economic and environmental benefit attributed to this activity.

The cost to provide the Food and Green Waste Services will be funded by an annual service charge (to be known and referred to as the **"Food and Green Waste Charge"**) levied against each land (or part) in respect to which a Food and Green Waste Service is provided.

Council will review and where appropriate adopt new waste charges for services where there is a high level of private benefit to users and/or there is a significant public/economic activity policy benefit derived from the implementation of the new fee or charge.

To encourage recycling and composting, waste avoidance, and in association to increased environmental impact of extra garbage bins, additional garbage bins will be levied and multiplying factor applied to the Waste Service Charge. The multiplying factor will increase over time to discourage garbage bin usage and landfilling (Table 3). More than two (2) recycling bin (s) or additional food and green waste bin(s) will be levied on a per bin basis as determined by Council and reflective of the additional services provided to those that has multiple bins.

Table 3: Garbage Multiplier Charges

Waste stream	Volume	Multiplier (from 1 Jul 2023)	Multiplier (from 1 Jul 2024)	Multiplier (from 1 Jul 2025)
Garbage (first/additional)	120 L	100%	100%	100%
Garbage (first/additional)	240 L	100%	100%	100%
Recycling (first or second)	240 L	No charge	No charge	No charge
Recycling (third or more)	240 L	Charge	Charge	Charge
Food and green waste	120L	Charge	Charge	Charge
Food and green waste	240 L	Charge	Charge	Charge

7.3 Waste Service Charges Levied on Properties

The waste service charges that are apportioned to the relevant properties within the City of Stonnington will be determined by the Council Waste Management Unit, who will notify the Revenue Department, deletions and changes to the bins installed at properties within the City of Stonnington.

The number of additions, deletions and changes of bins installed will be recorded on the City of Stonnington Property Database. An amended Waste Service Charge notice will be issued on a pro-rata basis from the week ending of the date of notification from the Waste Management Unit.

7.4 Annual Determination of Fees and Charges

The unit charge for each Waste Service Charge, administrative fees and the Food and Green Waste Charge will be determined and declared as part of the Council in the Annual Budget process. The annual waste services charges are detailed in Table 4.

Annual cost applied for the full rateable year. A change to the level of waste service will be levied at a pro-rata of the applicable Waste Service Charge or Food and Green Waste Charge, effective from the end of the week immediately following the delivery the new service or change in service.

Table 4: Annual waste service charges

Charge Description
RESIDENTIAL AND COMMERCIAL BASE CHARGE (ANNUAL COST) Property developments, non-rateable or commercial properties not receiving Kerbside garbage, recycling or organics collection service. This charge covers the costs of litter management, street sweeping, public place litter and recycling bins, waste education, hard and bundled green waste services, transfer station costs not covered by gate fees, shared costs of processing recyclables and waste services administration. All community members benefit directly or indirectly from these council activities, so it is appropriate that this is the base rate.
RESIDENTIAL 120 LITRE GARBAGE + RECYCLING SERVICE (ANNUAL COST) Applying to all properties provided with access to the Waste Collection Services and supplied with a 120 litre garbage bin and Kerbside commingled recycling.
COMMERCIAL 120 LITRE GARBAGE + RECYCLING SERVICE (ANNUAL COST) Applying to all properties provided with access to the Waste Collection Services and supplied with a 120 litre garbage bin and Kerbside commingled recycling.

Charge Description
RESIDENTIAL 240 LITRE GARBAGE + RECYCLING SERVICE (ANNUAL COST) Applying to all properties provided with the Waste Collection Services and to be supplied with a 240 litre garbage bin and Kerbside commingled recycling service.
COMMERCIAL 240 LITRE GARBAGE + RECYCLING SERVICE (ANNUAL COST) Applying to all properties provided with the Waste Collection Services and to be supplied with a 240 litre garbage bin and Kerbside commingled recycling service.
RESIDENTIAL MUD SHARED 120L GARBAGE BIN + RECYCLING SERVICE (ANNUAL COST) Applying for a land (or part) to have access to the Waste Collection Services and to be supplied with a shared garbage bin (120 litre) for use in an approved shared bin arrangement, and commingled recycling service.
RESIDENTIAL MUD SHARED 240L GARBAGE BIN + RECYCLING SERVICE (ANNUAL COST) Applying for a land (or part) to have access to the Waste Collection Services and to be supplied with a shared garbage bin (240 litre) for use in an approved shared bin arrangement, and commingled recycling service.
ADDITIONAL (>2 BINS) RESIDENTIAL 240 LITRE RECYCLING SERVICE (ANNUAL COST) Applying to all properties provided with the Waste Collection Services and to be supplied with more than two 240 litre Kerbside commingled recycling service.
RESIDENTIAL 120 LITRE ORGANICS COLLECTION SERVICE For properties opting to use the Kerbside food and green waste collection service:120 litre
COMMERCIAL 120 LITRE ORGANICS COLLECTION SERVICE For properties opting to use the Kerbside food and green waste collection service:120 litre
RESIDENTIAL 240 LITRE ORGANICS COLLECTION SERVICE For properties opting to use the Kerbside food and green waste collection service:240 litre
COMMERCIAL 240 LITRE ORGANICS COLLECTION SERVICE For properties opting to use the Kerbside food and green waste organics collection service:240 litre
RESIDENTIAL SUD SHARED 120L ORGANICS COLLECTION SERVICE (ANNUAL COST) Applying for a land (or part) to have access to the Waste Collection Services and to be supplied with a shared food and green waste collection service (120 litre) for use in an approved shared bin arrangement.
RESIDENTIAL SUD SHARED 240L ORGANICS COLLECTION SERVICE (ANNUAL COST) Applying for a land (or part) to have access to the Waste Collection Services and to be supplied with a shared food and green waste collection service (240 litre) for use in an approved shared bin arrangement.
OWNERS CORPORATION ORGANICS COLLECTION SERVICE 120 LITRE For Multi-Unit Dwellings opting to use the kerbside food and green waste collection service:120 litre
OWNERS CORPORATION ORGANICS COLLECTION SERVICE 240 LITRE For Multi-Unit Dwellings opting to use the Kerbside food organics and garden organics collection service:240 litre

All Waste Administrative Fees will be charged on application by an owner or occupier rateable/non rateable property assessment in the municipal district, charges will be apportioned as detailed in Table 5.

Table 5: Waste service fees

ADMINISTRATIVE FEE DESCRIPTION	COST
OWNERS CORPORATION ORGANICS COLLECTION ADMINISTRATION FEE - Owners Corporation Annual administration fee per unit development	Per Owners Corporation
NEW CONNECTION 120 LITRE GARBAGE FEE For properties (new or previously demolished) in the municipal district which seeks to access a garbage collection for the first time - 120 litre	Per bin
NEW CONNECTION 240 LITRE GARBAGE FEE For properties (new or previously demolished) in the municipal district which seeks to access a garbage collection for the first time - 240 litre	Per bin
NEW CONNECTION MULTI RESIDENTIAL SHARED 120 LITRE BIN FEE For Multi-Unit Dwellings properties in the municipal district which seeks to access a garbage collection for the first time - 120 litre	Per property
NEW CONNECTION MULTI RESIDENTIAL SHARED 240 LITRE BIN FEE For Multi-Unit Dwellings in the municipal district which seeks to access a garbage collection for the first time - 240 litre	Per property
ADDITIONAL 120 LITRE GARBAGE FEE For properties opting to add additional garbage bin/s - 120 litre	Per bin
ADDITIONAL 240 LITRE GARBAGE FEE For properties opting to add an additional garbage bin/s - 240 litre	Per bin
UPSIZE GARBAGE FEE For properties opting to change their garbage bin from 120 litres to 240 litres	Per bin
DOWNSIZE GARBAGE FEE For properties opting to change their garbage bin from 240 litres to 120 litres	No charge
EXCHANGE GARBAGE FEE For properties opting to change a shared 240 litre garbage bin to two 120 litre garbage bins	Per property
ADDITIONAL 240 LITRE RESIDENTIAL RECYCLING FEE For properties opting to add more than two recycling bin/s - 240 litre	Per bin
NEW CONNECTION 120 LITRE FOOD AND GREEN WASTE FEE For properties opting into the Kerbside food and green waste collection service - 120 litre	Per bin
NEW CONNECTION 240 LITRE FOOD AND GREEN WASTE FEE For properties opting into the Kerbside food and green waste collection service - 240 litre	Per bin
ADDITIONAL 120 LITRE FOOD AND GREEN WASTE FEE For properties opting to add additional Kerbside food and green waste bin/s - 120 litre	Per bin
ADDITIONAL 240 LITRE FOOD AND GREEN WASTE FEE For properties opting to add additional Kerbside food and green waste bin/s - 240 litre	Per bin
UPSIZE FOOD AND GREEN WASTE FEE For properties opting to change - 120 litre to 240 litre Kerbside food and green waste bin	No charge

ADMINISTRATIVE FEE DESCRIPTION	COST
DOWNSIZE FOOD AND GREEN WASTE FEE For properties opting to change 240 litre to 120 litre Kerbside food and green waste bin	Per bin
OWNERS CORPORATION ORGANICS COLLECTION SERVICE FEE For multi-unit dwellings opting to use the Kerbside food organics and garden organics collection service (120L or 240L)	Per MUD
REPLACEMENT – ALL BINS Replacing a land's (or part) Garbage, Recycling, Food and Green Waste bin that has been damaged, destroyed, lost, stolen or missing. (This fee does not apply where a Garbage, Recycling, Food and Green Waste bin has been stolen; and a Statutory Declaration confirming the theft has been delivered to the Council.)	No charge
REPAIR – ALL BINS Repairing a land's (or part) Garbage or Recycling, Food and Green Waste bin that requires maintenance due to normal wear and tear on the bin.	No charge
TRADE WASTE For non-residential properties with approved applications for a Council trade waste collection	Per bin

7.5 Waste Charge Exemptions

All properties owned by the State and Federal Governments will be exempt from all Waste Service Charges, including the Base Charge, unless the government body has requested the installation of a Council waste bin.

In the case where a bin has been requested by a government body, the bin charge will be applied in the same manner as rateable properties in conjunction with the AVPCC for the subject property.

The following property owners of shopping centres, have been deemed as an exempt owner from all Waste Service Charges:

- Chadstone Shopping Centre – 1341 Dandenong Road Malvern East
- Malvern Central – 110-122 Wattletree Road Armadale
- Como Centre – 618 Chapel Street South Yarra
- Jam Factory – 500 Chapel Street South Yarra
- Vogue – 670 Chapel Street South Yarra
- Prahran Central – 325 Chapel Street Prahran
- Tok-H – 459 Toorak Road Toorak
- Trak Centre – 443 Toorak Road Toorak
- City of Stonnington

Council owned properties that are leased to third parties may receive a Council Kerbside waste collection service, subject to the conditions of the respective permit or license. Request for additional bins may be made in writing to Council; relevant fees and annual charges are applicable.

Waste provisions for City of Stonnington owned and occupied properties will be assessed and provided a Council kerbside waste collection service on a case-by-case basis. Any bin request must be made in writing to the Waste Management Coordinator.

Properties that are exempt from Waste Service Charges will be entitled to the standard waste service (one 120L garbage and up to two 240L recycling bins). Upsize, additional Garbage and Recycling bins, and the Food and Green Waste service will be charged according to the pro-rated annual unit charges and administrative fees (section 7.4). The number of bins will be recorded, in order to identify the expense incurred and the revenue that is not collected to ensure transparency regarding competitive neutrality, where Council may be in competition with a private supplier of the same service.

7.6 Vacant Land

Council will remove the Waste Service Charge against vacant land within 14 days of the date the waste and recyclable bins supplied to the land is returned to Council. Bins must be returned in good order.

This provision applies, where a rateable land:

1. becomes assessed as vacant land; or,
2. Council has been notified that demolition works have been completed; or,
3. Where a request is received for cessation of its access to the Waste Collection Services and that non provision of waste management services does not conflict with Section 6 or the collection of waste local laws.

Waste Collection Services will resume when payment of the cost for connecting the waste and recyclable services supplied to the land have been received by Council.

8. Procedures

8.1 Determination and Declaration of the Fees and Waste Service Charge

Council will declare the Waste Service Charges and the Food and Green Waste Charge, together with all other rates and charges, each year in the Annual Budget of the City of Stonnington.

When determining the annual financial year waste service charge, Council will set the charge/fee levels and will determine value/movement in these charges with reference to changes in the cost-of-service delivery. The charge setting process will include deliberative engagement, as outlined in the Council's Community Engagement Policy, with the community on the proposed waste fees/charges as part of the budget process prior to their adoption in any given year.

The Waste Service Fees for the Waste Collection Services will be determined by Council resolution by the same time of the Annual Budget.

8.2 Waste Service Charge Adjustments

Reports of undercharging or overcharging of the Base Charge, Waste Service Charge, Food and Green Waste Charge and Waste Service Fees will be investigated promptly, but only for the financial year in which the report is made, unless in the case of fraud or Council error, when the Council may investigate prior years and pursue the full undercharged or overcharged amounts.

Where an owner or occupier of land has been undercharged, the Council will recover the undercharged amount through the issue of an amended rate notice or an invoice.

Where an owner or occupier of land has been overcharged, the Council will immediately credit the overcharged amount against the land if it has any unpaid rates or charges or contact the owner or occupier and make arrangements for refunding the overcharged amount.

8.3 Financial Hardship

Where a property owner has contacted council regarding financial hardship in relation to the payment of Waste Service Charges, the request will be handled in accordance with Council's *Rates Financial Hardship Policy*.

Applications requesting temporary concessions or exemption to the Waste Service Charge must be made in writing to Council and will only be considered from the date of the application, there will be no retrospective adjustments for these requests. The application must detail reasons for seeking exemption including the unique circumstances and impact on finances. Any approved applications will be applied for a maximum of 12 months or one rateable period, whichever comes first.

8.4 Bin Stock and Stocktake

The Waste Service Charges database is recorded on the City of Stonnington property database. These Waste Service Charge attributes are recorded against each property assessment. The attributes are then used to calculate the annual Waste Service Charges in conjunction with the annual council budget of rates and charges declared.

In circumstances when the Waste Service Charge and/or Food and Green Waste Charge is disputed or for auditing purposes, Council may periodically undertake bin stock takes for the quantity and type of actual bins installed within the municipal district.

The bin numbers are used for all council reports, both for internal and statutory authorities.

8.5 Internal Audit

The Council's rate waste service collection, fees and charges processes and compliance levels will undergo independent scrutiny from time to time in accordance with Council's Internal Audit Program, with the results reported to the Chief Financial Officer, Manager of City Operations and Audit Committee.

8.6 Human Rights Consideration

This Policy has been assessed in accordance with the requirements of the *Victorian Charter of Human Rights and Responsibilities Act 2006*. The policy does not infringe upon any of the associated legislative requirements.

9. Monitoring, Evaluation and Review

Council commits to monitoring processes, information sharing and decision making to understand the overall level of success in the Policy's implementation.

A periodic review of this policy will be undertaken to ensure any changes required to strengthen or update the policy are made.

Officers are authorised to make minor editorial amendments as needed for administrative or updated information purposes (for example, changes to position and roles, references to legislation, definitions etc.). Officers may also make amendments to the list of related documents at such times where reference material or guidelines require updating.

10. Delegations

The Revenue Coordinator has delegated authority to record, levy and issue rate notices for the collection of Waste Service Charges under the provisions of the *Local Government Act 1989*, *Local Government Act 2020* and the *Local Government (General) Regulations 2015*.

11. Responsibilities

Party/parties	Roles and responsibilities
Director Environment & Infrastructure	Policy Owner
Manager City Operations	Resolve disputes when escalated to the Manager
Waste Management Coordinator	Administrator- oversee the application of the Policy and set annual waste service charges and fees in accordance with Council's annual budget process.
Chief Financial Officer	Oversees Council's annual budget, including the waste fees and charges.
Revenue Coordinator	Record Waste Service Charges, and levy and issue or adjust annual rates notices.

12. Related Legislation and Policies

There are a range of legislation, codes and Council documents that inform and support this Policy. These include, but are not limited to:

Legislation	Council documents
<ul style="list-style-type: none"> <i>Local Government Act 2020</i> <i>Local Government Act 1989</i> <i>The Circular Economy (Waste Reduction and Recycling) Act 2021</i> 	<ul style="list-style-type: none"> <i>Towards a circular economy: Our future waste strategy 2022-2025</i> Residential and commercial waste management guidelines <i>General Local Law 2018</i> <i>Leasing and Licensing Policy</i> <i>Rates Financial Hardship Policy</i>

13. Definitions

Term	Definition
AVPCC	Australian Valuation Property Classification Code based on the Valuation Best Practice Specifications Guidelines
Base Charge	Where the ratepayer of the land can provide satisfactory evidence that a private garbage and recycling collection service is being undertaken at the land, the Base Charge will apply. This charge is for all waste services provided to properties within the City of Stonnington with the exception of kerbside collection of waste.
Food and Green Waste	Fortnightly collection and disposal of the contents from a Council supplied 120 or 240 litre food and green waste bin.
Exempt Property	Properties that will not be charged any Waste Service Charges by the City of Stonnington.
Exempt Owner	Where a property has an AVPCC that would be charged a Waste Service Charge but is exempt from being charged due the ownership of the subject property.
Header Record	Contains the property description information relating to dependant assessments, it is also used to record any transactions relating to the common land of developments that cannot be recorded on the property records of the development
Multi-Unit Dwelling	Two or more dwellings/properties on a lot, including units, townhouses and apartment buildings.
Owners Corporation	The legal entity that combines all the lot owners in a strata scheme. Owner's corporations are automatically created when a plan of subdivision contains common property. For the purposes of waste management, owner's corporations are recorded on the header records. Invoices for bins allocated to common land, are issued on the owner's corporation on the header record in the Council Property database.
Single-Unit Dwelling	One dwelling or property on a lot.
Shared bin	Where the weekly collection and disposal of the contents from a Council supplied 120 litre or 240 litre garbage bin is shared by two or more properties and has been nominated and qualifies for a shared bin discount.
Waste Collection Service	Council's Kerbside Garbage, Recycling and Food and Green Waste Services
Waste Service Charge	The minimum waste charge for a weekly kerbside collection and disposal of the

Term	Definition
	contents from a Council supplied 120 litre garbage bin or a Council supplied garbage bin of less capacity for residential and non-residential properties.

Appendix A: Property classification and AVPCC

The property classification describes the type of Waste Service Charge that will be allocated to a property within the City of Stonnington.

The property classifications are:

- Residential properties
- Commercial properties (includes all other properties that are not residential)
- Exempt properties (council unable to provide any waste management services)

The following table is a list of all Australian Valuation Property Classification Codes (AVPCCs) in the City of Stonnington and the relevant property classification:

List of AVPCC's Classifications

AVPCC	Description	Property Classification
100	Vacant Residential Home Site Surveyed Lot	Exempt
101	Residential Development Site	Exempt
118	Residential Land (with buildings adds no value)	Exempt
126	Individual Car Park	Exempt
150	Miscellaneous Buildings on Residential Land	Exempt
200	Commercial Development Site	Exempt
202	Commercial Land	Exempt
274	Automatic Teller Machine	Exempt
280	Ground Level Parking	Exempt
281	Multi-Story Car Park	Exempt
282	Individual Car Park Site	Exempt
290	Static Non-Electric Advertising Sign (no lighting)	Exempt
300	Industrial Development Site	Exempt
600	Vacant Land	Exempt
601	Unspecified Transport Storage Utilities and Co	Exempt
623	Electricity Substation Terminal	Exempt
653	Suburban and Rural Roads	Exempt
655	Reserved Roads Unused Roads	Exempt
660	Railway line in use	Exempt
663	Railway Passenger Terminal Facilities	Exempt
666	Tramway Maintenance Terminal Storage	Exempt
694	Telecommunication Towers and Aerials	Exempt
721	School Primary Public Private	Exempt
723	School College Secondary Technical School Public	Exempt
724	Special Needs School	Exempt
725	University Private Public	Exempt
726	Technical and Further Education	Exempt
763	Civic Buildings	Exempt
783	Animal Shelter	Exempt
800	Vacant Site Sporting Use	Exempt

AVPCC	Description	Property Classification
812	Outdoor Sports Grounds Complex (includes stadium]	Exempt
813	Outdoor sports - Extended Areas/Cross Country	Exempt
821	Outdoor Sports Grounds town or suburban facilities	Exempt
844	Parks and Gardens	Exempt
110	Detached Home	Residential
112	Semi-Detached Terrace Home Row House	Residential
113	Granny flat/Studio	Residential
116	Cabin Accommodation (rental leased individual residential]	Residential
120	Single Strata Unit Villa Unit Townhouse	Residential/Share
121	Conjoined Strata Unit Townhouse	Residential/Share
124	Company Share Unit	Residential/Share
125	Strata unit or flat	Residential/Share
130	Boarding House Private Hotel Dormitory Accommodation	Residential/Share
131	Residential Investment Flats	Residential/Share
132	Individual Flat	Residential/Share
140	Retirement Village Unit	Residential/Share
142	Aged Care Complex Special Accommodation Nursing Home	Residential/Share
741	Religious Hall	Residential
742	Rectory Mance Presbytery	Residential
128	Individual flat	Residential
210	Retail Properties (single occupancy single title]	Commercial
211	Retail Properties (multiple occupancies]	Commercial
212	Mixed Use Occupation	Commercial
213	Regional District Neighbourhood Shopping Complex	Commercial
214	National Company Retail	Commercial
215	Fuel Outlet Garage Service Station	Commercial
219	Market Stall	Commercial
220	Office Properties (single occupancy single title]	Commercial
221	Low Rise Office Building	Commercial
230	Residential Hotel Motel Apartment Hotel Complex	Commercial
231	Residential Hotel Motel Apartment Hotel Units	Commercial
232	Serviced Apartments Holiday Units	Commercial/Share
235	Guest Lodge Back Packers Bunkhouse Youth Hostel	Commercial
240	Pub Tavern Hotel Licensed Club Restaurant Licensed	Commercial
241	Hotel-Gaming	Commercial
242	Club Gaming stand-alone [not attached]	Commercial
243	Member Club Facility e.g., Melbourne Club	Commercial
245	National Company Restaurant	Commercial

AVPCC	Description	Property Classification
246	Kiosk	Commercial
252	Film Movie Theatre Playhouse Traditional Theatre	Commercial
271	Health Clinic	Commercial
274	Automatic Teller Machine	Commercial
283	Car Wash	Commercial
284	Vehicle Sales Centre	Commercial
310	General Purpose Factory	Commercial
312	Major Industrial Complex Special Purpose Improve	Commercial
320	General Purpose Warehouse	Commercial
321	Open Area Storage	Commercial
562	Plant Tree Nursery	Commercial
698	Telephone Exchange Purpose Built	Commercial
711	Private Hospital	Commercial
712	Infant Welfare Centre	Commercial
713	Community Health Centre	Commercial
714	Centre for the Mentally Ill	Commercial
715	Day Care Centre for Children	Commercial
720	Early Childhood Development Centre Kindergarten	Commercial
730	Police Facility	Commercial
731	Court Facility	Commercial
740	Church Temple Synagogue Mosque	Commercial
743	Religious Study Centre	Commercial
750	Halls and Service Clubrooms	Commercial
752	Community Neighbourhood Facility	Commercial
820	Indoor Sports Centre	Commercial
822	Outdoor Sports Extended Areas Cross Country	Commercial
823	Water Sports Swimming Pools Aquatic Centers	Commercial
837	Culture recreation and sport	Commercial
840	Library Archives	Commercial
841	Museum/Art Gallery	Commercial
842	Cultural Heritage Centre	Commercial
830	Library Archives - National-State	Commercial
851	Boat Sheds	Commercial