

Concessional Entry to the Council's Waste Disposal Facilities Policy

PURPOSE:

To set out the criteria on when to apply a concessional or reduced fee to waste disposal at any of the Council owned waste facilities.

SCOPE:

This policy varies the waste disposal charges annually adopted by the Council pursuant to Section 205 of the *Local Government Act* 1993 which applies to the following:

- (a) Pensioners;
- (b) Waste entry vouchers;
- (c) Community organisations; and
- (d) Commercial customers.

POLICY:

1. General

All persons and organisations (including the Council's operations departments and contractors) who dispose of refuse at Council owned waste disposal facilities, shall be charged the appropriate fee(s) as adopted by the Council pursuant to Section 205 of the *Local Government Act* 1993, unless varied by this policy.

2. Pensioners

Pensioners and pensioner households who hold a Commonwealth appointed Pensioner Concession Card are entitled to receive a concession card, from the City of Launceston (CoL), known as a 'Smart Card.' It is important to note that in the case where there is more than one pensioner within the household, one card will be issued per household, not per pensioner. If deemed eligible, Smart Cards are available for collection from Council's Customer Service Centre, where they must be activated prior to use.

Once activated, and at the start of each subsequent financial year, the Smart Card will have an endorsed value loaded onto it, to be used at the Launceston municipal waste centres. This same card has an additional endorsed value loaded on it, to be used at selected Council owned car parks. The Smart Card service is offered to minimise the financial burden on pensioners, within the Launceston municipality, as per the following:

- a) The Smart Card shall be distributed to:
 - pensioners whose properties are within the CoL municipality; and
 - receive the State Government pensioner property rate rebate.

OR

- those who hold a Commonwealth appointed Pensioner Concession Card; and
- have their residential address listed within the CoL municipality.

b) Smart Cards may be used given that waste is:

- domestic in nature and quantity (i.e. generated from a household); and
- not classed as a 'controlled', or hazardous, waste. (e.g. Asbestos); and
- appropriately sorted, with all recyclable items deposited at the Launceston Recycling Centre; and
- disposed of at one of:
 - Launceston Waste Centre - Cavalry Road, Mowbray
 - Lilydale Transfer Station - Second River Road, Lilydale
 - Nunamara Transfer Station - Bingham Road, Nunamara

In all other cases (including tandem axle trailers) the normal gate charges apply, without concession.

c) Smart Cards shall be accepted at the waste disposal sites when:

- the person disposing the waste is the pensioner, or is acting directly on behalf of the pensioner, issued with the Smart Card; and
- there is a positive remaining balance on the card.

d) Smart Cards are not transferable to the benefit of another person and at all times are only available for the benefit of the pensioner originally issued the Smart Card. The cards are barcoded to minimise administration tasks at the gate, the cards are linked to the card holder's details, as per their Pensioner Concession Card. Where breaches of any conditions of use occur, the Chief Executive Officer may suspend the issue of future balances to the Smart Card to the applicable pensioner for as long a period as considered appropriate.

e) Each year, the Smart Card will expire under whichever of the following conditions occurs first:

- the balance is exhausted, as indicated on the transaction receipt; or
- the end of the financial year, close of business 30 June.

Additionally, if your circumstances are to change at any point throughout the year, which revokes your eligibility, (e.g. leaving the municipality, no longer holding a Pensioner Concession Card) the council is within their right to deactivate the Smart Card.

- a) The Smart Card balance:
- Is not transferrable for cash.
 - Will not be carried over into the next financial year.
 - Is determined by Council each year.

Please note that if the fee is greater than the remaining balance left on the card, then the customer must make up the difference at the time of transaction.

- f) The Waste Management income account shall be reimbursed at the value of Smart Cards balances redeemed at the waste disposal sites from the Council's general rates. The concession shall be treated as a community service obligation.

3. Waste Entry Vouchers

All residential addresses within the municipality are entitled to one waste entry voucher per year. This service is provided to reduce the financial hurdle which often prevents residents of domestic properties from conducting seasonal maintenance.

- a) Each household is entitled to only one waste entry voucher per year, unless extenuating circumstances can be proven. For example, a voucher may be offered to a resident, by council, as compensation for a delay in regular waste services through the fault of council.
- b) A waste entry voucher may be used given that waste is:
- domestic in nature and quantity (i.e. generated from a household); and
 - Vehicle must be able to be driven on a C class license, as defined by the Tasmanian Government.
 - Net weight at the gatehouse must not total more than two tonnes.
 - not classed as a 'controlled', or hazardous, waste. (e.g. Asbestos); and
 - appropriately sorted, with all recyclable items deposited at the Launceston Recycling Centre; and
 - disposed of at one of:
 - Launceston Waste Centre - Cavalry Road, Mowbray
 - Lilydale Transfer Station - Second River Road, Lilydale
 - Nunamara Transfer Station - Bingham Road, Nunamara

Please note that if you are receiving a reimbursement for services related to the disposal of waste, then the nature of your visit to our facilities is classified as commercial, not residential.

All other vehicles are charged as per the normal disposal fees.

- c) The conditions of disposal are that:
- The waste entry voucher has been validated by staff at the recycling centre.
 - The waste being disposed of excludes the following:
 - Controlled or hazardous waste
 - Contaminated soil
 - Tyres
 - Mattresses
 - Refrigerators
- d) Waste entry vouchers can be declined by our operational staff under one, or more, of the following conditions:
- The voucher is out of date.
 - The voucher is deemed counterfeit.
 - The vehicle registration is associated with three prior voucher uses this financial year (if written permission has not been obtained by our officers).
 - Criteria in conditions a) or b) have not been met.
 - Any other circumstances the operators deem fit.
- e) Under no circumstances, can the vouchers be distributed for the following uses:
- Promotional events or giveaways
 - Council's regulatory activities
- f) The Waste Management income account shall be reimbursed the value of the voucher entries from the Council's general rates. The concession shall be treated as a community service obligation.

4. Community organisations

The Council is able to support the benevolent/charitable activities of community organisations, when visiting the Council's waste disposal sites, through a subsidisation of waste disposal costs. This subsidy is available to successful applicants of the Concessional Entry Program; a waste reduction initiative designed to assist community organisations in managing their waste streams and diverting their funds away from waste disposal.

Community organisations seeking concessional access to the Council's waste disposal sites are required to apply annually, subject to the following conditions, noting that the submission of an application does not automatically guarantee the appointment of a concessional entry.

- a) Organisations are deemed eligible to for a subsidy based on their benevolence, which is determined by the following evidence:
- the organisation is registered with the Australian Charities and Not-for-profit Commission (ACNC); and
 - they possess an Australian Taxation Office (ATO) Certificate stating that they are endorsed as a deductible gift recipient.

OR

- the organisation stands for the principal purpose of community good where the organisation:
 - conducts benevolent activities; and
 - is not-for-profit; and
 - is non-government; and
 - has no paid operational/field employees (reimbursements and honorariums exempt); and
 - is not already receiving a reimbursement or compensation for waste disposal costs.

Additionally, the organisation must have a registered address within the City of Launceston municipality, as shown on the ATO certificate, or alternate evidence of a premises within the municipality.

- b) For an application to be considered, it must include all of the following information, at minimum:
- the number and broad location of benefiting participants;
 - whether any kind of charge(s) is applied to operational activities;
 - the number of volunteers; and
 - the quantity and type of waste being disposed of.

Each applicant will also need to submit a detailed waste management plan (at least 100 words) outlining how the organisation will reduce their waste to landfill volumes in the coming 12 months.

The applicant may submit testimonials or references if considered appropriate.

Assistance in developing this plan can be acquired from Council's Waste Management Team when necessary.

- c) The permitted concessional fund will be applied to the transaction given that waste is:

- not classed as a 'controlled', or hazardous, waste. (e.g. Asbestos); and
- appropriately sorted, with all recyclable items deposited at the Launceston Recycling Centre; and
- disposed of at one of:
 - Launceston Waste Centre - Cavalry Road, Mowbray
 - Lilydale Transfer Station - Second River Road, Lilydale
 - Nunamara Transfer Station - Bingham Road, Nunamara

d) Each successful applicant is awarded a unique set fund for the financial year, which will equate to either:

- 80% of the previous year's waste tonnage, multiplied by the new domestic per tonne entry fee; or
- \$150 for new applicants who are unable to provide evidence of historical disposal fees, and recurring applicants who did not qualify for more than \$150 using the calculation methods above; or
- If the organisation is able to adequately prove, through application and historic data, their exhaustive efforts to maximise waste avoidance and recycling then they will be considered on an individual basis and awarded a value greater than the above calculations, if deemed appropriate.

Note that, calculations will be calculated on visits from June to May (inclusive) each year to ensure 12 months of spending is captured while allowing time to have values approved prior to the commencement of the new financial year.

e) The concessional value awarded to each organisation, annually, is dependent on available funding and will therefore be determined with consideration of the recommendations from the Community Grants panel, who will take into account the:

- budget limit within the draft, or adopted budget; and
- applications of each registered community organisation; and
- historical use of the concessional entry by each organisation; and
- the organisations waste management plan.

f) At the end of each month, an individual expenditure progress report is generated and provided to each community organisation.

Council will inform organisations when allocated funds has been exhausted. For the remainder of the financial year, entry to the Council's waste disposal facilities will be billed on a monthly basis.

g) The concessional entry program is an annual program which commences with each financial year and had no cross-over between years. This means that:

- Funds are only relevant to the financial year which they are allocated, and will not carry over into subsequent years.
- An organisation is not automatically considered for the program each year and therefore must submit an application for each year they wish to be considered.

To assist in the annual application process, Council will advertise and send letters to previous year's recipients around the time of application.

h) Generally, in conjunction with the conditions outlined above, organisations must adhere to the following criteria:

- Submit only one application per organisation, acknowledging that Council will only accept and consider one application per organisation, per year.
- Establish a debtor account with Council, to allow for charges to be made where the concession amounts to less than 100% of the ruling gate fee, or when the subsidy has been exhausted.
- Provide evidence that the individual disposing of the waste is affiliated with the organisation, at the point of transaction. This could be the vehicle registration, identification, a signed letter from the manager, etc.
- Exclusively use the account to dispose of waste which has been generated via the usual conduct of charitable/community works, within the City of Launceston.
- The account is not to be used by any external individual or company, regardless of the intention behind the activities.

Where serious breaches of any conditions occurs, the Chief Executive Officer holds the right to suspend the use of the account, of the applicable community organisation, for any period of time considered appropriate.

Council holds the right to conduct random on the spot waste audits on concessional waste entry material at the Waste Centre to provide feedback to organisations.

i) The Waste Management income account shall be reimbursed at the value of the concessional entries from the Council's general rates. The concession shall be treated as a community service obligation.

5. Commercial customers

Commercial customers are able to apply for an account (12-Fmx-016) which, if successful, will enter them into a 30-day agreement under which they must abide by the following conditions:

- Accounts are paid on time.

- Council is notified of new vehicle registration(s) to be linked to the account, prior to their first transaction.
- Site safety requirements are adhered to whilst on the landfill site, including wearing relevant PPE and remaining contactable by UHF radio (channel 18 as at 01/01/2024).

Where breaches of any conditions of use occur, the Chief Executive Officer may suspend the account for as long a period as deemed appropriate.

PRINCIPLES:

To provide financial support on refuse disposal activities for pensioners, benevolent community organisations, residents and businesses, at Council's waste disposal facilities.

RELATED POLICIES & PROCEDURES:

Application for Concessional Entry to Council's Waste Disposal Facilities 12-Fmx-104.

RELATED LEGISLATION:

Local Government Act 1993, Section 205 (Fees and Charges)

REFERENCES:

N/A

DEFINITIONS:

'Community organisation' – for this policy shall be a non-government organisation which holds an ATO certificate demonstrating they are a benevolent charity or whose principal activities are for benevolent community good, be not-for-profit and have no paid operational/field employees, as approved by Council.

'Controlled' (Hazardous) Waste – includes all waste identified by the Environmental Pollution Authority (EPA) and includes asbestos, chemicals, tyres, sewage and contaminated soils.

'Refuse' - includes any unwanted goods or materials whether putrescibles green or solid waste.

REVIEW:

This policy will be reviewed in no more than four years or more frequently, if dictated by operational demands and with Council's approval.

DOCUMENT INFORMATION:

Reference number	12-Plx-014
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Review	22/11/2029
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Responsible Network	Concessions and Liveability
Approved by	Council
Action Officer	Senior Leader Open Space and Sustainability
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To be communicated to <i>(To be identified by Approver)</i> (Insert ✓ in relevant row)		Department/Area only
		Networks via Senior Leaders and Team Leaders
		Specific Areas:
	✓	• Waste Management
	✓	• Customer Service Centre
	✓	• Operations Administration
		Organisation-wide
	✓	Website
		Intranet (via a link)
		External notification e.g. Department Premier and Cabinet, Director Public Health, Tasmania Police

Hard copy distribution	N/A
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