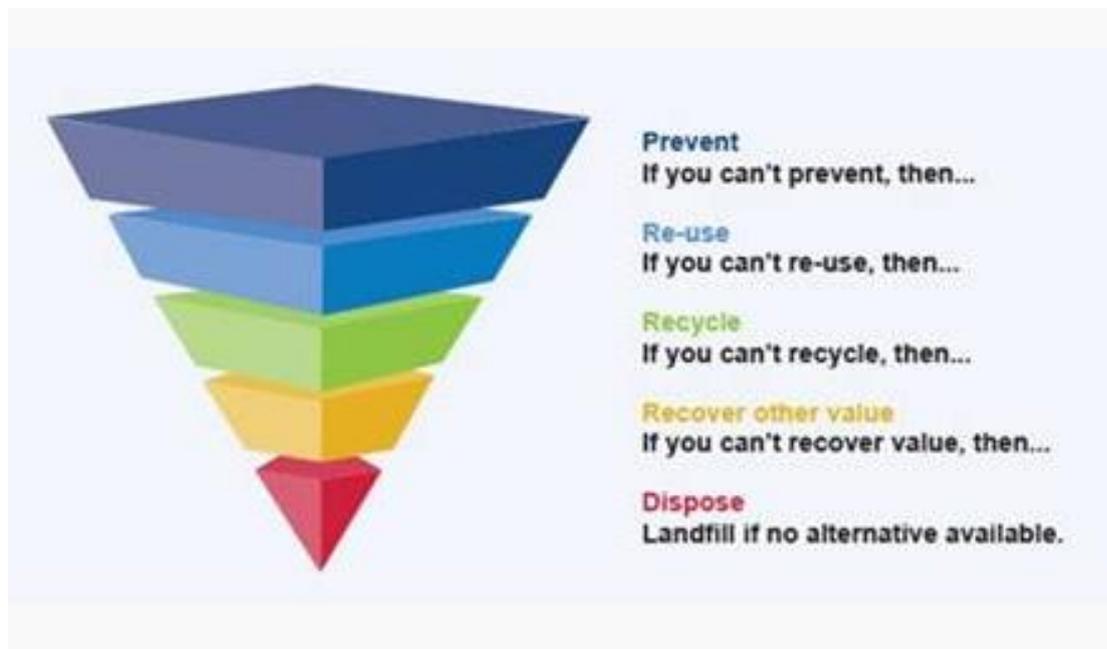


PYRENEES SHIRE COUNCIL WASTE MANAGEMENT REVIEW AND FORWARD PLAN 2022-25



Adopted by Council - 15 March 2022

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1 INTRODUCTION

A review has been undertaken of Pyrenees Shire Council's Waste Management Plan to ensure that the waste management services offered by Council are appropriate to meet community expectations and that they comply with the State Government requirements outlined in the State Government's 10-year plan to transform recycling in Victoria.

The waste management service provided to the community is very visible and involves significant customer contact. It is important for Council to define the levels of the service it will provide the community in the provision of waste management services.

The Pyrenees Shire Council Waste Management Plan 2022-2025 provides detail on the services provides in 2021/22 and any improvements over the life of the plan.

Objectives include:

- Ensuring that Council's waste management services continue to meet community expectations,
- Ensuring that Council's waste management services move towards meeting government expectations within its Circular Economy and 10-year recycling improvement plan, and
- Including improvements adopted from Council's 2016 review of Municipal Waste Services.

1.1 What's changing?

Under the State Government's key focus on cutting pollution and delivering a cleaner, greener Victoria, the following are the key projects that will require Council's waste management to adapt:

- **Recycling:** By 2030 a new 4-service waste and recycling system will be standard for households across the state:
 - green – food organics and garden organics
 - purple – glass recycling
 - yellow – mixed recycling
 - red – landfill material
- **Investment:** Greater government investment in the waste and recycling industry, including a transfer station upgrade fund for rural and regional councils, plus:
 - expansion of waste to energy initiatives for materials that cannot be recycled,
 - grants for businesses to address infrastructure gaps for the processing and re-manufacture of glass, paper, cardboard, and plastics to increase the capacity for recycling and improve the quality of available materials, and
 - funding to improve the recycling of solvents from liquid hazardous waste.
- **Container deposit scheme:** by 2022-2023 the State intend to introduce a container deposit scheme to enable the swapping of empty cans and bottles for cash.
- **Single-use plastics ban:** by February 2023 it is intended that single-use straws, cutlery, plates, drink-stirrers, expanded polystyrene food and drink containers, and cotton bud sticks will be banned from sale or supply in Victoria.

- **Regulation:** Introduction of a waste law and waste authority to cover the sector as a whole and:
 - Improve the reliability of waste and recycling services
 - Set industry standards and goals
 - Keep the industry and market stable
 - Make the government’s role and responsibilities clear

2 SCOPE AND OBJECTIVES

This plan outlines how Council will manage its waste services over the next four years and specifies strategies and measurable actions that are aligned with government strategic and policy frameworks and the objectives of the Grampians Central West WRRG.

This strategic plan is structured around the following focus areas:

- a. Kerbside waste collection and kerbside recycling
- b. Transfer station management
- c. Former landfill monitoring
- d. Waste education and information
- e. Litter and illegal dumping
- f. Waste services charges

The plan also aims to increase poor customer satisfaction levels for Council’s waste services recorded over recent years by increasing transparency in how waste is managed throughout the municipality and associated costs.

Services	Pyrenees 2021	Pyrenees 2020	Small Rural 2021	State-wide 2021	Highest score	Lowest score
 Waste management	66	58	68	69	Aged 65+ years	Aged 18-49 years

The plan sets out the agreed levels of service associated with the provision of waste management services within the Pyrenees Shire. The adopted levels of service will be applied via waste management contracts and in dealing with customer action requests.

2.1 Waste Hierarchy

The Waste Hierarchy is one of eleven principles of environment protection contained in the Environment Protection Act 1970 (Principle 1). It is an order of preference and states that waste should be managed in accordance with the hierarchy, with avoidance or prevention being the most preferred option and disposal being the least.



1. **Prevention** – the most desirable action under the Waste Hierarchy is to prevent the creation of waste in the first place. A consumer may be able to find produce markets that sell goods without bags, or manufacturers who sell goods packaged in minimalist recycled and recyclable material.
2. **Minimisation** – if individuals are unable to prevent the creation of waste in the first place, individuals have the option of minimising the amount of waste they create. This can be achieved by only purchasing bulk goods rather than smaller portion sized packs.
3. **Re-use** – when it is not possible to prevent or minimise the waste consumers create, then individuals must look to purchasing goods where they can re-use the packaging.
4. **Recycling** – recycling of waste items is a relatively easy way to ‘deal’ with waste. But where do the recycled materials go? Making sure we recycle as much as possible is important, but we must remember the other side of the equation – for something to be recycled, there must be a market for the end product. Consumers have the power to change how manufacturers package items, by choosing products which have a recyclable end product, and by purchasing those end products.
5. **Composting** – for many people, composting and worm farming is an excellent way of dealing with household food waste. Some households do not have the space or have other pressures on their back yards meaning that a compost pile or worm farm is not possible.
6. **Energy Recovery** – second to last in the Waste Hierarchy is the recovery of energy from waste – also known as Waste to Energy. There are many examples, particularly in the colder European countries of waste to energy facilities which are used to provide heating to community assets. In our region, we have several small-scale waste to energy facilities which are using different waste products to provide energy solutions – Beaufort Hospital (wood waste to heat), Berrybank Farm in Windermere (piggery wastes to electricity, fertiliser and potting mix), Biodiesel plant in Kaniva (legumes to fuel).

7. **Disposal** – the least desirable option for waste management is disposal. Landfills are a costly asset to create, manage, close and monitor. An area that formerly housed a landfill needs to be monitored for a significant number of years after it closes, to ensure that there are no environmental issues arising from it.

2.2 Grampians Central West WRRG objectives:

Pyrenees Shire Council is one of 12 municipalities that comprise the Grampians Central West Waste & Resource Recovery Group (WRRG). WRRGs are Victorian State Government statutory authorities, established under the Environment Protection Act 1970.

Grampians Central West WRRG is the link between state, local government and industry and is responsible for facilitating a coordinated approach to the planning and delivery of infrastructure and services in the areas of municipal solid waste, materials recycling and recovery, commercial and industrial waste, and commercial and construction and demolition waste.

The legislated objectives of the Grampians Central West WRRG, to which this plan will align, include:

1. to undertake waste and resource recovery infrastructure planning to meet the future needs of its waste and resource recovery region while minimising the environmental and public health impacts of waste and resource recovery infrastructure, and
2. to facilitate efficient procurement of waste and resource recovery infrastructure and services for its waste and resource recovery region through the collective procurement of waste management facilities and waste and resource recovery services in the region, and
3. to integrate regional and local knowledge into State-wide waste and resource recovery market development strategies, and
4. to educate businesses and communities within its waste and resource recovery region to reduce waste going to landfill by using waste and resource recovery infrastructure and services efficiently, and
5. to ensure Regional Waste and Resource Recovery Implementation Plans and programs are informed by local government, business and community and inform State-wide waste and resource recovery planning and programs.

2.3 Pyrenees Shire Council objectives:

The key objectives of the Pyrenees Shire Council in implementing this plan are to:

1. provide sufficient and effective services to the municipality that:
 - a. support our communities in maximising transfer of waste from landfill to recycling or re-use options,
 - b. appropriately respond to waste management issues that arise,
 - c. meet obligations under State Government waste management initiatives, and
 - d. improve customer satisfaction with services provided by Council,
2. inform, educate, and support our communities to decrease waste generation, increase recycling rates and optimise diversion from landfill,

3. undertake activities that decrease opportunities for and discourage littering and illegal rubbish dumping,
4. actively participate in the Grampians Central West Waste & Resource Recovery Group, and
5. regularly review the levels of service to our communities in the delivery of waste management services.

3 KERBSIDE COLLECTIONS

In February 2021, Council committed to a compulsory Shire-wide waste and recycling service to meet changes introduced by the Victorian State Government, following a comprehensive community consultation process.

From the start of July 2021, Council extended and improved its waste and recycling collection service to a mandatory, universal service for kerbside collections that will be delivered to all properties across the municipality:

- a. **In urban areas:** households in towns that already have street collection services were provided additional mobile waste bin making the kerbside collection service comprising of four bins:
 - green lidded bin – 240-litre bin for garden and green waste
 - yellow lidded bin – 240-litre bin for co-mingled recycling
 - purple lidded bin – 120-litre bin for glass recycling
 - red lidded bin – 120-litre bin for domestic general waste that goes to landfill
- b. **In rural areas:** households that formerly used transfer stations now receive a kerbside collection service that will comprise of three mobile waste bins:
 - red lidded bin – 240-litre bin for domestic general waste that goes to landfill
 - yellow lidded bin – 240-litre bin for co-mingled recycling
 - purple lidded bin – 120-litre bin for glass recycling

Where accessibility difficulties exist for kerbside collection vehicles making pick-up outside individual properties impracticable, arrangements have been made with households for suitable pick-up locations.

Except for in Beaufort and Avoca, co-mingled recycling and landfill bins are collected once per fortnight, but not at the same time. Glass recycling bins are collected once every four weeks.

In Beaufort and Avoca, domestic waste bins for landfill are collected once per week, co-mingled recycling are collected fortnightly, and glass recycling and green waste bins are collected every four weeks.

Collection schedules will be made available to residents on an annual basis. Collection schedules may change based on feedback, e.g., if glass bins need to be collected more than once per month.

Kerbside collection of glass recyclables will replace the skip bins at various locations across the Shire, but skip bins for glass will still be available at transfer stations.

3.1 Contracts

Following a recommendation in the 2016 waste services review to review the risks associated with all services provided under a single contractual process, the separate processes comprising the holistic waste service was tendered separately in 2021, with the result that different contracts have been let for the following services:

- Kerbside collection of mobile waste bins
- Operation of Council's transfer stations
- Maintenance, replacement, and supply of mobile waste bins

Kerbside collection of all mobile waste bins is undertaken by contract with Suez Recycling Recovery Pty Ltd for a period of 5-years (with 2 x 1-year options) commencing on 1 July 2021.

The maintenance, replacement and supply of mobile waste bins is undertaken by contract with Trident Plastics (SA) Pty Ltd. This contract includes:

- A requirement for manufacture of mobile waste bins to incorporate an industry standard of 30% recyclable material.
- Sequential numbering system to all new bins.

There is also a contract for the operation of Council's transfer stations. The contract is currently undertaken by Four Season Waste Pty Ltd for the 2021/22 year. A longer-term contract is proposed for market consideration within the next 2 years.

3.2 Disposal

All domestic waste collected is disposed of at Stawell Landfill.

All recyclables collected are the property of the collection contractor (Suez Recycling Collection Pty Ltd) and are disposed of:

- Green waste is disposed of at the Beaufort and Avoca transfer stations.
- Co-mingled recyclables are separated for reuse in Ballarat and Laverton.
- Glass recyclables are sorted for reuse in Melbourne.

3.3 Hard waste collections

Unique among the member Councils of the Grampians Central West WRRG, Pyrenees Shire Council previously undertook a kerbside hard waste collection source for residential properties in Beaufort and Avoca. From July 2016, this service reduced to once every three years for the townships of Avoca and Beaufort.

This service was reviewed in 2021, considering factors such as the generous free disposal service available at transfer stations for Pyrenees Shire residents, e-waste regulations requiring specific types of disposal, OHS considerations for collectors, and equity for all

residents that pay a waste charge. This plan recommends suspension of the kerbside hard waste collection for the life of this plan and that alternative user-pay solutions be explored.

3.4 Clearance of street litter bins

Considering the tourist promotion of the Pyrenees Shire's principal townships, litter bin hygiene is a primary consideration.

The service of emptying street litter bins in Beaufort, Avoca and other various sites is provided by ...

- Beaufort and Avoca – Mondays, Wednesdays, and Saturdays
- Other sites – Fridays

Emptying obligations includes a tidy-up around the base of bins, however no cleaning of bins is undertaken.

Additional services may be scheduled at times of greater use – e.g., public holidays.

The collection contractor will maintain the mobile bins and replace lost, stolen, or damaged mobile bins. Council will maintain the mobile bin pole supports and enclosures and install new litter bins. Collected litter will be transported for disposal to an approved disposal facility.

3.5 Recreation reserves

Council will provide a collection of two x 120 litre general waste for landfill and two x 240 litre co-mingled recycling bins on a cycle defined by the location of the reserve. The service will be provided at no cost. Any additional bins required will be charged at the appropriate rate.

The recreation reserves for which this service applies are:

Amphitheatre Recreation Reserve	Natte Yallock Recreation Reserve
Avoca Recreation Reserve (Oval)	Raglan Recreation Reserve
Barkly Hall and Recreation Reserve	Rathscar Recreation Reserve
Beaufort Goldfields Recreation Reserve	Redbank Recreation Reserve (Anzac Park)
Glenpatrick Recreation Reserve	Snake Valley Mag Dam Recreation Reserve
Lexton Racecourse and Recreation Reserve	Snake Valley Recreation Reserve
Moonambel Recreation (Tennis) Reserve	Waterloo Recreation Reserve
Moonambel Recreation Reserve	Waubra Recreation Reserve & Bowling Club

3.6 Kindergartens, schools, hotels, and motels

Kindergartens will be provided with the equivalent of a domestic level service relative to the service provided in that collection area.

Schools are able to access the domestic level service but must meet the full cost of the service associated with the number of garbage and/or recycling bins required. Schools will be required to optimise their recycling to minimise waste and strategies to support this will

be developed via the regional waste management group's waste minimisation education program.

Hotels and motels are able to access the domestic level service relative to the service provided in that collection area but must meet the full cost of the service associated with the number of garbage and/or recycling bins required.

3.7 Commercial premises

Commercial premises are able to access the domestic level service relative to the service provided in that collection area but must meet the full cost of the service associated with the number of garbage and/or recycling bins required.

3.8 Industrial premises

Council will not provide an industrial waste collection but will, if the industrial premises contains an office facility, provide a domestic level service relative to the service provided in that collection area, to service the office only.

3.9 Issues arising

Where there is an issue with the kerbside collection service, Council should be contacted via 1300 797 363 or pyrenees@pyrenees.vic.gov.au to input a customer action request for service.

Issues might include damaged bin needing replacement or a missed pick up.

4 TRANSFER STATIONS

Council operates four transfer stations via contract with Four Seasons Waste Pty Ltd. Transfer stations are located at Avoca, Beaufort, Snake Valley and Landsborough.

Council provides free disposal of domestic general waste (for landfill) for Pyrenees Shire residents, of a maximum of one level 6x4 trailer load per visit, upon proof of residency being provided. Full cost recovery charges will be imposed upon non-residents of the municipality in accordance with the fees and charges detailed in the annual Pyrenees Shire Council budget.

Transfer station opening hours currently operate as below but are subject to review during 2022 through usage analysis following the introduction of the universal Shire-wide kerbside collection service from July 2021.

Transfer station	Days of operation	Opening hours
Avoca	Tuesday, Thursday, Saturday, Sunday	9.00am to 3.00pm
Beaufort	Tuesday, Thursday, Saturday, Sunday	9.00am to 3.00pm
Snake Valley	Thursday, Sunday	10.00am to 4.00pm
Landsborough	Thursday, Sunday	10.00am to 4.00pm

4.1 E-waste disposal facilities

Provisions have been made for e-waste disposal at the Avoca and Beaufort transfer stations. The following are items that must be captured as e-waste – defined as ‘electrical and electronic equipment with a power cord or battery and its parts that have been discarded by the owner as waste without the intention of re-use’.

Large appliances	Small appliances	IT, telecommunications & TV equipment	Lighting equipment
refrigerators washing machines cookers microwaves electric fans air conditions	irons toasters coffee machines hair dryers watches	computers laptops printers mobile phones televisions remotes electronic tablets	Fluorescent lamps High intensity discharge lamps Compact fluorescent lamps LEDs
Electrical and electronic tools	Toys, leisure and sports equipment	Other e-waste	
drills saws sewing machines lawn mowers	electric trains and racing cars hand-held video game consoles amplifiers musical instruments radios	medical devices monitoring and control equipment (smoke detectors, thermostats) automatic dispensers photovoltaic (solar) panels	

E-waste is transported to a centralised location in Melbourne where it is separated into components for reuse, recycling, and resource recovery.

4.2 Green waste at transfer stations

Council operations involve the collection of green/garden waste on a monthly kerbside pick up basis in designated urban environments, and provides facilities at Beaufort, Avoca, and Snake Valley Transfer Stations for the disposal of green waste. Organic green waste collected does not currently include food waste or other bio-waste materials.

Monthly kerbside green waste collections are disposed of at Avoca or Beaufort Transfer Station facilities.

The treatment of these wastes is shredding by specialist contractors and is used for landfill rehabilitation.

4.3 Other waste at transfer stations

Council has implemented other options for generally accepted domestic recycling services as part of transfer station operations:

- **drumMUSTER** – Council participates in the National Agricultural Chemical Container recovery program at Avoca and Beaufort. This service does not operate at Snake Valley.
- **Oil** – Facilities for the recovery of waste oil at Beaufort and Avoca are provided. There is no charge for oil recycling.
- **Mattresses** – Mattresses are collected and set aside from the residual waste stream. Currently the recycling of mattresses is of regional concern and requires a regional processing facility in lieu of transport to Melbourne. A charge is made for mattress recycling.
- **White goods** – Provision is made for the capture of white goods, including degassed freezers, fridges, washing machines and similar equipment. These are separated at transfer stations and disposed of to Ballarat as scrap metal. No charge is made for white goods.
- **Tyres** – Tyres are separated from the waste stream at transfer stations. A charge is made for tyre disposal.
- **Car batteries / gas bottles** – These are accepted for no charge at transfer stations and are disposed of to commercial recyclers.
- **Chemicals** – Council participates in the ‘household chemicals collection’ program offered to local government by Sustainability Victoria. The collection roster is generally on a two-year cycle. No charge is made for items disposed of on collection days.
- **Concrete / Asphalt** – Council does not offer an ongoing program for the stockpiling, crushing and re-use of concrete or asphalt.
- **Construction / Demolition Wastes** – Some construction or demolition waste resource recovery is undertaken at transfer stations.

5 FORMER LANDFILLS

Pyrenees Shire Council does not operate any current landfills.

Former landfill sites are monitored as required by EPA legislation and include active monitoring at Beaufort Landfill.

Historic landfill sites that Council has responsibility for include:

- Lexton Landfill
- Landsborough Landfill
- Carranballac Landfill
- Avoca Landfill
- Amphitheatre Landfill
- Crowlands Landfill
- Raglan Landfill
- Snake Valley

6 WASTE EDUCATION AND INFORMATION

Pyrenees has been proactive in the provision of community awareness programs in the past few years with a particular focus on e-waste disposal. This has been undertaken via Council newsletters, website and social media as changes were introduced.

What is needed in the next few years?

- Transparency in waste charges
- Introduction of non-garden organic waste (i.e., food)
- Promoting buying goods with recycled or recyclable packaging
- Reduction in the creation of waste and recycling, re-use principles

Council will partner with the Grampians Central West WRRG to promote specific waste education campaigns.

7 LITTER AND ILLEGAL DUMPING

Pyrenees has a low incidence of reported illegal dumping and general littering. There are specific times of the year where littering is observed to increase in townships on major highways. These include increased traffic and visitor numbers at holiday periods.

Illegal dumping does have some correlation with non-operational hours of transfer stations and with some waste deemed to be commercial and industrial waste which is not accepted at Pyrenees Shire transfer stations.

8 WASTE SERVICES FEES & CHARGES

Council levies a waste management service charge for the collection and disposal of household refuse and recyclables. As part of the government's circular economy, all residential properties within the municipality must have access to a waste service.

In its waste service provision, Council will maintain its full cost recovery approach by setting the service charge for waste at a level that fully recovers the cost of the waste function, including the operational, capital upgrade works and maintenance costs of transfer stations, as well as the cost of rehabilitation of past and current landfill sites and transfer stations when they reach the end of their useful life.

The waste management service charge covers costs relating to services provided across the Shire, including:

- Kerbside domestic mobile bin collection for household waste, co-mingled recyclables, glass recyclables and green waste. At present this does not include organic or food waste, but this is likely to be introduced in the future.
- Disposal costs for kerbside collections –
 - Household waste to landfill,
 - Recyclables to recycling centres,
 - Green waste to transfer stations.
- Management of transfer stations. Transfer stations accept disposal of –
 - E-waste (electrical and electronic equipment),

- Green waste,
- Chemical container and household chemicals recovery,
- Oil recycling,
- Mattresses,
- White goods,
- Tyres,
- Car batteries and gas bottles.
- Clearance of street and recreation reserve litter bins.
- Mobile bin collection for schools, commercial and industrial premises.
- Management of former landfills – Council has five former landfills that require ongoing management to maximise safety and reduce pollution risk.
- Management of litter and illegal dumping.
- Street sweeping in urban areas.
- Provision of waste education and information – collaboration with regional partnerships.
- Improvement of service delivery and management where required – e.g., improvement of safety at transfer stations.

Over recent years through budget deliberations, Council has determined to retain the application of a waste management service charge. The absence of such a waste service charge would mean that any deficit amount must be raised through an increased general rate. This would be less transparent and more difficult to implement.

The waste management services charge or levy is used as a balancing mechanism for all waste costs to ensure a zero-dollar recovery for services relating to waste – i.e. the aim is for Council to only collect in charges the equivalent to costs incurred with regard to waste management. Each year, and throughout the year, as part of end of financial year end accounting and budget preparation / monitoring, Council will analyse the waste management services charges made to residents compared to actual associated costs to determine whether any under or over recovery has been made. Subject to the outcome, Council will then determine what action will be taken to rectify any over / under charge, e.g., amending future charges to compensate.

9 RECORDKEEPING, PERFORMANCE MONITORING AND REPORTING

Records are maintained of kerbside collections for general waste, recycling and glass, enabling monitoring of the shire's performance in redirecting waste away from landfills.

Reporting on waste diversion is provided to the community through its performance statement included within its Annual Report.

10 ACTION PLAN

The following tables provide a status update of recommendations from the 2016 review of the Waste Management Policy and Plan plus improvement actions planned over the next four years. As part of the review process, actions identified in the 2009 waste strategy were also reviewed. All actions from 2009 have either been actioned or superseded by subsequent reviews.

ADOPTED RECOMMENDATIONS FROM THE 2016 WASTE MANAGEMENT PLAN & POLICY REVIEW

Item	Action	Status
3.1	Review of Waste Management Policy	Complete - Reviewed and amalgamated into Waste Management Plan 2022-2025.
3.3	Hard waste collection services – that hard waste collection services be reduced to tri-annual collections for the townships of Beaufort and Avoca.	Implemented in part. Hard waste collection services reduced but townships done in the same year. Recommended that hard waste collection be suspended.
3.5	That the contractor be consulted on the transport of waste to Stawell Landfill and be advised that Council requires consolidated loads of a minimum of two (2) tonne.	No longer relevant as Waste Contractor has responsibility for transport as part of kerbside and transfer station contracts. No penalty is experienced for load size.
3.6	Transfer station housekeeping – that regular monthly joint inspections of transfer station sites be conducted between contractor and Council officer to review general housekeeping activities and that the contract provide improved manual handling equipment for each site.	Regular inspections are undertaken.
3.7	Snake Valley recycling at transfer station – Provision to be made in the redesign of Snake Valley Transfer Station for both oil receipt and drumMUSTER collection facilities.	External funding has been sought to improve transfer station design.
3.8	Concrete and tyre recycling – Council to advocate and support regional based programs by GCWWRRG for the crushing of concrete or asphalt waste and for the collection of tyres for recycling.	Advocacy with GCWWRRG is ongoing.
3.10	That regional arrangements for a strategy of collection and processing of e-waste be resolved by the GCWWRRG to enable incorporate in waste strategy planning, in accordance with proposed Vic government legislation on e-waste.	E-waste collection is contracted and available to residents at all transfer stations.
3.12	That the waste facilities contractor be advised that, commencing 1 January 2016, the contract for waste will require the diversion of all e-waste materials from the waste stream, in addition to other recyclables.	Diversion of e-waste is implemented.
3.14	Transfer stations operating hours – Beaufort and Avoca - will be changed to 9.00am to 3.00pm Thursdays and Sundays only – commencing January 2016. Operations at Landsborough skip site to be reviewed.	Reduction in operating hours has been implemented. Landsborough skip now has operational transfer station.
3.15	Transfer Station redesign – Council to initiate a redesign of existing transfer stations to include ‘best practice’ guidelines and detail cost estimate.	External funding has been sought to improve transfer station design.
3.16	Council to make submission to GCWWRRG for inclusion of planning capital upgrade works funding at Beaufort, Avoca and Snake Valley transfer stations as part of the Regional Implementation Plan for subsequent subsidy funding from Sustainability Victoria Infrastructure Grants, when they are reinstated.	External funding has been sought to improve transfer station design.

ADOPTED RECOMMENDATIONS FROM THE 2016 WASTE MANAGEMENT PLAN & POLICY REVIEW

Item	Action	Status
3.17	That green/organic waste treatment on the Snake Valley Transfer station site be investigated for a possible commercial composting operation.	Not implemented due to poor control over feedstock and security of supply.
3.18	That Council undertake an ongoing education program with the objective of removal of all contamination from green/organic waste feedstock.	Since the introduction of free access to transfer stations for household and green waste, contamination levels have decreased.
3.19	That Council promote the introduction of regional practices by GCWWRRG for the reintroduction of regional green waste shredding, regional soil condition production and use, together with regional investigation into waste to energy systems.	This action is ongoing.
3.22	That data collection and recording be included in the PSC IT Strategy, that long term planning includes recording of waste management data by mass, and that the use of onside electronic data collection devices be introduced in the short term.	Waste management data collection is provided by the waste collection contractors.
3.23	That Council endorse and support appropriate resource recovery and waste reduction education programs in partnership with GCWWRRG and also provide additional publicity in local media to advertise local waste management practice improvement changes presented in this report.	Council has provided a high level of information associated with the introduction of the Shire-wide roadside bin collection.

Action plan 2021-2025

Item	Action	Timeframes
	Investigate models Council will implement for the inclusion of organic food waste in kerbside collection and disposal of green waste.	2024/25
	Street litter bin hygiene maintenance agreement.	2022
	Review of transfer station opening hours: following introduction of mandatory kerbside collections to all residential households in July 2021, this may reduce the demand upon transfer stations. The contract for transfer station operation has been renewed for one year 2021-2022 to allow for the impact upon demand to be evaluated prior to June 2022.	2022
	Transfer station upgrades (funding dependent).	2023
	Continue to monitor and improve the percentage of recoverable material from going to landfill.	2022/25
	Investigate and implement methodologies to accurately measure green waste for reporting purposes.	2023
	Advocate for local sites to be accessible for State introduced container deposit scheme.	2023

11 APPENDIX A – WASTE MANAGEMENT LEVELS OF SERVICE

Community Level of Service	Technical Level of Service			
	Measure	Target		
		Urban	Rural	
SERVICE ACCESSIBILITY				
Residential waste services' accessibility	Kerbside collection		Mandatory service provided to all residential houses with no option to opt out.	
	Transfer stations / skips		Major towns transfer station and where a significant concentrated development occurs. No unmanned skip facilities for general waste. Unmanned skip facilities for glass recycling to be phased out following introduction of kerbside collection in July 2021.	
			Transfer stations – Beaufort and Avoca	Transfer stations – Snake Valley and Landsborough
			Free (within quantity limits per day) residential disposal for Pyrenees Shire residents	
	Hard waste collection		Nil	Nil
	Landfill		Within 80 KM	
SERVICE QUALITY				
Kerbside collection – quality of service - regularity	Pick-up frequency	General waste	Weekly	Fortnightly
		Co-mingled recyclables	Fortnightly	Fortnightly
		Glass recyclables	Monthly	Monthly
		Green waste	Monthly	Nil
Kerbside collection – suitability of bin sizes and waste options	Bin types & sizes	General waste	120 litre	240 litre
		Co-mingled recyclables	240 litre	240 litre
		Glass recyclables	120 litre	120 litre
		Green waste	240 litre	Nil
Transfer stations – suitable opening times	Hours of opening	Beaufort and Avoca - Tuesday, Thursday, Saturday & Sunday 10am to 3pm	Snake Valley and Landsborough - Thursday & Sunday 10am to 4pm	
Minimise cost	Waste fees maintained at full cost recovery	As prescribed in the annual budget		
Appropriate litter collection in place	Street litter bin collection	Litter will be collected from 120 litre and 240 litre mobile bin street litter bins in accordance with an adopted schedule listing – location and emptying – frequency. Council may vary the adopted schedule following consultation with the collection contractor.		
Recreation reserves are supported by nominal garbage and recyclable collections service	Recreation Reserves	Council will provide a collection of 2 x 120 litre garbage and 2 x 240 litre recycling bins on a cycle defined by the location of the reservice within the declared urban or rural areas.		

Community Level of Service	Technical Level of Service	
	Measure	Target
		Urban
		Any additional bins required will be charged at the appropriate rate.
Residential equivalent service provided to service basic operation of commercial premises	Commercial premises	<p>Council will provide a collection of 1 x 120 litre garbage once per week and 1 x 240 litre recycling bin once per fortnight as per the urban domestic service.</p> <p>Where still required, a transition period will be provided until any remaining 240 litre garbage bins requires replacement, upon which it will be replaced with a 120-litre bin.</p>
Access to services provided at cost to schools, hotels and motels	Schools, Hotels and Motels	Schools, hotels, and motels may access the garbage and/or recycling collection service but must meet the full cost of the service associated with the number of garbage and/or recycling bins required. Schools will be required to optimise their recycling to minimise waste and strategies to support this will be developed via the regional waste management group's waste minimisation education program.
Residential equivalent service provided to service basic operation of the office component of industrial premises	Industrial premises	Council will not provide industrial waste collection. If the industrial premises contain an office facility, this will be entitled to a domestic service as applicable in the associated declared waste collection area to service the office only.
SERVICE RESPONSIVENESS AND IMPROVEMENT		
Reliable service	Customer requests for missed pick-ups	Less than 5 per week
Efficient & effective customer service	Response time to service issues	Within 24 hours
Target reduction in the amount of garbage waste produced by the community	Waste reduction – increase in waste diverted from landfill	280 kg per assessment per annum