

	COUNCIL POLICY	
	Waste Management Fee Concession Council Policy	
	Policy Number	CP076
	Directorate	Water & Waste Services
	Owner	Waste Services
	Last Approved	29/01/2025
	Review Due	29/01/2027

1. PURPOSE

The purpose of this policy is to:

1. Provide a consistent and transparent framework for the administration of waste disposal and mulch concessions at Fraser Coast Regional Council (Council) waste and recycling facilities and;
2. Encourage sustainable waste management practices, consistent with the resource recovery objectives defined in Council’s Waste Management and Resource Recovery Strategy, in preference to disposal of waste to landfill.

2. SCOPE

This policy applies to:

- Persons and not-for-profit organisations disposing of waste at a Council waste and recycling facility.
- Persons and not-for-profit organisations requesting a concession on Council mulch.
- Council employees and contractors operating Council’s waste and recycling facilities.

3. HEAD OF POWER

Local Government Act 2009

Waste Reduction and Recycling Act 2011

Environmental Protection Act 1994

4. DEFINITIONS

To assist in the interpretation of this Policy the following definitions apply:

“Charity bin waste” means items disposed of at a charity bin by members of the public which are not usable by the charitable organisation for resale because of the item’s condition, nature, or appearance. It does not include waste generated through its domestic or commercial operations.

“Charitable organisation” means a not-for-profit organisation that:

- is registered as a charity under the Collections Act 1996; and

- has deductible gift recipient status under Australian law, and
- operates a recycling and re-use program, such as a charity bin service within the Fraser Coast Regional Council region.

“Chief Executive Officer” means the Chief Executive Officer of Fraser Coast Regional Council.

“Commercial activities” means activities related to conducting a business or fulfilling body corporate functions where services are provided for fee or reward including but not limited to the following examples:

- manufacturing and industrial processes;
- mining;
- wholesale or retail trading;
- sorting, resource recovery, reprocessing and recycling operations;
- activities carried out at a domestic premises under a commercial arrangement;
- accommodation services;
- hospitality services, including catering;
- primary industries, including agricultural, forestry and fishing;
- veterinary science;
- health services, including operating a nursing home;
- construction, demolition, renovation and excavation.

“Commercial arrangement” means any arrangement where a person has been paid, by fee or reward, to undertake a job that includes the production, transport and disposal of waste to a Council waste and recycling facility.

“Commercial vehicle” means any vehicle utilised for undertaking commercial activities. **“Council”** means Fraser Coast Regional Council (FCRC).

“Domestic waste” means waste that is generated as a result of the ordinary day-to-day use of a domestic premises and is transported from the premises by, or on behalf of, the person who generated the waste. For the purpose of this policy domestic waste is not waste from domestic premises either produced or transported under a commercial arrangement. **“Employees”** means all full time, part-time, casual or fixed term employees of FCRC including any contractor, consultant or volunteer engaged or undertaking works on behalf of FCRC.

“FCW” means Fraser Coast Waste

“General clean-up waste” for the purpose of this policy, general clean up waste applies only to Fee Concessions For Not-For-Profit Organisations. Means items of waste accumulated as part of a clean-up of a premise and, for the avoidance of doubt, excludes:

- waste generated as a result of any commercial activities;
- putrescible (decaying) matter;
- liquids and hazardous waste;
- regulated waste;
- construction and demolition waste; and
- tyres.

“Non-commercial vehicles” means passenger vehicles/cars, station sedans and vans, utilities or attached trailers not utilised for undertaking commercial activities, or other vehicles at the discretion of the site operator.

“Not-for-profit organisation” means an entity not operating for the profit or gain of its individual members and for the purposes of this policy includes:

- charitable organisations or charities registered under the Collections Act 1966;

- b) religious organisations;
- c) schools: or
- d) community organisations, e.g. sporting clubs, environmental group or community health service group.

“Resident” means an individual that resides, or owns a domestic premise in, the Fraser Coast Regional Council local government area.

“Satisfactory evidence” means information that provides confirmation, to the satisfaction of the investigating Council officer or Site Operator, that the disposer is a resident and is disposing of domestic waste from a Fraser Coast property. Satisfactory evidence may include, but is not limited to, a combination of items listed:

- a) Photo identification card matching the disposer, with a Fraser Coast address, e.g. Queensland driver licence;
- b) Current rates notice with matching name and Fraser Coast address;
- c) Current rent receipt with matching name and Fraser Coast address;
- d) Utility bill with matching name and Fraser Coast address; or
- e) Car registration notice with matching name and Fraser Coast address;

“Site Operator” means the person responsible for the day-to-day operation of a Council waste and recycling facility.

“Voucher” means a redeemable transaction type which is worth a certain monetary value and may be spent only for specific reasons or on specific goods.

5. POLICY STATEMENT

Council’s Waste Service unit, Fraser Coast Waste (FCW), is a full cost pricing business unit of the Fraser Coast Regional Council that provides waste management and resource recovery services.

As defined in the objective of this policy, Council is committed to ensuring that FCW apply a fair and transparent framework for the provision of waste fee concessions to the Fraser Coast community in a manner that:

- Encourages sustainable waste management practices, consistent with the resource recovery objectives defined in Council’s Waste Strategy, in preference to disposal of waste to landfill.
- Is consistent with the provisions of the *Environmental Protection Act 1994* and *Waste Reduction and Recycling Act 2011*.

The eligibility criteria and procedures for the application of the waste fee concessions are defined in the attachments to this policy.

5.1. FEE CONCESSION FOR NOT-FOR-PROFIT ORGANISATIONS

Not-for-profit organisation waste disposal fee concession

Not-for-profit organisations and their members dedicate their time and effort to serve the Fraser Coast Community. To help promote the achievement of Council’s strategic objective of fostering community spirit and belonging through the support of a diverse range of experiences that promote community inclusiveness, participation and enjoyment, Council provide not-for-profit organisations with access to waste disposal concessions consistent with this policy.

Concessions are available to not-for-profit or charitable organisations for general clean up waste, illegally dumped or unusable items disposed of in charity bins, or the disposal of dead animals by local wildlife care organisations.

Subject to the following conditions Council will issue a waste disposal concession voucher, to be redeemed at an eligible waste and recycling facility:

1. The applicant has applied to Council in writing (email accepted) and with the required supporting information including:
 - a) Name of the applicant
 - b) Organisation details
 - c) Organisation contact
 - d) Location of materials / service required
 - e) Purpose of the request
 - f) Quantity requested
 - g) Copy of State Government levy exemption confirmation (if applicable)
2. The waste has originated from premises within the Fraser Coast region;
3. Waste is sorted prior to arrival so that recyclable materials are separated to enable resource recovery. Charges may apply, at the discretion of the site operator, if waste is not sorted;
4. Upon arrival, waste must be assessed at the front end resource recovery point prior to disposal;
5. Vouchers may only be used at Maryborough landfill and Nikenbah transfer station (exemption on application).

Vouchers will be a maximum of 1 tonne each and will be issued to an agreed amount, based on the size of the organisation and previous requests of that or another organisation of a similar nature. Eligible organisations will be offered up to an initial 26 waste disposal vouchers each year, plus an additional 26 vouchers on application and supporting information demonstrating resource recovery strategies being implement by the not-for-profit organisation to reduce the need for concession vouchers. Records of each application will be recorded on a central FCW concessions database.

Vouchers will expire on the 30th of June each year and will not accrue from year to year. All vouchers must be presented at the gate house of a Council waste or recycling facility for redemption. Vouchers are non-transferrable.

Requests for additional vouchers, or other requests not covered above which meet the general intent of the policy, are to be referred to the Executive Manager Resource Recovery Services, for consideration.

5.2. FEE CONCESSION FOR MULCH PRODUCTS

Council accepts green waste disposal at a number of its landfills and transfer stations. There is no fee for the disposal of domestic green waste (certain limits and exclusions apply). Once received Council process the waste to mulch, thereby diverting green waste from landfill and promoting reuse and recycling.

The provision of mulch products to a not-for-profit organisation aligns with the key themes within Council's Corporate Plan, namely enhancing our natural environment, promoting environmental sustainability and, supporting our community. Mulch concessions also help to promote both green waste recycling and the quality of Council's mulch product.

Not-for-profit organisation mulch fee concession

A mulch concession may be provided to a not-for-profit organisation subject to the following conditions:

1. The applicant has applied to Council in writing and with the required supporting information including:
 - a. Name of the applicant
 - b. Organisation details
 - c. Organisation contact
 - d. Purpose of the request
 - e. Quantity requested
2. Mulch is available for pick up from Maryborough Landfill and Nikenbah only;
3. Limited to a maximum quantity of 40 cubic metres per financial year;
4. Must be loaded by Council / Council representative during normal work hours; and
5. Delivery, and payment of delivery charges, is the responsibility of the applicant.

5.3. FEE CONCESSION FOR DOMESTIC WASTE DISPOSAL

Domestic waste disposal fee concession

Council's Waste Strategy aims to minimise waste to landfill, maximise the potential of waste as a resource, and explore innovative solutions for waste management, resource recovery and recycling.

Domestic waste disposal concessions may apply subject to the following conditions:

1. A Compliance Notice under Local Law No. 3 has been issued; and
2. The applicant has applied to Council in writing and with the required supporting information including:
 - a. Name of the applicant
 - b. Address details
 - c. Contact details
 - d. Purpose of the request
 - e. Quantity requested
 - f. Evidence of a Compliance Notice being issued under Local Law No. 3;
 - g. Letter of recommendation from Council's Compliance department; and
 - h. The waste is domestic waste from a property within the Fraser Coast Regional Council area.

Some waste types, including certain regulated waste or waste required to be disposed direct to landfill, are subject to advertised disposal charges (e.g. asbestos, tyres, refrigerators and air-conditioners not certified as free of refrigerant gas).

Concessions may also apply for domestic waste disposal during Council's Get Ready Storm Clean-up event.

Outside of the Waste Defined Collection Area Vouchers

Residents at properties outside of the Waste Defined Collection Area (or within the defined collection area but unable to be serviced due to accessibility issues) are eligible to apply for up to 24 waste disposal vouchers per financial year, subject to the following:

- Each voucher allows for free disposal of domestic waste up to 240L (equivalent of one standard wheelie bin). Disposal of waste over this amount will incur cost as per Council's Fees and Charges;
- Vouchers must be physically relinquished to the gatehouse operator upon entry to the waste facility in order to be redeemed;
- The property must have an approved habitable structure and be occupied to be eligible for the vouchers; and
- Vouchers expire each financial year.

Requests for additional vouchers, or other requests not covered above which meet the general intent of the policy, are to be referred to the Executive Manager Resource Recovery Services, for consideration.

- Supporting information demonstrating resource recovery strategies being implemented by the resident to reduce the need for additional vouchers may be required.

Disaster Waste Concession

Refer to Fees and Charges Waiver or Reduction Council Policy

5.4. FEE CONCESSION FOR IN-HOME SERVICES

Domestic In-Home Services fee concession

Council's Waste Strategy aims to minimise waste to landfill, maximise the potential of waste as a resource, and explore innovative solutions for waste management, resource recovery and recycling.

Domestic In-Home Services are assessed on a case by case basis by Council's contractor to determine a resident's eligibility for the fee concessions. Residents that are assessed to be medically (confirmation from a medical practitioner) or have a physical impairment that prevents them from placing their bins out for servicing, may be eligible for the fee concession subject to the following conditions;

1. That Council's contractor completes a risk assessment at the property and deems it safe to carry out an In-Home Service (copy of Risk Assessment sent to Council);
2. The resident and contractor agree on a suitable collection point;
3. The resident indemnifies the Contractor against claims that may arise from the provision of the In-Home Collection Service;
4. The In-Home Service is completed on the normal day of service for the property; and
5. Contractor shall determine the collection point within the premises of the property ensuring all WHS issues are recognised and addressed.
6. The resident will notify Council if their circumstances change and that they no longer require these services.

6. ASSOCIATED DOCUMENTS

FCRC resolved Fees and Charges Schedule (as amended from time to time)

Fraser Coast Waste Strategy 2019-2029 (#3779322)

Waste Management Policy (#845419)

Event sponsorship (#2521450)

Community Events / Function Bin Request Form (#1078351, #2228199)

Fraser Coast Waste Community Service Obligations/Concessions record (#2368524)

7. REVIEW

This Policy will be reviewed when related legislation/documents are amended or replaced, other circumstances as determined from time to time by Council or at intervals of no more than two years.

Version Control

Version Number	Key Changes	Approval Authority	Approval Date	Document Number
1		Council		#3435808
2	Adopted Policy	Council	28/03/2019	#3435808
3	Risk Assessment Added	Council	18/07/2018	#3435808
4	Amended Policy	Council	26/06/2019	#3435808
5	Amended Policy	Council	24/07/2019	#3435808
6	Amended Policy – Range and Level of Service Review – Updated Template	Council	13/12/2023	#3435808
7	Amended Policy	Council	29/01/2025	#3435808