

Policy

Title: Residential Wheelie Bin Collection Service - Retrieval and Replacement Service

Category: Environment, Planning and Development Control

Date Last Adopted: 23 September 2019

1. Objectives

This policy provides guidance to the eligibility and review process in relation to the residential waste collection service. Specifically, it defines eligibility for the related retrieve and replace service is provided to eligible residents who are unable to place their wheelie bins by the kerb for collection.

2. Background

The City provides a retrieve and replace service to eligible residents who are unable to place their wheelie bins by the kerb for collection by the City's Waste Collection Service.

In order to collect the bins, the City's employees leave their vehicle and enter private property to collect, empty and return the wheelie bin.

In 2013 a review of the City's kerbside collection service was undertaken upon which guidelines were approved by the Council in the eligibility and review process of this service.

The Council meeting of 11 November 2013 reaffirmed the delivery of the service as captured by the below policy.

3. Policy

That:

- 1 For eligible residents unable to place their residential wheelie bin by the kerb for collection by the City's Waste Collection Service, the City provide a service whereby the bins are retrieved from the private residence, emptied and returned in place.

Eligibility to receive this service is determined through provision of medical certification that the applicant property is inhabited by residents who are unable to present and then retrieve the bin/s after collection.

The City may refuse provision of the service if it deems providing it to be unsafe to employees.

- 2 A review process be undertaken annually to re-affirm the eligibility of the residents for the service.
 - (i) The verification process not include the requirement for service users to produce medical certification to justify access to the service

4. Legislation, Terminology and References

References:

Council Procedure – Annual review of Retrieve and Replace Collection Service eligibility

Responsible Officer:	Director City Amenity
Policy first adopted by the Council:	11/11/2013
History	
Amended by Council	7/3/2016
Amended by Council	23/9/2019
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