POLICY NAME:	**WASTE MANAGEMENT FOR MULTI-UNIT DEVELOPMENTS**
POLICY REF:	**W04**
MEETING ADOPTED:	**22 June 2023** **Resolution No. 220623/14**
POLICY HISTORY:	**221118/10**

1. OBJECTIVE

This policy is designed to assist in addressing the management of residual, recycling and organic waste from multi-unit developments (MUD). Waste management arrangements for domestic, commercial, industrial and mixed-use multi-unit developments within Ballina Shire incorporate the following kerbside bin collection services:

- residual waste collection
- co-mingled recycling collection and
- food and garden organic collection

This policy applies to all new and changes to existing multi-unit developments within Ballina Shire including strata and non-strata developments.

The objectives of this policy are to:

- outline the requirements for waste and resource recovery management for new and changes to multi-unit dwellings, commercial, industrial and mixed-use developments
- ensure waste is stored, collected, and disposed in accordance with relevant legislation, Council's collection and disposal service and or an approved Site Waste Minimisation Management Plan
- ensure waste management practices are based on minimising waste and maximising waste stream separation and resource recovery
- ensure the storage and service of solid waste is undertaken in a manner that minimises risks to public health and adverse environmental impacts associated with waste management
- outline requirements to ensure adequate design provisions regarding the location and amenity of waste storage areas, bin presentation and collection points servicing and management of waste facilities
- provide guidance on waste generation rates
- avoid littering illegal dumping
- raise awareness about the importance of a properly planned waste management system as part of the development assessment process, and
- improve development outcomes through consistent solid waste management assessment and minimise post development issues.

All waste must be managed and disposed of in accordance with the:

- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (Waste) Regulation 2014
- Waste Avoidance and Recovery Act 2001
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Ballina Shire Council Development Control Plan
- Ballina Shire Council Bin Collection Guidelines
- Ballina Shire Council Kerbside Bin Entitlement and Service Policy

The storage and disposal of the following waste classes are <u>not</u> covered by this policy:

- Special Waste, such as asbestos waste and waste tyres
- Liquid Waste, such as oils and chemicals
- Hazardous waste, such as lead-acid, lithium-ion or nickel-cadmium batteries.

2. BACKGROUND

The management of residual waste, recycling and organics from MUD can be challenging, overlooked or undervalued, particularly where suitable storage and servicing space may be at a premium. The key challenges include:

- Ensuring waste systems are commensurate to generation types and rates
- adequate storage space within each unit/dwelling to separate and store materials in preparation for disposal in the correct bin
- equitable access to waste, recycling and organic bins
- safe and easy access to waste and resource recovery storage areas
- safe and easy access to temporary storage areas for bulky materials like whitegoods, mattresses and other oversized waste items
- adequate space at the kerbside or onsite to safely present and collect bins
- sufficient space to allow flexibility throughout the life of a development for any change in use, increase in waste volumes or additional recycling options.

When waste management systems are appropriately designed and managed, occupants are encouraged to recycle, minimise waste to landfill and use facilities correctly. Conversely, poorly planned and managed waste systems can reduce amenity, place occupants and service providers at risk and encourage behaviour that does not support recycling and waste minimisation. They can also be more expensive to manage.

These challenges identified the need to develop a policy that outlines waste management requirements, while still allowing flexibility in the provision of waste arrangements to ensure adequate collection and properly constructed storage areas.

The development of a policy also supports the waste management provisions included in the Ballina Shire Development Control Plan. This then provides Council employees, developers and consultants with clear information in relation to servicing and designing waste management facilities for MUD.

3. DEFINITIONS

Mixed-use developments	Mixed use developments typically incorporate residential dwellings and commercial establishments within the same development.
Commercial developments	Incorporate commercial establishments within the same development.
Industrial developments	Incorporate industrial establishments within the same development.
Indemnity	Security or protection against a loss or other financial burden.
Bulk Bin	Bulk bins referred to in this policy are bins with a capacity greater than 360 litres.
Bulky Waste Storage Area	A communal covered and lockable storage area used to temporarily store bulky waste, such as old furniture, mattresses, appliances and other larger items unsuitable for general waste disposal.
Collection Point	The location where bins are collected by a collection vehicle.

DWM	Domestic Waste Management
Kerbside Collection	A service whereby bins are collected from the kerbside.
MGB	Mobile Garbage Bin is a container commonly referred to as a 'wheelie bin' with a capacity of 360 litres or less.
MUD	Multi-Unit Development includes: **multi dwelling housing** means three or more dwellings (whether attached or detached) on one lot of land, each with access at ground level, but does not include a residential flat building. **residential flat building** means a building containing 3 or more dwellings but does not include an attached dwelling or multi dwelling housing. **shop top housing** means one or more dwellings located above ground floor retail premises or business premises **attached dwelling** means a building containing 3 or more dwellings, where: (a) each dwelling is attached to another dwelling by a common wall, and (b) each of the dwellings is on its own lot of land, and (c) none of the dwellings is located above any part of another dwelling.
Off-Street Collection	A service whereby the collection vehicle enters a property from a public road and services bins from a designated collection point within the property boundary.
Organics	Compostable garden organics and/or food organics (FOGO) as defined and specifically excludes tree stumps, soil, plastic and material in plastic bags, non-organic material, treated, painted, stained or laminated timber, particleboard, plywood or wire contaminated material.
Residual Waste	Is the residual fraction of the waste stream remaining excluding the Commingled Recyclables and Organics diverted and includes refuse and rubbish, except building or construction wastes, Hazardous Wastes and car parts.
SWMMP	Site Waste Minimisation and Management Plan
Public Land	Land under the control of Council including but not limited to a public road, reserve or carpark.
Strata & Non-Strata Title Developments	**Strata Title Development** refers to MUD with individually owned and rateable units/townhouses (called a 'lot'), and shared ownership over common property, such as a driveway, foyer or garden.

	Non-Strata Title Development refers to flats or apartments on one rateable parcel of land.
Non-DWM	Non-Domestic Waste Management (e.g. commercial and industrial waste management)
Waste Storage Area	An area used to store waste bins for the development. Can be a communal storage area or multiple areas nominated for individual use.

4. SCOPE OF POLICY

This policy applies to:
- Council Employees
- Community
- Consultants/Contractors/Developers

5. RELATED DOCUMENTATION

Related documents, policies and legislation:

- Waste Avoidance and Resource Recovery Act 2001
- Local Government Act 1993
- Protection of the Environment Operations Act 1997
- Protection of the Environment Operations (Waste) Regulation 2014
- Waste Avoidance and Resource Recovery Act 2001
- Environmental Planning and Assessment Act 1979
- Ballina Shire Development Control Plan
- Ballina Shire Kerbside Waste Bin Entitlement Policy K01
- Ballina Shire Council Bin Collection Guidelines
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Ballina Local Environmental Plan 2012
- State Environmental Planning Policy (Exempt and Complying Development Codes) 2008
- National Construction Code of Australia
- Australian/New Zealand Standard 3816:1998 Management of clinical and related waste
- Australian Standard 2890.2-2018 Parking facilities Part 2: Off-street commercial vehicle facilities
- NSW EPA Waste Classification Guidelines – Part 1: Classification of waste (2014)
- Ballina Shire Council – Waste Management Collection Services, fees and charges for the current financial year
- Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019)*
- Better Practice Guidelines for Waste Management and Recycling in Commercial and Industrial Facilities (EPA, 2012)

6. POLICY

6.1 Council Service Provision

Domestic Developments

Local government has numerous roles and obligations including the provision of domestic waste management services. The Local Government Act 1993 requires councils to levy an annual charge for providing domestic waste management (DWM) services on all parcels of rateable land for which the service is available, whether or not the service is used.

Subject to Council approval, a lesser 'Domestic Waste Exempt Collection Service' charge may be applied to occupied properties for which a DWM service is available, but where Council has:

- decided not to provide a collection service, due to, but not limited to, safety and physical limitations of the property and associated service areas, or
- development consent to utilise an alternate service arrangement has been given.

Larger developments, multi-unit and multi-storey buildings or specialist facilities, such as medical and aged care facilities, may seek approval to use an alternate service arrangement.

Alternate service arrangements must minimise landfill, maximise waste separation and resource recovery, protect the safety and amenity of residents, neighbours and the public.

Commercial and Industrial Developments

Upon request Council can also provide a kerbside bin collection service to commercial and industrial developments for mixed waste, co-mingled recycling and organic material. Council does not currently offer bulk bins or a bulk bin collection service.

Strata Management/Body Corporate/Property Owner/Occupiers must note:

- Responsibility for the transfer of bins to and from the collection point and maintaining the bin storage area rests with the Strata Management/Body Corporate/Property Owner/Occupier, not Council.
- Bins must be returned to the waste storage area within the property boundary on the day of collection, and as soon as practicable following collection.
- Council collection services are commonly confined to the kerbside.

Where kerbside collection is not achievable, Council (subject to requirements) may approve an Off-Street Collection Service.

6.2 Strata and Non-Strata Title Developments

Strata Title Developments

Pursuant to Section 496 of the Local Government Act 1993, Council must levy one annual charge for domestic waste management services on all parcels of rateable lots/land within Residential Strata Title Developments. Therefore, each property title within a development is eligible to use Council's standard bin collection service.

Subject to Council approval, where a standalone service per unit is not required, developments may apply for a reduction in the number of bins. This is common in developments with communal waste storage areas and/or waste storage constraints where sharing bins is considered more practical.

Approval to utilise a reduced number of bins is dependent upon waste volume, waste storage capacity and space available at kerbside for the number of bins required.

For example, developments with little or no garden area that generate a small volume of food and garden organic waste may choose to use a reduced number of bins. This may be by sharing organic bins between units or placing a small number of organic bins in an accessible location within the development.

The strata plan and body corporate by-laws must include Council approved waste management details and responsibilities.

Non-Strata Title Development

Pursuant to Section 496 of the Local Government Act 1993, Council can only levy one annual charge for domestic waste management services on residential non-strata title developments, regardless of the number of occupants and units.

In this instance, developments have the option to pay for additional Council waste services or choose to use a private collection contractor.

Having no legal requirement to pay Council for additional waste services can result in inadequate and poorly designed waste management systems that encourage behaviour that does not support resource recovery and waste minimisation.

It is important that waste management systems at these developments are appropriately designed to ensure they:

- maximise waste separation and resource recovery
- are safe and convenient for occupants and service providers, and
- provide flexibility to future proof the property against any future change in strata title, waste generation, materials collected and method of collection.

6.3 Clinical Hazardous or Specialised Waste Within Multi-Unit Developments

Developments that generate clinical, hazardous or specialised waste, must manage waste in accordance with the *Protection of the Environment Operations Act 1997, Protection of the Environment Operations (Waste) Regulation 2014, Waste Avoidance and Recovery Act 2001, Ballina Shire Council Development Control Plan, Australian/New Zealand Standard 3816:1998 Management of Clinical* and Related Waste along with other relevant legislation, guidelines and standards.

The storage and disposal of such waste is to be considered at the design stage to ensure the development will comply with these provisions.

6.4 Waste Service Type

Table 1.0 Summary of waste service type that may be provided to new or modified developments.

Type of Waste & Recycling Service	Service Considerations	Applicable Charges	Typical Examples
Council (Standard) **Domestic Waste Management Services** This service provides the following bins to each rateable property (i.e. each unit within the development): **Urban Rated Development** • Residual waste in 1 x 140L or 240L MGB, collected once fortnightly (alternating with recycling) • Recycling in 1 x 140L, 240L or 360L MGB collected once fortnightly (alternating with residual waste) • Organics in 1 x 140L or 240L MGB collected once weekly *Rural Rated Development* • Residual waste in 1 x 140L or 240L MGB, collected once weekly • Recycling in 1 x 140L, 240L or 360L MGB collected once fortnightly	• Subject to council approval, any combination of bin type and size can be provided as long as they meet waste generation rates, resource recovery objectives, bin storage, presentation and collection requirements detailed in this policy. • All MGB are to be collected from a public road, unless off-street collection is applied for and approved by Council. • Sufficient space on the property to store MGB. • Sufficient street front or onsite access available for Council waste collection vehicles. • Sufficient space available at the kerbside or onsite for the number of bins to be presented and collected	An annual Domestic Waste Collection Charge will be applied to each rateable parcel (i.e. each unit) within the development. Refer to Council Fees and Charges for the applicable annual service charge below: • Domestic Waste Collection Charges – Urban • Domestic Waste Collection Charges – Rural	Standard residential multi-unit development, non-business rated shop-top housing or holiday accommodation.
Council (Approved) **Domestic Waste Service Exempt Service** Domestic MUDs where Council has determined its standard domestic waste management service is not available due to	• Considerations for exemption from a standard domestic waste management service include: • Storage area or collection point limitations.	An annual Domestic Waste Exempt Collection Charge will be applied to each rateable parcel (i.e. each unit) within the development	Larger complex developments, multi-unit and multi-storey buildings or specialist facilities, such as:

safety and/or operational considerations. MUDs may use private contractors or a mix of private contractor and council domestic services.	• Access issues for waste collection vehicles • Collection point located inside a property boundary, private land or roadway • Residence produces specialised waste streams including clinical and hazardous waste • The number, type and size of bins must comply with waste generation rates, resource recovery objectives, bin storage, presentation and collection requirements detailed in this policy.	Refer to Council Fees and Charges for the applicable service charge below: • Domestic Waste Exempt Collection Service	Medical and Aged Care Facilities.
Council (Commercial) **Non-Domestic Waste Collection Service** This service is available to Business, Commercial and Industrial Properties and provides either of the following bins: • Residual waste in 1 x 140L or 240L MGB, collected once weekly • Recycling in 1 x 140L, 240L or 360L MGB collected once fortnightly • Organics in 1 x 140L or 240L MGB collected once weekly	• Business, Commercial and Industrial Properties can choose to use either a Council or Private Contractor Service, or a combination of both • A Council service may be more efficient for mixed use properties where Council domestic waste services are available • The number, type and size of bins must comply with waste generation rates, resource recovery objectives, bin storage, presentation and collection requirements detailed in this policy.	Refer to Council Fees and Charges for the applicable service charge below: • Non-Domestic Collection Charges - Non-DWM	Small to medium sized business, commercial units and industrial developments.

Private Contractor **Alternate / Non-Council Collection Service** This service may include use of: • Bulk bins or a combination of bulk bins and MGB to separate and store all or part of the residual waste, recycling and organics generated on site • Bins to separate and store specialised waste prior to disposal or reuse e.g. scrap metal, cooking oils, medical waste	• The number, type and size of bins must comply with waste generation rates, resource recovery objectives, bin storage, presentation and collection requirements outlined in this policy. • Suitable space on the property to store MGB • Suitable street front or onsite access available for contractors' waste collection vehicles • Suitable space available at the kerbside or onsite for the number/type of bins to be presented and collected • Collection point may be inside a property boundary, private land or road • May use a waste chute • Specialised waste streams including clinical and hazardous waste • When bulk bins are used, the lids must able to be raised by an able-bodied person; lids must close so as to be vermin proof and be designed to ensure closure after use	Refer to private contractor for details of available service and applicable charges.	Larger complex developments, mixed-use developments or specialist facilities, such as Medical and Aged Care Facilities.

In all instances the proposed waste management facilities must be adequate for the volume and type of waste generated by the development including when of bins is proposed. The waste/recycling/organics generation rates included in Appendix D can be used as a guide for determining waste volumes. When calculating these rates, the collection frequency of the applicable waste type and recyclables bin service must be taken into consideration.

Council waste services are commonly confined to the collection of MGB from a public roadway (kerbside collection), however Council acknowledge kerbside collection is not always achievable. Council may on application, approve and provide off-street collection where Council and/or Council contracted collection vehicles enter a private property or private roadway to service MGB.

For Council to approve off-street collection, it must:

- conduct and find satisfactory, a risk assessment of the location where off-street collection is to be performed, including vehicle access, egress, vegetation and infrastructure that may limit serviceability,
- be satisfied that a collection vehicle can safely enter and exit a property in a forward in and forward out manoeuvre, with minimal to no need to reverse or perform a three-point turn within a property boundary.
- obtain, on behalf of Council and/or it's contractor, indemnification from the property owner, or owners corporation, against any claim for damages relating to the performance of services, unless otherwise proven to be a result of Council or contractor negligence.

Developments serviced by Council must comply with Councils Bin Collection Guidelines and Kerbside Bin Entitlement and Service Policy.

Sufficient space within dwellings and other developments must be provided in the kitchen or other convenient location for interim storage of residual waste, recycling and organics where applicable. This space should allow for the separate storage of residual waste, recyclables and organics to promote waste segregation and resource recovery.

6.5 Development Applications

Waste management must be considered at the design stage of a MUD. Best practice waste management must be incorporated into the development's waste management system. This is to ensure:

- adequate provisions in regard to space, storage, amenity, servicing and management of waste management facilities
- appropriate waste facilities are provided to meet the needs of those occupying the development and protect the amenity of residents, neighbours and the public
- facilities for residual waste, recyclables and (organics where relevant) are provided
- there is sufficient space within the property or at the kerb to allow a waste collection vehicle to service bins and safely manoeuvre
- the waste storage area is designed to enable it to be adequately cleaned and secure where appropriate
- waste storage and service facilities minimise the risk to public health, the environment and Council's sewer system.

The incorporation of best practice waste management also helps to increase resource recovery and overall environmental and social outcomes. To assist applicants are encouraged to

contract Council to obtain waste management information for proposed developments at the planning stage.

Council requires all development applications under the *Environmental Planning and Assessment Act 1979* to address solid waste management in accordance with the relevant legislation and standards including requirements of the *Ballina Shire Development Control Plan*.

The level of information is addressed in *Part 3.7 Chapter 2 – General and Environmental Considerations.* The information must explain and justify the waste/recycling/organic waste system design and how it will cater for the development.

This information must also meet all waste management requirements included in other Chapters of the Development Control Plan where relevant, such as *Part 3.1.3 Element J Waste Storage Facilities Chapter 6.*

Site Waste Minimisation and Management Plans (SWMMP) are required for MUD that generate and dispose of waste. The purpose of a SWMMP is to outline the proposed waste management provisions included within the development to ensure adequate management of waste during the construction/demolition and operational phase of the development.

The waste management practices must be based on minimising waste and maximising resource recovery of recyclable materials. Templates are available in Appendix A, of this Policy and *Appendix A* of *Chapter 2 – General and Environmental Considerations of Councils Development Control Plan.*

Plans and specifications which clearly illustrate all waste management facilities including storage areas and collection points are required at the development application stage. The waste management system must be functional and fulfil its intended use. This information must also demonstrate the provision of sufficient space within dwellings and other developments for the separate storage of residual waste, recyclables, and organics where applicable to promote waste segregation and resource recovery.

Waste generation rates for commercial and industrial uses may be unknown at the development application stage. These rates can vary significantly with business type as can frequency of waste collections. Designers should therefore be conservative in terms of estimating the amount of space to allocate to the bin storage and collection point/s. Flexibility should also be provided to support either expanding or reducing this space once needs are better understood.

6.5.1 Complying Development

The *State Environmental Planning Policy (Exempt and Complying Development Codes)* include complying development provisions for certain waste storage areas.
Under the provisions of the *State Environmental Planning Policy (Exempt and Complying Development Codes)* garbage bin enclosures (waste storage areas) can be constructed as ancillary development to industrial and business developments.

In *Part 5.18 Industrial and Business Alterations Code* these are limited to:

(i) not have a floor area more than $5m^2$, and
(ii) not be higher than 3m if roofed or 1.5m above ground level (existing) if not roofed.

Part 5A 6N Development standards for both *industrial and business zones* requires waste storage areas for developments applicable to this Part of the code that involves the erection of a building if it does not have an existing garbage and waste storage area.

These provisions require waste storage areas to:

(a) be provided as part of the development,
(b) be screened,
(c) be located behind the primary road building frontage building line,
(d) not be located in a car parking, loading bay or landscaped,
(e) not be located on a side of the building that faces an adjoining lot on which there is a dwelling,
(f) comply with the following appendices in the document entitled Better Practice Guidelines for Waste Management and Recycling in Commercial and Industrial Facilities (ISBN 978-1-74293-944-5), published by the NSW Environment Protection Authority in December 2012:

(i) Appendices A and B, for the size and location of garbage and storage areas and the size of waste receptacles,
(ii) Appendices C and D, for the design of openings of waste storage areas and loading bay turning circles for waste removal vehicles,
(iii) Appendix E, for standard signs for waste storage areas,
(iv) Appendix F for the design and operational capacity of waste storage areas.

Although provisions of the *Ballina Development Control Plan* and this policy are not mandatory for complying development, Certifiers are encouraged to consider these provisions when issuing a complying development certificate.

7. DEPARTURES FROM THE CONTROLS OF THIS POLICY

Council may approve variations to the provisions of this policy in accordance with the principles of merit-based assessment.

Any request for variation to the provisions must be in writing and comprise part of the development application.
The request shall clearly demonstrate that the aims and objectives are met and compliance with the relevant provisions is unreasonable or unnecessary in the circumstances of the case.

8. WASTE STORAGE AREAS

All waste storage areas including those located within each area of tenancy must comply with the waste storage area, location, design, and collection point requirements outlined below.

Waste storage areas with bins provided for the exclusive use/ownership of one or two tenancies, commonly results in higher rates of resource recovery and compliance with bin collection requirements.

Communal waste storage areas are required where MGB or bulk bins provided are shared. These however often result in lower rates of resource recovery and compliance with bin collection requirements.

8.1 Waste Storage Area Location Requirements

Waste storage areas must be located:

1. within the allotment or designated parts of the common property, not on public land
2. to allow sufficient space for storing all waste including residual waste, recycling and organics
3. where they are easily accessible by tenants
4. to ensure access routes from the waste storage area to the collection point are free of obstructions to allow for bins to be easily moved to and from the collection point
5. to allow tenants unimpeded access to bins for disposal of waste
6. to minimise the distance between the storage area to the collection point. If collection of bins is from the kerb of a public road it should be as close to the kerb as possible while still meeting all other requirements
7. to ensure they can be adequately serviced by waste collection vehicles if collected from the storage area
8. so they do not immediately adjoin habitable rooms or outdoor seating/recreation areas of neighbouring properties
9. to minimise the potential for odour, noise, and visual amenity impacts on occupying tenants, inhabitants of neighbouring properties or the public; and
10. to ensure waste including polluted wastewater runoff does not enter a watercourse or the stormwater system.

Bins must not be stored in or on car parking bays, loading bays, footpaths and pedestrian access areas. Bins must not be located within a building structure, unless it is in a purpose-built storage area, which is air locked, insect and vermin proofed and used solely for the storage of waste.

Where the distance bins need to be transported is excessive or there are a large number of bins to transport around the site, specialised bin moving equipment should be used such as bin transporters or lifters.

8.2 Waste Storage Area Design Requirements

1. **Application of the Three MGB System -** Designers and developers are to apply the three MGB system design (residual waste, recyclable and organics for the management of domestic waste, commercial and industrial wastes where practicable).
2. **Waste Storage Area Design Considerations -** Waste storage areas must be:
    a. designed to ensure they can be accessed and used by people of all ages and physical ability
    b. designed to ensure bins remain stationary when not being serviced
    c. sufficient in size to:
        I. accommodate the required volume and number of bins for the waste generation rates and bin collection frequency, and to fit all required bins in a layout that facilitates use and minimises contamination across waste streams.
        II. allow for easy manoeuvring and transfer of bins to the collection point.
        III. to allow for any future changes in waste generation rates, waste services and methods of collection
    d. appropriately designed to adequately manage polluted wastewater runoff so it does not enter a watercourse or the stormwater system

e. provided with water and drainage facilities for cleaning and maintenance, where necessary
f. designed to minimise the potential for noise and odour issues.
g. provided with adequate lighting to allow tenants to dispose of waste safely and in the appropriate bin.
h. screened from public view including passing vehicle and pedestrian traffic external to the site, or inhabitants of neighbouring properties.
i. in so far as is practicable, vermin must be prevented from entering waste areas and bins.

3. **Hard Stand Area -** Common storage points must be constructed on a hardstand area with a solid concrete base.
4. **Easily Accessible -** The layout of MGB within a waste storage area requires all three bin services to be equally accessible to encourage use and reduce potential contamination issues.
5. **Signage -** Educational signage in waste storage areas advising of what goes in which bin, encourages user behaviour and minimises contamination.
6. **Roofed and Connected to Sewer -** Where commercial or industrial developments involve the storage and handling of putrescible or food waste, the waste storage area must be appropriately roofed and connected to the sewer. Council may also consider roofing and sewer connection necessary for other types of waste storage areas depending on waste types and location.
7. **Bulky Items Storage -** Developments with four or more storeys must provide a dedicated room or caged area incorporating sufficient space for tenants to temporarily store unwanted bulky items, while awaiting disposal. This is an important consideration to prevent tenants illegally dumping this material or storing them in inappropriate locations. It is important that the bulky waste storage area is readily accessible to all tenants.
8. **Separate Waste Storage Areas -** In mixed use developments waste storage areas for residential, commercial and industrial premises must be kept separate. Tenants should be prevented from using each other's waste facilities. Common issues that can arise if such tenants share waste facilities are overloaded bins, waste contamination, unhygienic conditions and disputes over payment for waste services. The simplest way to keep residential, commercial and industrial waste, recycling and organics separate is to build two separate and lockable bin storage areas.

9. WASTE COLLECTION POINTS

1. **Related Kerbside Frontage** - If the nominated waste collection point is at the kerb of a public road it must only incorporate MGB and be at the development frontage and not that of an adjoining or nearby property not associated with the development.
2. **Compliance with Council Requirements -** Developments serviced by Council must comply with Councils Bin Collection Guidelines and Kerbside Bin Entitlement and Service Policy.
3. **Sufficient Space at Collection Point** - The collection point must provide sufficient space for the required number and type of bins ensuring there is sufficient space in between each bin for collection operations. Where there is more than one waste storage area, it may be appropriate to have more than one waste collection point. Issues are created if the number of bins placed out for collection is too great for the width of the development kerbside frontage. These issues include amenity issues for tenants, accessibility issues for pedestrians and can create a traffic hazard.

4. **Use of Bulk Bins -** Where bulk bins are used the collection point must be located onsite with no collection occurring offsite.
5. **No Manual Handling** - The collection point should enable collection operations to be carried out without the need for collection operators to get out of the collection vehicle and manually move bins to an appropriate position.
6. **Safe Clearances -** The collection point must allow sufficient space for the collection vehicle to drive to the collection point, empty the bins and safely leave the collection point. As most waste collection vehicles are heavy rigid vehicles, all vehicle access, turning circles, clearances and other design elements must be sufficient for a heavy rigid vehicle. Justification must be made and approved by Council if collection and design via a medium rigid vehicle is proposed.
7. **Level surface -** Must be located on a level surface, away from gradients and vehicle ramps.
8. **Prohibited Collection Points** - Collection points will not be permitted in the following locations unless otherwise approved by Council:
    - near intersections
    - near roundabouts or slow-points
    - along busy arterial roads
    - in narrow lanes
    - where bins may restrict pedestrian access
    - where parking will restrict access to bins
    - offsite if bulk bins are used
    - near possible obstructions, including trees, signs, poles, street furniture, overhanging buildings and overhead power lines
    - where they pose a traffic hazard.
9. **Off-street waste Collection Points** - Where the waste collection point is onsite it must be located:
    - so that collection vehicles minimise interference with the use of access driveways, loading bays or parking bays during collection
    - close to waste storage areas to permit easy transfer of bins to the collection point, if relocation of bins is required
    - to provide collection vehicles safe access to the collection point and adequate clearance and manoeuvring space
    - to ensure collection vehicle movement is in a forward direction with no need to reverse. A separate entrance and exit or turning bay must be provided to allow the collection vehicle to travel in a forward direction at all times
    - so oncoming traffic can be easily seen as the collection vehicle leaves the property.

Off-street collection points and route of travel to the collection point must always be maintained to the agreed standard unless otherwise approved by Council.

10. WASTE EDUCATION

To encourage waste separation and minimisation it is important to provide tenants with clear instructions on how to recycle and appropriately use the bins provided.

All bins must be clearly labelled to identify what material can be placed in each bin type.

Council's Resource Recovery Section can provide advice on:

- service types, charges and conditions of use
- service availability
- collection vehicle dimensions, sweep paths and access requirements
- programs/initiatives to encourage waste separation and minimisation
- appropriate labels/stickers and educational signage

11. VEHICLE ACCESS/TURNING CIRCLES

Appropriate heavy vehicle standards must be incorporated into the development design including acts, regulations, guidelines and codes administered by Austroads, Standards Australia, the Transport for NSW and local traffic requirements.

A separate entrance and exit or turning bay must be provided to allow the collection vehicle to travel in a forward direction at all times.

Designers are encouraged to consult Council prior to the design of roads and access to determine specific requirements for the proposed development. A swept path computer generated model will be required to show vehicle manoeuvring paths are suitable for waste required collection vehicles. Designers are also encouraged to consider the following:

- Road gradients
- Road widths
- Road strength
- Geometric design
- Turning or manoeuvring circles
- Clearance heights
- Vehicle dimensions

It should be noted Council operates heavy rigid side-loading vehicles, information about their dimensions and turning circles can be obtained from Council's Planning section.

Private Contractors commonly operate heavy rigid side-loading vehicles, and heavy rigid front-lift-loading vehicles.

Vehicle dimensions vary by collection service, manufacturer, make and model, therefore developers and designers should consult Council and/or private contractors as a swept path computer generated model will be required to show vehicle manoeuvring paths are suitable for waste collection vehicles.

For more information on typical collection vehicle dimensions and turning circles, refer to Australian Standard 2890.2-2018 Parking facilities Part 2: Off-street commercial vehicle facilities, *NSW* Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019),* and the *NSW* Better Practice Guidelines for Waste Management and Recycling in Commercial and Industrial Facilities (2012).

12. CLEARANCE FOR VEHICLES

In addition to vehicle access, suitable clearances must be provided to ensure safe access and operation of vehicles during servicing. The following issues should be considered:

- Additional height, width and length clearance when travelling
- Additional height, width, and length during servicing
- Clearance for movement of loading arm
- Consideration of roadway gradients
- Location of services/signage located below roof/ceilings within buildings.

The *NSW Better Practice Guide for Resource Recovery in Residential Developments (EPA, 2019)* provides advice regarding design and assessment of the above issues.

13. ADDITIONAL CONSIDERATIONS

When reviewing the design for multi-unit developments, the following matters must also be addressed:

1. **Waste Management Responsibility -** The submitted SWMMP must describe how the waste management system will be managed and who is responsible for such management. This must include ongoing waste management once the development is complete. This includes identifying who will clean bins and communal storage areas and move bins to and from the collection point.
2. **Separate Waste Management Systems -** Mixed use developments must incorporate separate waste management systems for the residential component and the non-residential component. In particular, the development must incorporate separate mixed waste/recycling/organics storage rooms/areas for the residential and non-residential components. Commercial/industrial tenants must be prevented (via signage and other means), from using the residential storage rooms/areas and vice versa.
   The residential waste management system and non-residential waste management system must be designed so they can effectively operate without conflict. Conflict may potentially occur between residential and non-residential storage, collection and removal systems, and between these systems and the surrounding land uses. For example, collection vehicles disrupting peak residential and commercial traffic flows or causing noise issues when residents are sleeping.
3. **Waste Chutes -** Developments containing four or more storeys should be provided with a waste chute for the transport of waste from each storey to the waste storage/collection point.
4. **Washing and Cleaning of Bins -** Adequate onsite provisions must be provided for the washing and cleaning of bins. The washing of bins in the nominated area must not impact on the environment or public health, such as noise, odour or water pollution.
   This area must also comply with Council's trade waste requirements when relevant.
5. **Written Evidence of Waste Contractor -** All commercial/industrial tenants or strata management must keep written evidence onsite of a valid contract with a licensed waste contractor for the regular collection and disposal of the waste and recycling and organics that are generated onsite.
6. **Waste Management Responsibilities -** Where sharing of bins is proposed the SWMMP plan must outline who is responsible for the waste management requirements including cleaning of bins and waste storage area, moving bins to and from the collection point and

how contamination of waste types will be minimised (i.e. residual waste being placed in the recycle bin). These requirements and responsibilities must be outlined in the strata plan/body corporate by-laws where relevant.

7. **Compliance with National Construction Code of Australia -** Where relevant all structures must comply with the National Construction Code of Australia.

14. PRIVATE CONTRACTOR

Commercial and industrial developments may utilise a private contractor. These developments, where reasonable and practical, will be offered Councils non-DWM residual waste, recycling and organics service.

Where a Council Domestic waste service cannot be provided, or where Council have approved use of an alternate waste service, independent arrangements with a private waste contractor will be required.

Such developments may incorporate:

a) The provision of waste chutes in multi-storey buildings
b) The use of compaction equipment
c) A collection point inside a building/property and
d) Collection of commercial/industrial waste.

The alternative waste service must be designed to minimise environmental nuisances, including time of collection, noise and other impacts on the amenity of residents, neighbours and the public.

For technical information, advice and examples of waste and recycling system design concepts refer to the *NSW* Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019).*

15. WASTE CHUTES

Waste chutes are only suitable to transport waste, and not for the transport of recyclables.

Generally the drop results in the damage, or even destruction of the recyclable material, particularly glass. Cardboard and paper could easily become stuck in the chute and cause a fire hazard.

The chutes should be clearly labelled to discourage improper use. Alternative interim disposal facilities for recyclables should be provided at each point of access to the garbage chute system. The following outlines the requirements for waste chutes.

Waste Chute Design Requirements

1. Be constructed and installed in accordance with the *National Construction Code of Australia* and the *NSW Better Practice Guide for Resource Recovery in Residential Developments (EPA, 2019)* to prevent the following during use and operation of the system:
    - Transmission of vibration to the structure of the premises
    - Excessive odour

- Excessive noise to the occupants of the building
- Fire risks

2. Should be cylindrical in section to avoid waste being caught in the chute and have a minimum diameter of 500mm.
3. Must not open onto any habitable or public land.
4. Must be fitted with a shutter at the base of the chute for closing off the chute manually during bin exchange and automatically at other times.
5. Must be insect and vermin proof.
6. Chute hoppers should be installed on each habitable floor.

The National Construction Code of Australia has specific requirements relating to fire and sound transmission in relation to ducts penetrating between floors.

16. WASTE STORAGE ROOMS

Internal waste storage rooms and basements must be:

1. Designed to prevent potential problems that might arise from odour and noise nuisance and maintaining the cleanliness and hygiene of bins.
2. Ventilated and comply with AS 1668 – The use of mechanical ventilation and air conditioning in buildings.
3. Designed so that the walls, floors and ceiling of the waste storage room are constructed of impervious material with a smooth finish to allow for cleaning.
4. Provided with a hose cock immediately outside the room for cleaning bins and the room.
5. Such that the floor is constructed with a hardstand area and graded to fall to a drainage point/s and comply with Council's trade waste requirements.
6. Provided with adequate lighting.
7. Of a size to fit all required bins, in a layout that facilitates use and minimises contamination across waste streams. Including placing clearly labelled waste stream bins, side-by-side or in close proximity to each other.

17. ONGOING WASTE MANAGEMENT

Waste management systems in multi-unit developments may require ongoing management, especially those with communal waste storage areas. This could include employing a caretaker or building manager for:

- cleaning bins and keeping waste storage areas tidy
- managing the transfer of bins from the bin storage area to the collection point
- regular monitoring of recycling and organics bins and educating tenants on how to use these services
- maintaining and checking all waste management equipment, such as chutes, bins and other equipment
- ensuring security provisions are maintained, including monitoring whether there is any cross-contamination by commercial/industrial/residential tenants
- liaising with the council or the collection contractor on waste management issues.

18. REVIEW

This policy will be reviewed every four years.

19. APPENDICES

Appendix A - Site Waste Minimisation and Management Plan Templates

Waste Management Plan (All Developments)

Applicant Details	
Application No.	
Name	
Address	
Phone number(s)	
Email	
Project Details	
Address of development	
Existing buildings and other structures currently on the site	
Description of proposed development	
This development achieves the waste objectives set out in the DCP. The details on this form are the provisions and intentions for minimising waste relating to this project. All records demonstrating lawful disposal of waste will be retained and kept readily accessible for inspection by regulatory authorities such as Council, EPA or SafeWork NSW.	
Name	
Signature	
Date	
Name and telephone contact for principal person nominated for implementation of SWMMP (if different to above)	Name: Telephone Contact:

Waste Management Plan

A waste management plan must be prepared and be submitted with the development application for all multi-unit developments. The following details are to be considered and incorporated when developing a waste management plan:

Waste Management Issue	Details
Development Details	Location, description of development including buildings, dwellings and occupancy data
Waste Generation	Determine the scale of the development including number of dwellings. Estimate the volumes of waste likely to be generated
Waste Storage	Type, size and number of bins at each storage point Service location, design and size of storage areas If a "Standard Council Service" is contemplated, storage provision for 3 bin waste system or modified as appropriate
Waste Collection/Servicing	Location, design and size of servicing point/s Allocation of responsibility of waste management Details of the distance between the waste storage area and collection point Details specifying sufficient access, egress and clearance for waste collection vehicles.
Specialised Facilities & Equipment	Where specialised facilities and equipment, such as chutes, compactors, lifting equipment are proposed, provide description of design including (where applicable) confirmation of compliance with the BCA
Management	Description of waste system management responsibilities and operations for when the development is complete
Plans	Adequate plans and figures to support the report and demonstrate adequate waste management provisions.

Ongoing Operation Phase (Multi Unit, Commercial, Mixed Use and Industrial)

Address of development:

Show the total volume of waste expected to be generated by the development and the associated waste storage requirements.

	Recyclables		Compostables	Residual Waste	Other
	Paper/ Cardboard	Metals/ plastics/ glass			
Amount Generated (L per unit per day)					
Amount generated (L per development per week)					
Any reduction due to compacting equipment					
Frequency of collections (per week)					
Number and size of storage bins required					
Floor area required for storage bins (m)					
Floor area required for manoeuvrability (m^2)					
Height required for manoeuvrability (m)					

Describe how you intend to ensure ongoing management of waste on site (eg, infrastructure, lease conditions, caretaker/ on site manager).
1. The Company will prepare an environmental management system addressing office and retail waste and recycling. This will include expectations and achievable objectives for sorting and separating. Also, a regular waste audit. …..
2. An information package will be available to employees, which will be followed up every 12 months
3. The waste storage and recycling area will be suitably located and bins clearly labelled
4. A staff member (or cleaner) will be responsible for transferring materials to the area and keeping the area clean and tidy.

Appendix B - Collection Vehicle Turning Circles and Dimensions

The typical Australian Standards for turning circles for medium and heavy rigid class vehicles are as follows:

Vehicle class	Overall length (m)	Design width (m)	Design turning radius (m)	Swept circle (m)	Clearance (travel) height (m)
Medium rigid vehicle	8.80	2.5	10.0	21.6	4.5
Heavy rigid vehicle	12.5	2.5	12.5	27.8	4.5

The operating dimensions for Council's waste collection vehicles are detailed below:

Council collection vehicle type	Travelling Height (m)	Width (m)	Length (m)	Servicing height (m)	Total Tonnage (max)	Turning circle
Side load truck MGB (wheelie bins)	3.8	2.5	8.4	4.2	23	19.5m

Private waste contractors may use different types of collection vehicles such as rear, side or front loading. Vehicle dimensions vary by collection service, manufacturer, make and model.

It is not possible to provide definitive dimensions and turning circles for the different types of vehicle, so a swept path computer generated model will be required to show vehicle manoeuvring paths are suitable for waste collection vehicles.

For information about collection vehicle turning circles and dimensions, refer to Australian Standard 2890.2-2018 Parking facilities Part 2: Off-street commercial vehicle facilities, *NSW* Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019),* and the *NSW* Better Practice Guidelines for Waste Management and Recycling in Commercial and Industrial Facilities (2012).

Appendix C - Bin Types

The types of waste bins available through Council's waste collection service are detailed below (as of June 2023)

MGB (Wheelie bin) Capacity (L)	Length (mm)	Width (mm)	Height (mm)
140L (all three waste streams)	615	535	915
240L (all 3 bin types)	730	585	1060
360L (recycling only)	848	680	1100

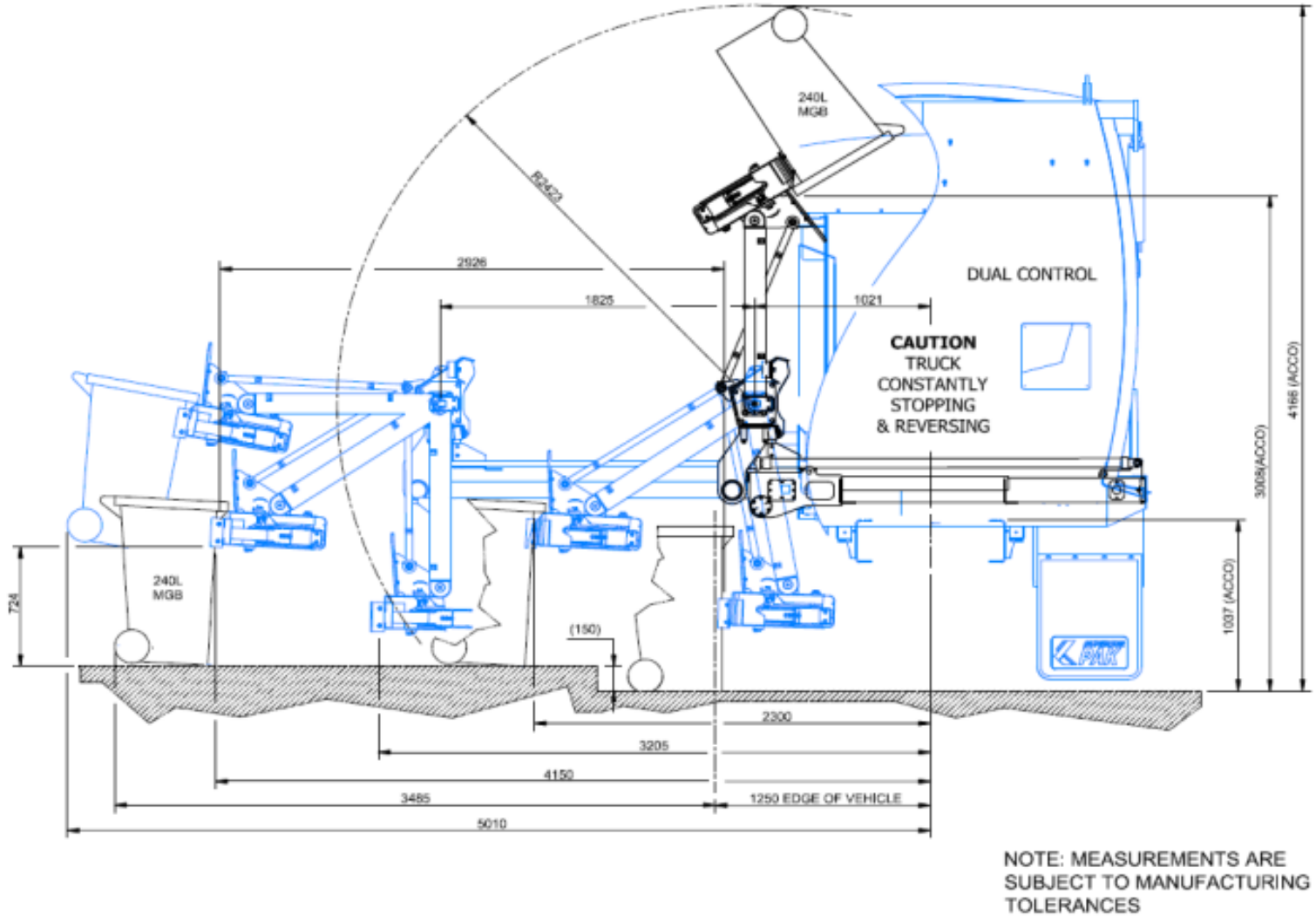
Bulk bins and MGB are available from private contractors in varying sizes.

Council supplies a 7-litre kitchen caddy for storing food organics with each new organic service. Additional or replacement kitchen caddies can be purchased from the Ballina Resource Recovery Centre and Council Customer Service Centre.

It is not possible to provide definitive dimensions for the different types of bulk bins available, so designers and developers should consult private contractors to obtain this information.

For information about typical MGB and bulk bin dimensions, refer to The *NSW* Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019),* and the *NSW* Better Practice Guidelines for Waste Management and Recycling in Commercial and Industrial Facilities (2012).

Photo 1: Typical HRV Side loading truck operating dimensions



Appendix D - Waste/Recycling/Organics Generation Rates

The figures published by the NSW EPA in the following table can be used in determining the required residual waste, recyclables and organic waste generation rates and the preparation of a SWMMP, unless more current or exact figures are known.

Source, the *NSW* Better Practice Guide for Resource Recovery in Residential Developments *(EPA, 2019).*

Table D1: Estimated domestic waste and recycling generation rates per week

Apartment size	Waste	Recycling	Organics
1 bedroom or studio	80L	80L	25L*
2 bedroom apartment	100L	100L	25L
3 bedroom apartment or greater	140L	140L	50L

* this assumes a 7L kitchen caddy for food preparation and food scraps is emptied 3.5 times per week. In addition to food waste there may also be organics waste generated from the maintenance of communal gardens and pot plants.

Table D2: Calculating commercial and industrial waste and recycling generation rates

Premises type	Generation Rates (litres per unit per day)		Comments
	Waste	Paper, cardboard, commingled materials	
Accommodation: non-hotel/motel	10	5	Based on the number of guest rooms with other types of facilities calculated separately. Note: function rooms are based on potential bookings and restaurant data.
Aged care	5	1	Per resident. Kitchen to be calculated as per restaurant. Need to determine if other services are offered.

			Note that other waste such as clinical waste will be generated.
Cafes	100	120	Based on per 100 m2 floor space.
Carparks (commercial)	1	1	Based on per 100 m2 floor space.
Childcare	20	5	Per child
Cultural and recreational services: (museums, theatres, cinemas)	5	10	Based on per 100 m2 floor space for patrons (seating areas for theatre/cinema). Calculate cafes separately. Calculate office areas separately.
Dry cleaning	15	5	Per premises (80 m2)
Food retail: bakeries	240	120	Per premises (80 m2)
Food retail: butchers	250	50	Per premises (80 m2). If organics recycling implemented, then 150L may be transferred from waste.
Food retail: seafood	250	50	Per premises (80 m2) If organics recycling implemented, then 150L may be transferred from waste.
Food retail: greengrocers	540	60	Per premises (80 m2) A higher rate needs to be considered for larger premises (based on a pro-rata increase for the 80 m2) premises. If organics recycling implemented, then 300L may be transferred from waste.
Food retail: other	120	80	Per premises (80 m2)

Food retail: takeaway (with sit-down area)	500	240	Per premises (80 m2) – day operation only Note consideration must be given to the number of hours or operation.
Food retail: takeaway (food preparation only)	120	60	Per premises (80 m2)
Gymnasiums	20	15	Based on per 100 m2 floor space
Hair and beauty	50	40	Per premises (80 m2)
Hotels/pubs (without meals provided at the bar)	50	50	Based on per 100 m2 floor space. Calculate restaurants separately (including meals served at bar) as well as accommodation (use motel rate).
Licensed clubs (with gaming)	50	50	Based on per 100 m2 floor space. Calculate restaurants separately (including meals served at bar) as well as accommodation (use motel rate).
Medical	20	10	Per number of doctors' consulting rooms. Need to determine if other services are offered. Note that other waste such as clinical waste will be generated.
Motels	10	5	Based on the number of guest rooms with other types of facilities calculated separately.
Offices	10	5	Based on per 100 m2 floor space that is used for staff activities (e.g. exclude lobby areas).
Optical	15	25	Per premises (80 m2)
Restaurants	400	280	Based on per 100 m2 floor space
Retail: chemists	20	45	Per premises