

Concessional entry to the Council's Waste Disposal Facilities policy

PURPOSE:

To set out the criteria when to apply a concessional or reduced fee to dispose refuse at the waste disposal facilities at the Launceston Waste Centre, Lilydale and Nunamara.

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's 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 householders who hold a Commonwealth Pensioner Card are entitled to receive a concession card know as a "Smart Card" which will have an endorsed value loaded onto the card at the start of each financial year, to be used at the Launceston municipal waste centres. The same card has a endorsed value for pensioners to use at selected council owned car parks (Note: 1x smart will be issued per household not per pension holder). The service is provided to minimise the financial burden to pensioners as per the following.

- a) The Smart Cards shall be distributed:
 - To pensioners whose properties are in the City of Launceston municipality and received the State Government pensioner property rate rebate or by others who hold a Commonwealth Pensioner Card and where the residential address is listed within the City of Launceston.
 - Smart Cards are available by collection from Council's Customer Service Centre where they must be activated prior to use.
- b) Smart Cards may be used on the following basis:

Disposed at the:

 - Launceston Waste Centre, Remount Road, Mowbray
 - Lilydale Waste Transfer Station, Second River Road, Lilydale
 - Nunamara Waste Transfer Station, Bingham Road, Nunamara

Provided the refuse

- is domestic in nature and quantity
- is not classed as a 'Controlled' (Hazardous) Waste.

In all other cases (including dual axle trailer) normal gate/fee charges apply without concession.

Will expire:

Once the balance reaches \$0 (displayed on the receipt upon each use) or on the last day of the financial year (30 June)

- Balance is not transferable for cash
- Balance remaining WILL NOT be carried over to the new financial year
- Balance will reset at 12am 1 July each year

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

- when the person disposing the refuse is acting directly for the pensioner issued with the smart card and
- when there is a positive remaining balance (note: if the fee is \$10 and there is only \$5 left on the card the pensioner must pay outstanding balance at the gate) once the card balance is \$0 the card is inactive
- when the incoming load of waste has been appropriately sorted and all recyclable items have been deposited at the Launceston Recycling Centre.

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. Smart Cards are bar coded to minimise administration tasks at the gate, the cards are linked to the pensioner card holder's details.

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.

- d) 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.
- e) Each pensioner or householder is entitled to receive an endorsed credit for the financial year. (the balance to be determined by Council each year).

3. Waste Entry Vouchers

All Launceston households shall be given one waste entry voucher per year. This service is provided to allow domestic properties to conduct seasonal maintenance.

a) The Council's waste disposal sites at:

- Launceston Waste Centre, Remount Road, Mowbray
- Lilydale Waste Transfer Station, Second River Road, Lilydale
- Nunamara Waste Transfer Station, Bingham Road, Nunamara

shall accept refuse in exchange for one free entry voucher on any day during the current financial year.

Provided that:

- the refuse is:
 - domestic in nature and quantity
 - not classed as a 'Controlled' (Hazardous) waste
 - transported in a vehicle/trailer less than a total GMV of 3 tonnes
- and on the conditions that:
 - the waste is sorted and separated at the recycling centre
 - the waste entry voucher has been validated by staff at the recycling centre
 - excludes the following:
 - Anything for burial (controlled or hazardous waste)
 - Car tyres
 - Car bodies
 - Asbestos
 - Contaminated soil
 - Mattresses
 - Refrigerators

Please note, domestic sized loads are allowed only. All other vehicles are charged as per the normal disposal fees.

- b) The Waste Management Income account shall be reimbursed the value of the entries from the Council's General Rates. The concession shall be treated as a Community Service Obligation.

Valid for the City of Launceston residents only.

4. Community organisations

The Council shall support the activities of community organisations by subsidising the cost of disposing refuse at the Council's waste disposal sites by up to 80%.

- a) Community organisations seeking concessional access to the:
- Launceston Waste Centre, Remount Road, Mowbray
 - Lilydale Waste Transfer Station, Second River Road, Lilydale
 - Nunamara Waste Transfer Station, Bingham Road, Nunamara
- shall make an application for concessional access to the above waste centres each year. Council will advertise and send letters to previous recipients calling for applications to be put forward for consideration by Council. **Note: Council will subsidise no more than 80% of the applicants waste management fees.**
- b) Community organisations making an application for a concessional access shall:
- be registered with the Australian Charities and Not-for-profit Commission (ACNC) and hold an Australian Taxation Office Certificate to say they are endorsed as a deductible gift recipient

OR ALTERNATIVELY

- be an organisation for the principal purpose of community good where:
 - the activities are benevolent
 - the organisation is not-for-profit

- the organisation has no paid operational/field employees (reimbursements and honorariums excepted)
- the organisation is Non-government

These organisations shall provide details to satisfy the conditions and purpose and shall be considered by the Council.

Information to be included in any application (but not be limited to) shall be number and broad location of benefiting participants; whether any charge of any kind is applied; number of volunteers; and quantity and type of waste. The applicant may submit testimonials or references if considered appropriate. Registration shall be considered prior to each financial year. Applicants MUST also provide a plan for waste reduction and if successful, at the end of the financial year, will provide a brief report on the effectiveness of their waste reduction activities.

AND

- Submit only one application per organisation (only one application per organisation will be accepted by the Council).
 - Have the registered address in the City of Launceston as shown on the Australian Taxation Office certificate OR evidence of premises in Launceston (if applicable).
 - Establish a debtor account to allow the Council to charge for refuse where the concession is less than 100% of the ruling gate fee or the subsidy provided by the Council has been used.
 - Acknowledge that refuse deposited at the waste disposal site shall be separated and disposed in the relevant green waste, recycling, resource recovery and waste areas.
- c) Community organisations shall ensure that the account:
- is only used to dispose of refuse that has been generated in the normal conduct of charitable and/or community good work (i.e. benevolent work) and generated within the City of Launceston. (Evidence of authority to use account may be asked for in the form of a signed letter from the manager of the organisation).
 - is not used by any other person or company or organisation no matter the intent of their use or the type of their business.
 - is not used for 'Controlled' (Hazardous) waste; building and construction waste; or commercial type materials.

Where serious breaches of any conditions occurs (whether or not with the knowledge of the management of the community organisation), the Chief Executive Officer may suspend the use of the account to the applicable community organisation for as long as a period considered appropriate.

- d) The Waste Management Income account shall be reimbursed at the value of the entries from the Council's General Rates. The concession shall be treated as a Community Service obligation.
- e) The concession to fees applicable to community organisations shall be to establish a reimbursement limit for each registered community organisation prior to each financial year as approved by Council. The decision shall consider the recommendations of the Community Grants Panel who shall take into account the:
- budget limit within the draft or adopted budget.

- written request of each registered community organisation and
- historical use of the concessional entry by the applicant organisation.
- the organisations waste management plan.

At the end of each month a progress reimbursement report shall be sent to each community organisation. Any use in excess of the reimbursement allowance shall be billed each month after the allowance is exhausted.

5. Commercial customers

Commercial customers may apply for an account (12-Fmx-016) in which if successful will enter into a 30 day account system.

Account holders must:

- see that accounts are paid on time.
- notify Council of new vehicle registrations numbers linked to the account.
- adhere to site safety requirements whilst on the landfill site, such as wearing relevant PPE and must be contactable by UHF radio on channel 11 at all times on site.

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

The introduction of a weight based system at the Launceston Waste Centre Transfer Station may result in substantial fee increases for commercial customers as they move from a volume base to the weight based system during 2015. This section deals with managing severe and unexpected price rise experienced by these commercial operators.

The principles applying to this section are:

- that Council seeks to ultimately charge for waste disposal at sustainable rates that is consistent among all customers.
- that Council seeks to transition qualifying commercial customers to the full rate over a longer period where the price rise has a detrimental business effect.
- that qualifying commercial customers would include significant hardship and where business arrangements are rigid and/or fixed, such that the increase cost cannot be recovered in the short term. Qualifying customers would be considered on a case-by-case basis.
- The transition period is envisaged to be 12 months.

The policy provisions relating to this section are:

- a) The standard gate charge would be applied as intended on the basis of commercial and domestic customers and hence eliminate the discretion being applied by Operations staff at the Launceston Waste Centre.
- b) A commercial business seeking a reduction would be considered to qualify if significant hardship was demonstrated based on the following tests:
 - i) The scale of the fee increase is unable to be absorbed without severe hardship. The severe hardship is presumed to occur where the increase in costs would exceed 1% of the annual revenue and
 - ii) as a whole the business was contractually limited to passing on the increase to its customers and
 - iii) the increase was not reasonably expected or previously informed.

The business shall provide any reasonable evidence requested.

- c) The qualifying organisation would seek refund (or be an account customer charged) on a monthly basis between the charge paid and the concession applied by the Council.
- d) The final amount of the refund and transitional provisions would be negotiated by staff with the business.
- e) The concession/charge would be revised with quarterly increments to progressively increase the cost to the customer over the transition period.
- f) Eligibility for the fee reduction and the application of the transition shall be as approved jointly by the General Manager Organisational Services and General Manager Infrastructure and Assets.

PRINCIPLES:

To provide support to pensioners, benevolent community organisations, residents and businesses in disposing of waste materials 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 five years or more frequently, if dictated by operational demands and with Council's approval.

DOCUMENT INFORMATION:

Reference Number:	12-Plx-014
Version:	20/04/2020
Review:	26/03/2022
Key Function:	Financial Management
System:	
Document Type:	Policy
Responsible Directorate:	Infrastructure and Assets
Approved by:	Council
Action Officer:	General Manager Infrastructure and Assets
Text Search Key Words	Concessional rebate entry waste disposal facilities tip fees charitable organisations community service obligation pensioner benevolent price

To be Communicated To: <i>(To be identified by Action Officer or Approver)</i> (Insert ✓ in relevant row)		Department/Area only
		Directorate via Director and Managers
		Specific Areas:
	✓	• Waste Management
	✓	• Customer Service Centre
	✓	• Operations Administration
		Council-wide
		Council Website

Hard Copy Distribution	N/A
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