

Waste Services

INFORMATION

Requirements for Residential Bin Servicing

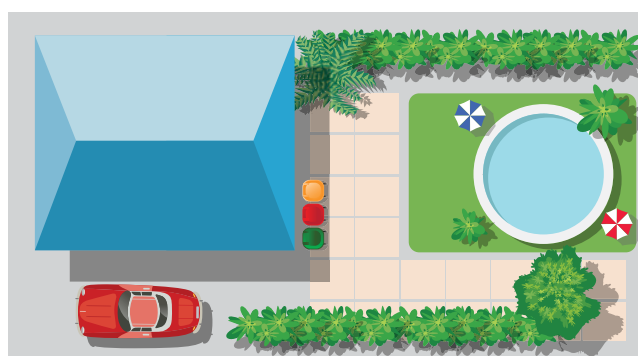
Council has recently adopted a new Local Law to protect the public health, safety and amenity related to waste management.

Local Law No. 7 (Waste Management) 2018 includes provisions to regulate storage, servicing and removal of waste.

General requirements of the Local Law include:

- The occupier must store waste in a standard waste container, keep containers clean and in good repair and keep containers securely covered except when being serviced or cleaned
- A person must **not** place any of the following in a waste container:
 - ⊗ a liquid, semi-liquid or moist substance, unless the substance is securely wrapped or contained to prevent the substance leaking
 - ⊗ material that is smouldering or aflame
 - ⊗ matter or a thing that is alive
- The occupier of serviced premises must ensure that waste containers are kept at ground level **close to the rear alignment*** of a building at the premises.
- The occupier of the serviced premises may place a waste container outside the premises **within 1 metre**** of the kerb for the collection 24 hours prior to the scheduled service day and retrieved no later than 24 hours after the scheduled service has been completed.

A copy of *Local Law No. 7 (Waste Management) 2018* is available on Council's website at www.frasercoast.qld.gov.au/local-laws



* Example of waste containers kept close to rear alignment of premises



** Example of waste container position kerbside on collection day

As general waste bins are repaired or replaced, the lids will be transitioning from Green to Red to align with industry standards.

Please read carefully and retain for your records conditions for the use of waste containers

1. A new service or change in current service can only be authorised by the signature of the Property Owner (who's name appears on the rates assessment at the time of application unless application is accompanied by the proof of purchase of the property), the Agent acting on behalf of the Property Owner (i.e Real Estate Agent or Body Corporate) or a Business Proprietor operating a business from the premises.
2. Any service may be increased or changed by an Authorised Officer of the Fraser Coast Regional Council as they see necessary for the amount of waste being produced from any property.
3. All perishable and dusty waste is to be wrapped. Any containers of liquids should be sealed before placing in the bin. All waste containers are to be filled **ONLY** to the water line (top of bin) with the lid flush with the top of the bin and kept closed. The bin must be accessible by the waste collection truck with no extra rubbish in front of the bin. Extra rubbish will not be collected and it is not the responsibility of the contractor to move obstacles or find someone to move them.
4. The 240 litre waste bin should be placed adjacent to the kerb or **within 1 metre** of the edge of the road, on the night before collection or not later than 6.00 am on collection day. The bin should be facing the correct way, i.e. wheels closest to the house. Lid should be closed flush with the top of the bin and no extra rubbish left next to the bin (extra rubbish will not be collected).
5. If the recycling labels/stickers on your bin are difficult to read contact Council and a replacement will be sent to you.
6. If the waste container is not able to be serviced by the waste contractor through being overfull or inaccessible an additional extra service fee may be applicable for the vehicle to return and empty the bin.
7. Waste containers remain the property of Council and must not be removed from the premises. The rate levied provides for the servicing of the container only. The customer is responsible for ensuring that the risk of theft or damage to the container is minimised.
8. All containers are to be maintained in a clean condition by the owner/occupiers of the property. The containers are not to be defaced in an untidy or obscene fashion.

Customers can request a one-off extra service.

This request is to be received by Council giving a minimum of 24 hrs notice. The charge for this one-off extra service may be included in the next rate notice to be issued.

Fees applicable for this service for the financial year 2025/2026 are detailed below.*

REFUSE SERVICE RATEABLE CHARGES 2025/2026	RATED CHARGE PER ANNUM	ONE-OFF SERVICE
240 ltr waste bin	\$230.40	\$7.95
1 cubic metre waste bin	\$1308.00	\$30.50
1.5 cubic metre waste bin	\$1992.60	\$45.65
2 cubic metre waste bin	\$2681.70	\$60.95
3 cubic metre waste bin	\$4056.60	\$91.25
4.5 cubic metre waste bin	\$6115.50	\$137.05
240 ltr recycle bin (fortnightly service)	\$121.50	\$3.40
1 cubic metre recycle bin (fortnightly service)	\$675.00	\$15.30
1.5 cubic metre recycle bin (fortnightly service)	\$1024.20	\$22.90
2 cubic metre recycle bin (fortnightly service)	\$1364.40	\$30.55
3 cubic metre recycle bin (fortnightly service)	\$2053.50	\$45.60
4.5 cubic metre recycle bin (fortnightly service)	\$3091.80	\$68.40

*effective 1 July 2025