

CONTENTS

1	OBJECTIVES.....	2
2	SCOPE.....	2
3	POLICY STATEMENT.....	2
4	DOMESTIC WASTE MANAGEMENT SERVICES	2
5	COMMERCIAL WASTE MANAGEMENT SERVICE.....	7
6	ALTERNATE WASTE VOUCHERS.....	8
7	CESSNOCK WASTE MANAGEMENT CENTRE	8
8	CHARITY CLOTHING BINS.....	9
9	WASTE FROM OUT OF THE CESSNOCK LGA.....	9
10	ROLES AND RESPONSIBILITIES	9
11	POLICY DEFINITIONS AND ABBREVIATIONS.....	10
12	POLICY AUTHORISATIONS.....	10
13	POLICY ADMINISTRATION.....	10
14	POLICY HISTORY.....	11

ACKNOWLEDGEMENT

Council acknowledges that within its local government area boundaries are the traditional lands of the Wonnarua people, the Awabakal people and the Darkinjung people. We acknowledge these Aboriginal peoples as the traditional custodians of the land on which our offices and operations are located, and pay our respects to Elders past and present. We also acknowledge all other Aboriginal and Torres Strait Islander people who now live within the Cessnock Local Government Area.

COUNCIL VALUES

Integrity, Respect, Teamwork, Accountability, and Excellence.

DISCLAIMER

The information contained in this publication is based on knowledge and understanding at the time of the adoption date and may not be accurate, current or complete at the time of viewing. While every effort has been made to ensure the accuracy of the information in this publication, Cessnock City Council expressly disclaims any liability to any person in respect of anything done or not done as a result of the contents of this publication or the data provided therein. Readers should make their own inquiries and rely on their own advice when making decisions related to material contained in this publication.

NOTICE

© Cessnock City Council. This work is copyright. It may be reproduced in whole or in part for study or training purposes subject to the inclusion of an acknowledgement of the source. It may not be reproduced for commercial usage or sale. Reproduction for purposes other than those indicated above requires written permission from Cessnock City Council.

1 OBJECTIVES

- 1.1. Clearly identify waste management services provided by Council to the community.
- 1.2. Details the types of waste management charges, how they are applied, and specify any relevant exemptions.
- 1.3. Provide direction on the acceptance of waste from outside of the LGA.

2 SCOPE

- 2.1 This policy applies to waste management services provided by Cessnock City Council (Council).

3 POLICY STATEMENT

- 3.1. This policy sets out Council's position for waste management and resource recovery in the Cessnock Local Government Area (LGA).
- 3.2. The purpose of the policy is to provide guidance on waste management services, to enable delivery in an efficient manner which promotes environmental and financial sustainability.
- 3.3. Council will deliver waste services that:
 - 3.3.1 Encourage resource recovery and recycling.
 - 3.3.2 Reduce waste to landfill.
 - 3.3.3 Consider social, environmental and financial impacts on the community.
 - 3.3.4 Meet the needs of the community.
 - 3.3.5 Have fees and charges in accordance with the Local Government Act 1993(NSW) (Act) while being open and transparent to all members of the community.

4 DOMESTIC WASTE MANAGEMENT SERVICES

4.1. Application of Charges

- 4.1.1 The Domestic Waste Management Charge (DWMC) is applied in accordance with Council's Fees and Charges, Council's Revenue policy and section 496 of the Act.
- 4.1.2 Each property rated as Residential or Farmland, or any sub-category, with an approved residence within the Waste Collection Service Area will be charged the DWMC.
- 4.1.3 New waste management services will be charged from the date Council processes the application for the service. If evidence suggests the service was in use prior to the application, the DWMC will be charged from the date use of the service commenced. Council will only charge for the current financial year in which it becomes aware.
- 4.1.4 There is no opt-out of the DWMC, unless Council cannot deliver the waste management service at the property boundary. These properties will be subject to the Domestic Waste Availability Charge (DWAC).
- 4.1.5 The DWAC is applied to vacant Residential and Farmland within the Waste Collection Service Area.

4.2 Waste Collection Service Area

4.2.1 The Domestic Waste Management Service (DWMS) is provided to most residential properties, and some eligible non-residential properties, in the Cessnock LGA. The waste collection service is available if the waste collection vehicle travels past the driveway or private road on which the property is located and Council can safely service the property.

4.2.2 The Waste Collection Service Area is determined by:

- i. Capacity in the current collection zone and fleet;
- ii. Accessibility of the road for the waste collection vehicle;
- iii. Road condition and capacity to accommodate the collection vehicle both during collection and any associated turning manoeuvres;
- iv. Road safety for all road users (collection crew and residents);
- v. Efficiency of any extension (time, cost, distance, number of services); and
- vi. Financial considerations (cost versus return).

4.2.3 The extension of the Waste Collection Service Area will be reviewed on request from a resident. Extensions will only occur if deemed feasible according to the conditions at clause 4.2.2.

4.2.4 Residents outside of the Waste Collection Service Area may be eligible to receive a Remote Waste Service or purchase Alternate Waste Vouchers as outlined in clauses 4.5 and 6.

4.3 Service Days

4.3.1 The kerbside collection service will take place as normal on all public holidays, with the exception of the general waste collection on Christmas Day, Good Friday and Union Picnic Day. Waste collection for these days will take place a day later or as otherwise arranged.

4.3.2 Changes to waste collection days will be advertised.

4.3.3 Changes may be made to service times on Anzac Day so as not to disrupt any ceremonies and recognise the solemnity of the day.

4.4 Service Inclusions

4.4.1 The current service includes kerbside collection of:

- i. mixed general waste on a weekly basis (red lid bin),
- ii. commingled recyclables on a fortnightly basis (yellow lid bin), and
- iii. food organics garden organics (FOGO) on a weekly basis (lime green lid bin).

4.4.2 An alternate Domestic Waste Management Service may be available for residents to opt-in. This alternate service will include fortnightly general waste collection, or 26 collections per year, and will be provided at a discounted fee in accordance with Council's adopted Fees and Charges. Households found to be contaminating the recycling and/or organics service will not be eligible for this alternate service and transferred back to the full rate service. Landlords will require agreement of tenants before this alternate service will be approved.

4.4.3 240L mobile garbage bins are provided to residents for waste collection, with the option to upsize to a 360L bin for recyclables. Arrangements can be made where a smaller number of bins are provided to Multi-Unit Dwellings (MUDs).

4.4.4 Bins for the kerbside collection service are provided and owned by Council or its' contractors. These bins must remain at the relevant property and in the event of damage or theft will be repaired or replaced by Council or its' contractors.

4.4.5 Collection will only occur when waste materials are presented in bins supplied by Council or its contractors.

4.4.6 Elderly residents or those with a disability may be approved to receive an assisted bin collection (Blue Disc) service following application. Application includes documented support from their physician or doctor.

4.4.7 Council and its contractors will return to collect bins that have been missed or half-emptied, however will not return to collect bins:

- i. that were not placed on the kerb prior to 5am,
- ii. where collection was obstructed by trees, power lines or vehicles,

or

- iii. when bins were not collected due to being over-full or heavier than 65kg.

The In Vehicle Management System (IVMS) in the collection truck will be used to determine if a bin was presented at the time the truck passed the property, was obstructed or over weight.

4.4.8 Properties found to be contaminating their recycling and/or organics bins will receive education and advice regarding correct use of the service. Continued contamination may result in their recycling and/or organics bin being removed.

4.4.9 The service also includes the provision of waste vouchers for use by households at the Cessnock Waste Management Centre. These vouchers include strict conditions for use to prevent misuse, including:

- i. Waste vouchers are issued each financial year and expire on 30 June.
- ii. Each voucher has a unique barcode with the property address and can only be used by, or on behalf of, residents that live at the address to which the voucher is issued. Owners of a property that do not live at the property may request use of a waste voucher for the property if it is vacant. To receive authorisation, they must contact Council and provide written evidence that the property is vacant. If Council agrees, an authorisation letter may be issued for use at the CWMC within one month of issue.
- iii. Proof of address (e.g., driver's license or utilities bill) matching that on the voucher is required in order to use the voucher. Council rate notices can be used as proof of residency if the property address and postal address match.
- iv. Waste disposed in excess to the value of the voucher will be charged for in accordance with Council's Fees and Charges.
- v. Vouchers cannot be used for disposing of tyres or special waste, such as asbestos.

- vi. Vouchers can only be used for domestic household waste and will not be accepted for commercial waste. There is a limit of one mattress on each recycling voucher, and disposal of these items is included in the weight limit of the voucher.
- vii. Waste materials must not be transported by a commercial enterprise, including businesses appointed by real estate agents or landlords, except in accordance with clause 4.4.9 viii.
- viii. Eligible businesses may be approved to bring waste materials on behalf of residents upon submitting the relevant application.
- ix. Vouchers will be deemed invalid if the holder does not follow directions from site staff including appropriately disposing of recyclables and mixed waste.
- x. Valid vouchers must be presented at the time of disposal and refunds will not be provided for residents that do not present a valid voucher at the time of disposal.
- xi. Vouchers are for a single use only and are not transferable, refundable or redeemable for cash.
- xii. Council will take into consideration the impact of any interruption to operations and/or services beyond Council control such as pandemic, state or federal legislation.
- xiii. Additional vouchers will not be issued under any circumstance. Requests from residents or organisations for assistance will be assessed as a request to waive fees and must be managed in accordance with clause 7.6.
- xiv. Properties who pay the DWAC are not eligible to receive vouchers.
- xv. Commercial Waste Services are not entitled to receive waste vouchers.

4.4.10 As part of the food organics garden organics (FOGO) service all new domestic services will be issued with kitchen caddies at the time of bin delivery. A replacement caddy may be issued on request at a fee in accordance with Council's adopted Fees and Charges.

4.4.11 Compostable liners will be provided to each domestic premises within the Waste Collection Service Area for use in the FOGO service. Ongoing supply of liners will be provided to domestic premises. Residents being supplied with in excess of 2 rolls (150 liners per roll) per year may be charged a fee in accordance with Council's Fees and Charges. This fee will only be applied if total supply of liners is found to be excessive.

4.5 Remote Waste Services

4.5.1 Residents that live outside of the Waste Collection Service Area can request a Remote Waste Service. This service includes all the provisions of a Domestic Waste Management Service with the bins collected from the nearest Remote Service Point to the residence on the collection route.

4.5.2 Residents with Remote Waste Services must retrieve bins from the collection location between collections. If bins are not removed, liability for any damage caused by bins will be the responsibility of the resident. Failure to comply may result in the service being cancelled.

4.6 Multiple Waste Services

4.6.1 Multiple Waste Services are those provided to MUDs, including any property that contains multiple residences such as units, villas, apartments, townhouses, dual occupancies and residences with granny flats.

4.6.2 Where these properties have strata title, each individual residence will be charged the DWMC via their rates notice. An agreement may be made to reduce the number of bins provided, however the full DWMC will be applied.

4.6.3 For MUDs with a single owner, including dual occupancies, and residences with granny flats, the DWMC will apply for each individual residence within the property.

4.6.4 Upon request made in writing, a subsidy may be applied to the DWMC for MUDs where Council is not able to service the standard number of bins for the property.

4.6.5 If Council is unable to suitably service the property, the DWMC will not apply. These properties will be subject to the DWAC.

4.7 Additional Waste Services

4.7.1 Property owners or managing agents may request additional waste services, including an additional full service, or additional, waste, recycling and/or organics service for an additional charge that appears annually on the rates for the property.

4.7.2 Charges will apply from the date Council process the application for additional services.

4.7.3 Additional waste services will only be provided if Council has the ability to provide the requested service.

4.7.4 Properties with ratings that are categorised as Business with a Residential component or known to be undertaking business on the premises are eligible for one DWMS. Additional services will be classified as Commercial Waste Services.

4.8 Cancellation of Waste Charges

4.8.1 DWMSs cannot be cancelled, in accordance with section 496 of the Act, including Multiple Waste Services.

4.8.2 Additional Waste Services and Remote Waste Services can be cancelled on request, subject to a cancellation fee and bins being retrieved by Council and its contractors.

4.8.3 Premises with residences that have been demolished, have been issued a demolition order or are deemed uninhabitable by Council will, on request, have the DWMC converted to the DWAC, from the date of request.

4.9 Exemption of Waste Charges

4.9.1 An exemption may be granted to residents who generate unavoidable medical waste, requiring additional garbage or recycling capacity. The supply of an additional general waste bin, additional recycling bin and/or 360 L recycling bin, without an additional charge to be imposed and will be considered on a case-by-case basis, where the applicant can demonstrate a legitimate need. Requests for exemption for medical reasons will be required each financial year.

4.10 Requests for Refunds – Non-delivery of Additional Services

4.10.1 Where a customer indicates that Council has not provided an additional service as charged on their rates notice, Council will review the claim and determine an appropriate refund for services not delivered. The following will be considered in the review and determination of a suitable recompense:

- i. Record of bins collected from premises;
- ii. Record of bins supplied or bins currently on property;

- iii. Return of current voucher or portion removed from DWMC refund.

4.10.2 Where claims of overpayment or non-delivery of service are substantiated, the current plus one previous financial year only rates will be reimbursed by a credit or refund on the properties' rates.

5 COMMERCIAL WASTE MANAGEMENT SERVICE

5.1 Waste Collection Service Area

5.1.1 Upon request by the commercial property owner or managing agent, businesses within the Waste Collection Service Area can request provision of a Commercial Waste Service by Council.

5.1.2 Council will not extend the waste service area at the request of commercial premises.

5.2 Service Days

5.2.1 Collection of Commercial Waste Services occurs as part of the weekly DWMS and will occur on the same days.

5.3 Service Inclusions

5.3.1 The service includes kerbside collection of:

- i. mixed general waste on a weekly basis,
- ii. commingled recyclables on a fortnightly basis if requested, and
- iii. food organics garden organics (FOGO) collection is provided weekly when requested and deemed necessary for the property (i.e. the property includes gardens or grassed areas).

5.3.2 Generally, 240L mobile garbage bins are provided to businesses for waste collection, with the option to upsize to a 360L bin for recyclables.

5.3.3 Bins for the kerbside collection service are provided and owned by Council or its' contractors. These bins must remain at the relevant property and in the event of damage or theft will be repaired or replaced by Council or its' contractors.

5.3.4 Waste vouchers are not included in the Commercial Waste Service.

5.4 Application of charges

5.4.1 Charges are applied in accordance with Council's Fees and Charges, and the Revenue policy.

5.4.2 Properties with ratings that are categorised as Business with a Residential component are eligible for one DWMS. Additional services to such businesses will be classified as Commercial Waste Services and charged accordingly.

5.4.3 In respect of non-rateable properties such as halls, churches and similar facilities, Council applies commercial waste collection charges on services requested.

5.5 Cancellation of charges

5.5.1 Commercial Waste Services can be cancelled on request, subject to a cancellation fee and bins being retrieved by Council and its contractors.

5.6 Requests for Refunds – Non-delivery of Commercial Services

5.6.1 Where a customer indicates that the Council has not provided a commercial service as charged on their rates notice, Council will review the claim and determine an appropriate refund for services not delivered. The following will be considered in the review and determination of suitable recompense:

- i. Record of request for supply or removal;
- ii. Record of bins collected from premises;
- iii. Record of bins supplied or bins currently on property.

5.6.2 Where claims of overpayment or non-delivery of service are substantiated, the current year plus one previous financial year only rates will be reimbursed by a credit or refund on the properties rates.

6 ALTERNATE WASTE VOUCHERS

6.1 Residential properties outside the Waste Collection Service Area are eligible to purchase alternate waste vouchers for use at the Cessnock Waste Management Centre. These vouchers include strict conditions for use, including:

- 6.1.1 The vouchers are for residential waste only and cannot be purchased by commercial premises or used for commercially generated waste.
- 6.1.2 Vouchers are charged in accordance with Council's Fees and Charges and are non-refundable.
- 6.1.3 Vouchers can be purchased to dispose of up to 20kg of mixed waste or up to 20 kg of commingled recyclables.
- 6.1.4 A maximum of 110 mixed waste and 110 recyclable vouchers can be purchased per eligible household each financial year.

7 CESSNOCK WASTE MANAGEMENT CENTRE

7.1 The Cessnock Waste Management Centre is operated in a manner to encourage source separation of recyclable materials to minimise waste to landfill.

7.2 The Centre operates in accordance with the NSW Environmental Protection Licence (EPL) 6121.

7.3 Cessnock Waste Management Centre operates seven days per week with the exception of Christmas Day, Good Friday and Union Picnic Day.

7.4 Changes to operating hours, including operation on public holidays will be advertised prior to any change.

7.5 Fees and charges at the Centre are charged in accordance with Council's adopted Fees and Charges.

7.6 Exemptions to fees can be requested in accordance with Council's Community Sponsorship and Fee Waiving Policy, Council's Hardship Policy or Council's Financial Assistance for the Disposal of Waste Policy.

7.7 Commercial customers can apply for an account billed monthly for waste disposed at the Centre. Application for such an account is subject to appropriate financial checks. If accounts are more than 3 months in arrears the account will be cancelled and recovery action initiated.

8 CHARITY CLOTHING BINS

8.1 That charity clothing bins are not placed on Council owned land that is managed by Council.

8.2 That approval for the placement of charity clothing bins may be given on Council owned land that is managed by a third party under licence or lease, on the provision that the clothing bins are managed by and align with the services of the third party.

9 WASTE FROM OUT OF THE CESSNOCK LGA

9.1 Council will not accept waste at its waste facility from the Sydney metropolitan area.

9.2 Council will consider environmental, financial and social impacts prior to accepting waste at its facility from outside of the Cessnock LGA.

10 ROLES AND RESPONSIBILITIES

Compliance, monitoring and review

10.1 Environment and Waste Manager

10.1.1 Is responsible for all operational aspect of this policy.

10.1.2 Is responsible for monitoring and reviewing this policy.

Records Management

10.2 Staff must maintain all records relevant to administering this policy in accordance with Council's Records Management Policy.

11 POLICY DEFINITIONS AND ABBREVIATIONS

Act	Local Government Act 1993 (NSW)
Council	Cessnock City Council
Council Official	includes Councillors, members of staff (permanent, casual or temporary), Council advisors, administrators, Council committee members, volunteers and delegates of Council.
DWMC	Domestic Waste Management Charge The charge under Section 496 of the Local Government Act 1993 (NSW) applied to domestic premises
Farmland	A rating category under Section 514 of the Local Government Act 1993 (NSW)
Residential	A rating category under Section 514 of the Local Government Act 1993 (NSW)
DWAC	Domestic Waste Availability Charge. The charge under Section 496 of the Local Government Act 1993 (NSW) applied to vacant land
Waste Collection Service Area	The area within the Cessnock Local Government Area where kerbside collection of waste is undertaken.
DWMS	Domestic Waste Management Services Waste services provided to residential premises within the Waste Collection Service Area
FOGO	Food Organics and Garden Organics service
Remote Waste Service	Services provided to residents outside the Waste Collection Service Area
Alternate Waste Vouchers	Vouchers available to residents outside the Waste Collection Service Area
MUDs	Multi-Unit Dwellings A dwelling with multiple housing units contained within one building or multiple buildings within a complex
Multiple Waste Services	Services provided to MUDs
Commercial Waste Service	Optional waste services provided to businesses in the local government area by Council
Additional Waste Services	Optional services provided on request
Business	A rating category under Section 514 of the Local Government Act 1993 (NSW)

12 POLICY AUTHORISATIONS

No.	Authorised Function	Authorised Business Unit / Role(s)
	All operational aspects of this policy.	Environment and Waste Manager

13 POLICY ADMINISTRATION

Directorate	Works and Infrastructure		
Responsible Officer	Environment and Waste Manager		
Associated Procedure	NA	Policy Review Date	November 2028
Is this policy part of Council's Ethical Behaviour Framework?	Yes No	Is this a local policy pursuant to Part 3, Chapter 7 of the Local Government Act 1993 (NSW)?	Yes – is automatically revoked at the expiration of 12 months after the declaration of the poll for that election.
Document Reference Number	DOC2025/187383		
<p>This policy supports Council's compliance with the following legislation:</p> <ul style="list-style-type: none"> -- Sections 356, 496, 501 & 502, Local Government Act 1993 (NSW) -- Protection of the Environment Operations Act 1997 -- Protection of the Environment Operations (Waste) Regulation 2014 <p>This policy contributes to the achievement of the following desired outcome or objectives as per Council's Delivery Program:</p> <p>A sustainable and healthy environment</p> <ul style="list-style-type: none"> – Objective 3.3 Better waste management and recycling 			
Related Documents (include reference document numbers)	<ul style="list-style-type: none"> ▪ Records Management Policy (DOC2019/038769) ▪ Complaints Handling policy (DOC2018/048382) ▪ Privacy Management Plan (DOC2014/005148) ▪ Revenue Policy ▪ Financial Hardship Policy ▪ Financial Assistance for the Disposal of Waste Policy (Charitable and Not for Profit Organisations) ▪ Community Sponsorship and Fee Waiving Policy ▪ Waste and Resource Recovery Strategy 2026-2031 		

14 POLICY HISTORY

Revision	Date Approved / Authority	Description Of Changes
1	21/07/2021	New policy adopted
2	15/06/2022 – WI39/2022	Amend clause 4.4.7viii
3	19/11/2025 – WI12/2025	Amend for 2026-31 Waste & Resource Recovery Strategy changes