

FREQUENTLY ASKED QUESTIONS
Version 4 - Wednesday, 19 June 2019

City of Victor Harbor endorsed the fortnightly collection of domestic general waste, recyclables and green organics on 25 February 2019 for implementation from 1 July 2019.

The decision was based on investigation and research undertaken by the Fleurieu Regional Waste Authority (FRWA) between 2012 and 2017. This research included public consultation, several region wide bin audits and a pilot program between October 2013 and February 2014 in Hayborough and bin audits in 2014 and 2017.

Answers to many frequently asked questions (FAQs) in relation to fortnightly kerbside collection are outlined below:-

1) When will fortnightly kerbside collection into effect?

For all kerbside collections on or after 1 July 2019.

2) We pay such high rates, how can Council justify reducing this service?

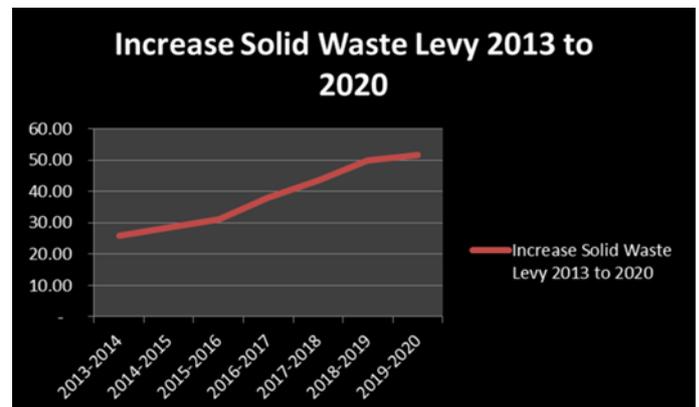
The changes to the kerbside waste collection will actually result in an increase in service for most residents. Residents will be offered twice the recycling and green organics kerbside collection volume, as is currently offered.

The key to making the new system work for your household is to **sort and separate waste as and where it is produced in the house.**

By diverting Food Organics and Green Organic (FOGO) materials, including food scraps away from the general waste stream into the green organics stream, it will be retained and processed into mulch and returned to the soil (decreasing the amount of this organic waste being disposed of in landfill).

Further, if the volume of recycling (paper based, hard plastics, metal and glass) can be increased (through diversion from the general waste stream), more of this resource can be re-used.

South Australia's State based solid waste levy (regional) was \$38 per tonne in 2016 and will increase to \$51.50 per tonne by 2019/2020.



Note: Effect of new SA State Government announcement of increased waste levy charges as a part of the 2019-2020 Budget not yet shown on this graph.

3) The collection schedule will change; how will I know when to put out my bin(s)?

The new collection schedule will be included in the 2019-2020 and subsequent waste calendars which are mailed out in June each year via Australia Post unaddressed mail, in time for the first collections in July 2019.

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The FRWA website www.frwa.com.au will also have

- Individual calendar pages of each collection day available for download
- and online kerbside collection search by street name

under the Kerbside Collections tab available from early June 2019.

Please note: that the online kerbside calendar search by street name function will be off-line for up to 24 hours over the weekend of 29 and 30 June 2019 while the new collection sequence for City of Victor Harbor is uploaded.

The collection map back ground colours and collection days will remain the same for all COVH kerbside collection regions on all three days of collection.

The collection cycle will change for all of the kerbside collection areas in the City of Victor Harbor with

- general waste (blue lid) and green organics (green lid) bins collected in the same week
- recycling (yellow lid) collected in the next week

alternating fortnightly.

Fortnightly kerbside collection cycle may start with either General Waste and Green – WG or Recycle - R	Week A	Week B	Week A	Week B
				

4) Is Council doing this to save money?

No, Council is doing this to reduce the amount of waste that goes to landfill and to increase the rate of recycling and resource recovery. The cost of increasing the frequency of recycling and green organic collections to fortnightly and reducing waste collection to fortnightly is slightly less than making no change to the current system. There will be additional costs incurred from the initial implementation and education relevant to the program which will reduce and be eliminated over time.

5) I'm on a rural property and we don't get an organics bin or collection so we're really getting the short end of the stick!

Rural properties will get an increase in recycling collections from 4-weekly (once every 4 weeks) to fortnightly which will help take the pressure off of your waste bin to handle all of your waste. Rural properties have more space for composting and resource recovery on-site so generally don't have the same need as urban and suburban properties for an organics collection. Rural properties often have chooks or livestock which may eat food scraps reducing the need for the extra waste and organics capacity. This is an opportunity to recycle and compost more and send less waste to landfill.

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6) I will be getting less general waste picked up; how can I manage household waste better?

The sorting of your waste into the correct bin is the key to make the most of the fortnightly kerbside collection service which offers additional bin volume for recyclables and green waste.

Household bin audits conducted in 2014 in Alexandrina and Victor Harbor Councils show that waste bins contained only 31% of materials categorized as landfill meaning that 69% of the material found in waste bins could have been recycled or composted. Diverting more recyclable material into the recycling (yellow lid) and green waste (green lid) bins will leave more space in the general waste bin (blue lid).

NEW FORTNIGHTLY COLLECTION OF ALL WASTE STREAMS

URBAN AND PERI-URBAN AREAS - - total collected over 4 weeks: 1240L (+200L)



RURAL AREAS - total collected over 4 Weeks - 760L (-40L)



7) Why is the current system to change?

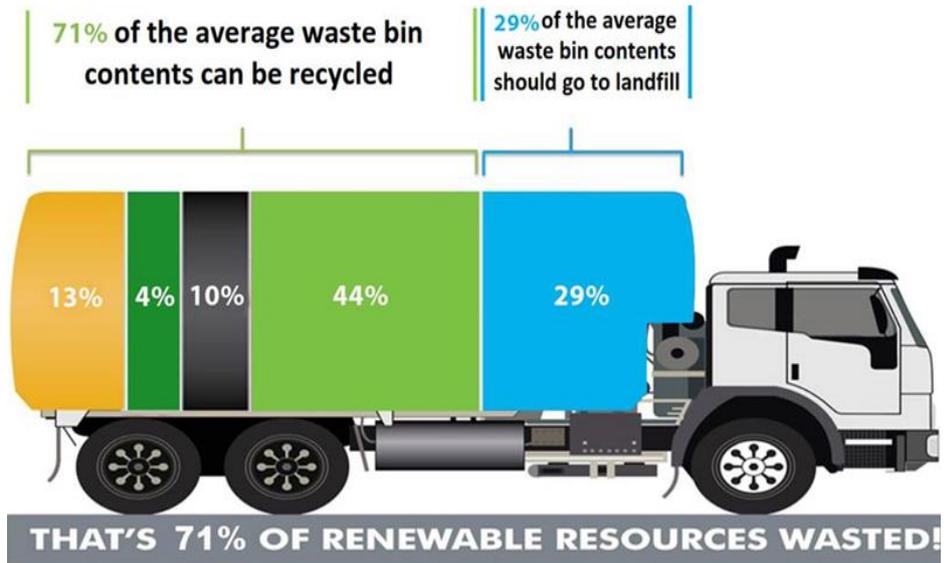
In May/June 2012, the Fleurieu Regional Waste Authority (FRWA) undertook a regional kerbside bin audit of selected properties within the areas of City of Victor Harbor, Alexandrina and Kangaroo Island Councils, and District Council of Yankalilla. The audit found that 55% of the general waste stream consisted of potentially recyclable materials (28% recyclables and 27% food/green waste). On the basis of this, FRWA recognized the potential to encourage diversion of waste from landfill by altering the bin collection schedule.

The 2014 FRWA bin audit delivered similar results to the 2012 audit, highlighting that valuable resources are still being sent to landfill. The **average general waste** bin contains (by weight) 16% recyclables, 9% green organics, 38% food and compostable paper, 6% other (electronic resources, clothing etc.) and **only 31% waste!**

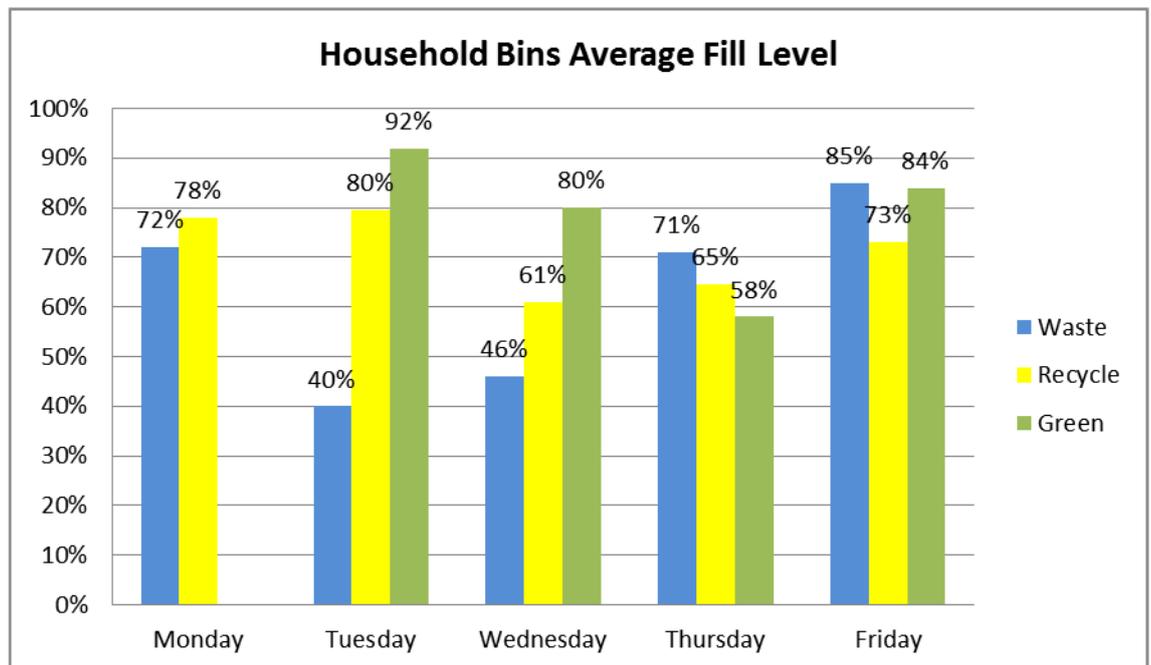
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The 2017 FRWA bin audit shows the average general waste bin contains (by weight)

- 13% recyclables,
- 4% green organics,
- 44% food and compostable paper,
- 10% other (electronic resources, clothing etc.)
- and **only 29% general waste!**



The 2017 FRWA bin audit shows that the the average fill rates of household bins for the City of Victor Harbor - **Tuesday collections were low** – only **40%** for general waste, but with 80% for recycling and 92% for green organics.



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8) *Exceptional Circumstances - We have a large family, a child in nappies or have medical waste and our waste bin is always full each week*

The *Kerbside Waste Collection Policy – Exceptional Circumstance (EC) conditions* aims to meet the needs of large families, those with children in nappies or those living with a medical condition which produces extra waste (incontinence products) by allowing on application, one additional 140L general waste bin-collected fortnightly – without charge for either the bin or fortnightly kerbside collection.

- **Large Family**

A large family is defined as a permanent residential dwelling in which 5 or more persons live for at least 5 nights per week on average.

- **Nappies**

A permanent residential dwelling, where the use of disposable nappies results in the production of an extra volume of waste. There are nappy disposal systems which compress and store dirty nappies in a tube that store, odor free, approximately one week's worth of nappies. One such product is the Tommee Tippee Sanagenic nappy bin disposal system.

- **Special medical needs**

A permanent, residential dwelling, where an extra volume of waste is produced due to a resident's medical condition.

This does not include premises generating medical waste from a business, such as home massage, podiatry or similar.

General EC Conditions

Any EC bin application will need to be renewed for each financial year (to confirm eligibility, as the needs of residents may change).

Eligible EC applicants will be issued an annual sticker to affix to the EC bin which will confirm fortnightly collection for the Collection Drivers.

Please note: EC bins are **NOT** collected during the six (6) week peak summer holiday period, when weekly collection of general waste applies. EC bins will be collected for the final time in 2019 during week commencing 23 December 2019, EC bins will not be collected again until after fortnightly collection resumes from week commencing 3 February 2020 (in cycle with general waste collection only).

Should your household need to dispose of additional general waste during the time of weekly collection of general waste the following options are available:

- a. take excess waste to the Waste and Recycling Depots – charged at between \$3.00 and \$5.00 per bag (2018-2019 Fees and Charges)
- b. purchase additional kerbside waste collection services – annual additional bin and collection services are available

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Exceptional Circumstances Application forms are available at City of Victor Harbor offices and can be downloaded from the websites www.frwa.com.au and www.victor.sa.gov.au. Applications must be made in person at Council offices and staff is available to help with enquiries.

Exceptional Circumstances Bins will be delivered by FRWA in the first four (3) months (June to September 2019). EC bins approved after this introductory period, need to be collected from the FRWA Waste and Recycling Depot, Goolwa. 140L bins will fit across the rear seat of small sedan or in the boot or hatch of a small sedan.

9) Peak Summer Holiday December/January – General Waste Collections Revert to Weekly

The current *Kerbside Waste Collection Policy* specifies that **general waste** bins will be collected **weekly**, on the usual day, during **the six (6) weeks summer holiday period - as identified in the waste collection calendar-at no extra cost**. Please check the current Kerbside Waste Calendar to confirm weekly collection dates.

Note: EC bins are NOT collected during the peak summer holiday period, when weekly collection of general waste applies. Households with 1 x 140L EC bin receive the same volume of kerbside waste collection during weekly collection period of general waste bin (2 x 140L in fortnight), as that provided during fortnightly collection of both general waste and EC bin (2 x 140L in fortnight).

Outside the summer holiday period all bins, including EC bins (no charge) and additional kerbside services (fee for service) will be collected fortnightly.

10) Holiday Rentals and large family holiday homes- Additional Collection Services

To accommodate the seasonal needs of holiday homes, the FRWA additional waste collection service (allowing for up to 2 extra waste collection services per waste stream per property assessment) allows for four (4) additional waste collection service duration options:

1. Annual – 12 Months – starts 1 July each year
2. 9 months – starts 1 October each year
3. 6 months – starts 1 January each year
4. 3 months – starts 1 April each year

with all services running until the end of June in the same year. Additional collection services must be renewed annually – all services end on 30 June.

Each additional waste collection service requires the purchase of an additional bin which is collected fortnightly as per the schedule (general waste reverts to weekly during peak summer holidays).

Outside the summer holiday period (as identified in the waste collection calendar) all bins, including EC bins and additional kerbside services will be collected fortnightly.

Note: It is important that ratepayers recognise that FRWA's kerbside service is designed to meet the needs of residential ratepayers and based on an average household size of 2.1 persons (City of Victor Harbor (DC) (LGA) (48050) November 2018).

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Holiday rental businesses are entitled to use the service insofar as their waste production is similar to that of a residential property. The kerbside service cannot and should not be redesigned to meet the needs of commercial operations.

11) My waste bin will smell if only picked up fortnightly

South Australian Public Health (General) Regulations 7:

“The owner or occupier of a premise must take reasonable steps to ensure that waste on the premises that poses or may pose a risk to public health is:

- a) *While on the premises, kept in a receptacle that is-*
- i. *Capable of adequately holding the waste and containing any offensive odours and fluids from the waste; and*
 - ii. *Inaccessible to pests, vermin and other animals; and*
 - iii. *Impervious to water; and*
 - iv. *In a clean and sound condition”*

Smells would mainly come from food scraps, nappies and/or animal waste in your bin which is not contained or wrapped, some hints to reduce any odour:

- 🗑️ Keep the bin lid closed to keep odours in; wrap food scraps in newspaper or use a compostable food scrap bag with the kitchen caddy- (call City of Victor Harbor for details on the supply of the bags and kitchen caddy from 1 May 2019)
- 🗑️ Fruit and vegetable food scraps can be composted at home or may go in your green organics bin to be composted off-site. Subsidised composting equipment will be available to residents who wish to compost their food scraps at home and reduce the food waste going to the bin
- 🗑️ Kitchen food scrap caddies and compostable bags (1 kit of caddy and 1 x roll of compostable bags) will be available at 50% discount from Council Offices for ratepayers and residents. Food scraps may go in your green bin loose or in the compostable bag. The compostable bag will contain most odours. FRWA accepts **any** type of food scraps in the green organics bin
- 🗑️ Alternatively, freeze ‘smelly’ food waste (eg fish waste or meat) until bin is put out for collection/then put it in the green organic bin
- 🗑️ Rinsing meat, fish and poultry packaging before placing in the correct bin will also help to reduce odours in the bin
- 🗑️ Contain pet waste in a plastic or paper bag before placing in your general waste bin
- 🗑️ If bins are kept reasonably clean, food scraps wrapped or bagged and bin lids closed, odors and/or flies should not be a problem

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12) Pests, vermin: If my waste bin sits out for 2 weeks it's going to attract rats, mice, birds, flies or other insects. How will I manage that?

Make sure your bin has a lid and keep the bin lid closed. Commercial products, such as **Bin Springs or Bin Latches** are available to keep the bin lid closed (even if bin is blown over). See Item 11 above.

Bin lids and other spare parts are available from the FRWA Waste and Recycling Depots (fees apply).

13) We don't have all 3 types of bins, only a waste bin, what will we do?

Households that currently don't have all three bins are encouraged to purchase whichever bins they need for waste, recycling and green organics (if applicable to their area). The key to making the new system work is to sort your waste into the applicable waste streams and use all 3 or 2 bins appropriately

The current price for a 140L waste bin is \$62.00; 240L recycling or 240L green bins are \$67.00 each (2018-2019 FRWA Price List). Bins are available from the FRWA Waste and Recycling Depot Goolwa.

A 50% subsidy applies for City of Victor Harbor ratepayers and residents for the purchase of complying bins (1 of each complying bin per waste stream) for up to 12 months from 1 May 2019.

14) We are a Child Care Centre / School

Schools are entitled to 1 x 140L waste bin, but may purchase up to 2 additional waste bins and pay for additional kerbside waste collection services for these additional bins. Schools – depending on the number of students may find it necessary to use the services of a commercial front lift bin.

Schools (Kindergarten to High School) are supported in their use of the **kerbside recycling system** (recyclables and green organics) by applying a formula of 1 recycling bin and 1 green waste bin (as applicable) per 50 students.

15) I own a Restaurant (or Café), how can we cope with less waste pick-ups?

Depending on your volume of waste and if you cannot fit your general waste and recycling into the prescribed bins with the fortnightly collection schedule, your business may need a second or third waste bin. Extra bins and annual additional waste collection services are available for purchase from FRWA.

If the additional bins are not an appropriate option, businesses may find it necessary to use a commercial service offering larger front lift bins.

It is important that businesses recognize that FRWA's kerbside service is designed to meet the needs of residential ratepayers and small businesses that produce waste similar in volume and content to a household and based on an average household size of 2.1 persons (City of Victor Harbor (DC) (LGA) (48050) November 2018).

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16) Are we allowed to have additional bins for waste if we want them?

Additional bins are available (for purchase and with an additional waste collection service fee) if needed, but with increased recycling and green organics collection which can now take food organics, additional general waste bins should be unnecessary in most cases. FRWA's Education Officer will be available to visit your home or business bins to ensure that you are recycling as much as is possible in order to waste less.

17) If I have extra general waste that I can't fit into my bin can I take it to the FRWA Waste and Recycling Depot?

Extra bags of general waste can be taken to the Waste and Recycling Depot at a charge of between \$3.00 and \$5.00 per bag (current 2018-2019 Fees and Charges).

18) Will Council allow us the option of paying extra and having a 240 litre waste bin?

No, our standard waste bin is the 140L size and our goal is to reduce waste to landfill and increase resource recovery.

19) I have an old-style skinny bin which is already smaller than the 140L bin

FRWA does not stock 120L bins (or any spare parts for the old 120L bins). FRWA will continue to pick up 120L bins, but makes owners aware of the problems associated with them (no stock of spare parts, break easily, tip over easier on windy days).

In general - if your waste needs are greater than what a fortnightly collection will provide, please make sure that you are not putting any recyclable or compostable material in your general waste bin and make use of the extra capacity being provided by the increase in recycling and green organics pick-up.

A 50% subsidy applies for ratepayers and residents for the purchase of complying bins (1 of each complying bin per waste stream) for up to 12 months from 1 May 2019, to assist all property owners to have a full set of complying bins for the kerbside collection cycle applicable for their property.

20) We have our bins in a bin bank and they are often filled by others who dump their waste in and around our bins.

Council will work with FRWA to remove some bin banks and pick up from kerbside where possible. Locking bins is also an option. It is advisable to paint your address on your bins to indicate to others that they are private bins. Alternatively you may take your bins back to your house until the night before collection day.

21) With this fortnightly collection of kerbside waste we are simply going to have to use public litter bins for our extra waste.

Public Litter Bins are installed in areas of high recreational use, tourist destinations and town centres for waste generated, as part of recreational activities.

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The proper use of public litter bins assists to keep our towns and tourist destinations tidy. Public litter bins are not intended for use by residents or businesses to dispose of household/business waste.

Council and FRWA remove public litter bins which are being mis-used and may place signage at the site warning of fines for illegal dumping of rubbish.

22) The surveys conducted locally in 2012-2013 revealed that 80% of residents (who voted) were not in favor of the switch to fortnightly collection of waste. Why are you going forward with it?

That is correct- 81% of survey participants were not in favor of fortnightly waste collection but 70% were in favor of additional recycling collections and 64% were in favor of additional green organics collections.

During the public consultation and the Fortnightly Collection pilot the resident concerns and objections to the fortnightly collection of waste were collected and assessed.

The research undertaken by FRWA found that residents were concerned about the additional waste during the summer period, impacts on large families and families with babies. These issues have been addressed through Exceptional Circumstances conditions within the Kerbside Waste Collection Policy.

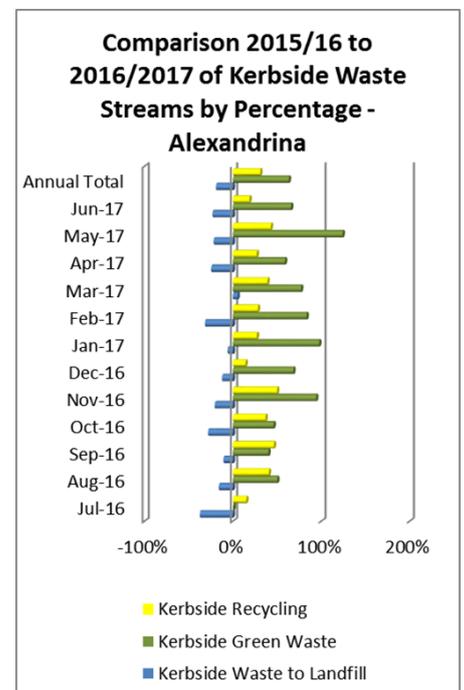
Council also had to decide if they had the funding required to pay for the additional recycling and green organics collections that the community wanted, while leaving the domestic waste collected weekly. Giving consideration to all of the issues, City of Victor Harbor Council resolved to endorse the fortnightly collection of all kerbside materials (February 2019).

Alexandrina Council introduced fortnightly collection of all three waste streams from 1 July 2016 with excellent outcomes for reduction of waste to landfill in the first year (2016-2017)

-  **19%** reduction in general waste to landfill
-  **31%** increase in dry recycling
-  **63%** increase in green organics

by tonnage.

Kangaroo Island Council introduced fortnightly kerbside collection of all three waste streams (and introduced green organics collection) in October 2017. District Council of Yankalilla introduced fortnightly collection of all three waste streams and green organics collections from 1 July 2018.



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Over the last 12 months FRWA delivered approximately 1.7 million kerbside bin pickups across all four Councils in the southern Fleurieu region, collecting:-

- ♻ 12,058t of general waste which is disposed of in landfill;
- ♻ 4,528t of greenwaste which is mulched;
- ♻ 4,658t of comingled dry recyclables which is recycled.

23) I have a 140L general waste bin with a green lid – can I still use this bin?

Only bins of complying size, type and lid colour for waste type will be serviced by FRWA.

New 140L general waste bins will only be supplied with blue lids when purchased from FRWA and any replacement lids for existing general waste bins will be blue.

24) What time will the kerbside collection happen or when will my bin be collected?

Any number of daily operational issues will affect the time of the kerbside collection of any bin in your area. All FRWA Collection trucks look the same and there may be up to nine (9) collection trucks working in your suburb at a time.

Please put your bins out the night before collection and leave your bin, kerbside for the day. If by 3pm your bin has not been collected

- a. Check the kerbside calendar to make sure you have the correct bin out
- b. Call FRWA to check collection cycle.

25) Where does our waste go?

Waste collected through the kerbside system and at Waste and Recycling Depot (WRD) or Kangaroo Island Resource Recovery Centre (KIRRC) is currently managed as follows:-

- ♻ **General waste goes to landfill** – either Southern Region Waste Resource Authority (SRWRA), at Pedler Creek or Brinkley Waste and Recycling Facility (operated by Adelaide Hills Waste Management Authority) both sites are EPA licensed and complying landfills in South Australia
- ♻ **Kerbside collected recyclables** are being delivered to the Northern Adelaide Waste Management Authority (NAWMA), a SA EPA licensed Materials Recovery Facility (MRF)
- ♻ **Green organics waste** is processed by FRWA on all four FRWA sites and offered back to communities as mulch or sent to licensed composting facilities.

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Other recyclables are being managed as follows

MATERIAL	MANAGEMENT
10 cents drink containers	Local CDL depots
Construction and demolition waste (inert)	Periodic crushing into road base at the Goolwa WRD
Waste Oil	Collected in waste oil stations at WRDs and periodically picked up by licensed operator for recycle in SA
Scrap metal and e-waste not covered under the National Scheme	Sold to SA merchants for recycling
e-waste covered under the National Scheme	Managed through an Approved Arrangement under the National TV and Computer Recycling Stream and processed in SA
Paper and cardboard	Northern Adelaide Waste Management Authority (NAWMA), a SA EPA licensed Materials Recovery Facility (MRF)
Tyres	Periodically picked up by Tyre Cycle (SA company) for processing
Mobile phones	Mobile Muster
X-Rays	Periodically picked up from WRDs by CMA Recycling
Light globes, fluorescence tubes	Periodically picked up from WRDs by CMA Recycling
Mattresses	Stripped at WRDs, springs recycled as scrap metal, fabric to landfill
Batteries	Periodically picked up from WRDs by CMA Recycling

The State Government in South Australia, through the EPA, have regulations and powers on how waste must be managed which includes penalties for improper management, including of illegal dumping.

The key document that governs our day-to day operations is the Environment Protection (Waste to Resources) Policy 2010 states that it is an *offence to dispose of materials in landfill that have been collected for recycling*.

FRWA's operations are in compliance with legislative requirements. Materials segregated for recycling are being processed at our worksites or picked up by or delivered to companies that are licensed to process those materials.

Important statement from NAWMA – 15 April 2019

You may have seen recent media about contents of yellow-lid bins not being recycled in some parts of Australia. NAWMA would like to reassure our residents and Councils that use our award winning facility, that recyclables recovered from its yellow-lid bins are sorted at our Edinburgh MRF. After this your glass, steel and aluminium are recycled in Adelaide, paper in NSW and, importantly, mixed plastics are currently processed right here in South Australia at RPA in Kilburn. Please keep recycling and supporting local jobs!

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26) What education or resource materials are available to residents to learn about the new system?

There are a number of educational initiatives, presentations and printed materials to support the transition to the new fortnightly collection cycle

Community Information Sessions	Presented by FRWA and Council in May 2019. A speaker from FRWA is available for community groups.
Composting Workshops	Presented by Sophie Thomson, sponsored by Council and FRWA - 3 sessions in May and June 2019
Compost Equipment <i>(City of Victor Harbor residents/ratepayers only – proof of identity/residential address required)</i>	Available from Council at 50% discount from 1 May 2019 for a period of up to 2 years <ul style="list-style-type: none"> • Kitchen caddy • Rolls of compostable bags • Compost Bins • Worm Farms
New Bin Sales <i>(City of Victor Harbor residents/ratepayers only – proof of identity/residential address required)</i>	Council will provide a 50% subsidy on new bin sales for City of Victor Harbor residents and ratepayers for a period of up to 12 months from 1 May 2019 (one set per property assessment). Bins are available from FRWA Waste and Recycling Depot Goolwa.
2019-2020 Kerbside Bin Collection Calendar and Recycling and Disposal Guide for Households and Small Business	Mailed via Australia Post Unaddressed Mail to local post office boxes, letter boxes and collection points from mid-June 2019
Fridge magnets, bin stickers and kitchen caddy stickers	Available from Council and FRWA from June/July 2019