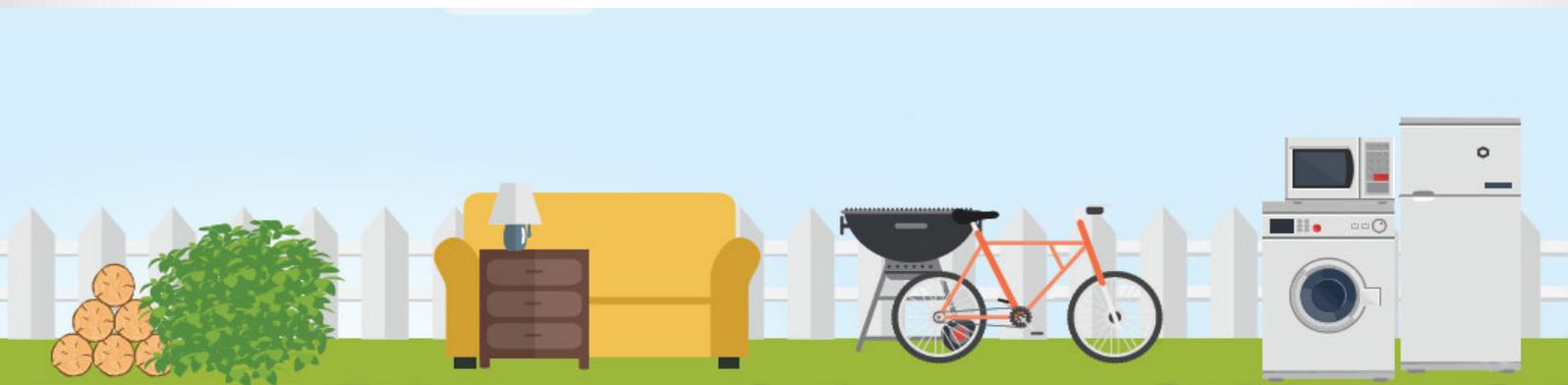




Guidelines for local government vergeside and drop-off services

Better practice principles





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Disclaimer

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Statutory context

The Waste Authority is charged with promoting better waste management practices in Western Australia under the *Waste Avoidance and Resources Recovery Act 2007*. One of the Authority's functions under the Act is to draft, for the Minister for Environment's approval, a long term waste strategy for the whole of the State for continuous improvement of waste services, waste avoidance and resource recovery, benchmarked against best practice and targets for waste reduction, resource recovery and the diversion of waste from landfill disposal. The *Waste Avoidance And Resource Recovery Strategy 2030* was released on 10 February 2019. The Waste Authority publishes position statements from time to time. Position statements formalise the views of the Waste Authority and may be used to inform decisions relevant to the Waste Authority's role in implementing the strategy.





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Using these guidelines

This document provides principles and guidance for better practice vergeside collection services and better practice drop-off services. It complements the Waste Authority's *Better practice FOGO kerbside collection guidelines*.

We encourage local governments to use these guidelines to help plan and implement the vergeside and drop-off services they provide to their communities. The guidelines aim to support local governments to:

- prepare and update their waste plans¹ to align with the *Waste Avoidance and Resource Recovery Strategy 2030* (Waste Strategy)
- achieve the Waste Strategy's material recovery targets for municipal solid waste (MSW).

When planning waste management services, we encourage local governments to develop overarching aims and objectives so they can configure their individual services, including kerbside, vergeside and drop-off services, to meet these outcomes.

Once local governments have confirmed these overarching aims and objectives, they should plan their primary collection service first. In urban areas the primary service is typically the kerbside service which collects around two-thirds of the MSW stream. The Waste Authority's *Better practice FOGO kerbside collection guidelines* support local governments to improve their kerbside services.

Vergeside and drop-off services collect around one-third of the MSW stream in urban areas. This document sets out principles and guidance to inform the design of local government vergeside and drop-off services, recognising the mix of services can vary between different local governments, especially between urban and non-urban areas. See Part 1 for vergeside services and Part 2 for drop-off services.

Local governments can meet their overarching waste and recycling objectives by complementing their kerbside systems with vergeside services and/or drop-off services. Households with access to high-quality kerbside services and drop-off services may require fewer (or no) vergeside services. Conversely, households with less access to drop-off services may require more comprehensive kerbside and vergeside services.

As such, this document does not prescribe a specific service but instead identifies the characteristics of services and provides guidance and benchmarks for each characteristic to support better practice.





Background

Waste Strategy

The Waste Strategy aims for Western Australia (WA) to become a sustainable, low waste, circular economy in which human health and the environment are protected from the impacts of waste. The Waste Strategy includes objectives to **avoid** waste, **recover** more value and resources from waste, and **protect** the environment by managing waste responsibly, and has a target to increase material recovery to 75 per cent by 2030.

The Waste Strategy's material recovery target is central to WA's transition to a circular economy. A circular economy keeps materials circulating in the economy for as long as possible and presents opportunities for local recycling activity, investment and jobs. Local solutions also minimise the costs and impacts of unnecessary transport.

MSW makes up about 30 per cent of WA's waste stream. Local government services are critical to achieving WA's MSW targets, which are:

- 2025 – increase material recovery to 67 per cent in the Perth and Peel regions, 55 per cent in major regional centres
- 2030 – increase material recovery to 70 per cent in the Perth and Peel regions, 60 per cent in major regional centres.



The Waste Strategy outlines a range of strategies that focus on local government services to support the MSW material recovery targets. The strategies are based on the Waste Strategy's guiding concepts (waste hierarchy, circular economy and behaviour change) and principles (including better practice and managing waste as a resource).

One of eight headline strategies in the Waste Strategy commits to *implement local government waste plans, which align local government waste planning processes with the Waste Avoidance and Resource Recovery Strategy 2030.*

This document guides local governments on better practice vergeside and drop-off collections to help them plan and implement these services, as well as prepare their local government waste plans. The document aims to support both the effective and efficient recovery of materials, as well as the objectives and targets in the Waste Strategy.

Efficient recovery refers to the *amount* of material recovered and the net cost of recovery. As such, it is important to recognise the full costs of service delivery, including the cost of any collection service, in the context of all waste management costs. Also, the longer term costs of recovery compared with disposal must be considered as recycling becomes more cost-effective compared with landfill, particularly where the waste levy applies.

The Waste Authority recognises that local governments will also have their own objectives; for example, relating to community satisfaction, public amenity, minimising unwanted community behaviours and meeting occupational health and safety requirements.



Municipal solid waste

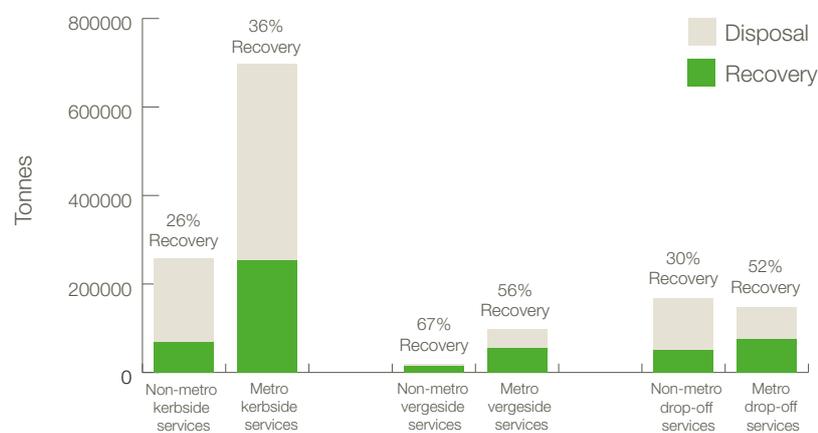
MSW mostly comprises domestic waste from households and waste from the operations of local governments themselves³. The main methods for collecting domestic waste in the Perth metropolitan area are kerbside containerised collections (74 per cent by weight), drop-off services (16 per cent) and vergeside services (10 per cent). Elsewhere in WA, kerbside containerised collections make up 58 per cent (by weight), drop-off services 38 per cent, and vergeside services 5 per cent (*Western Australian local government waste and recycling census 2019–20*).

Vergeside services

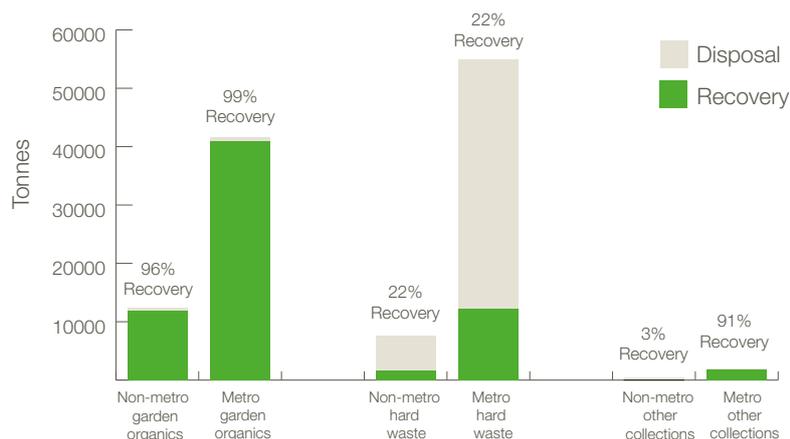
Vergeside services mostly involve the collection of specific hard waste (also termed bulk waste or junk) and garden organics (also termed green waste), as well as various specific products such as mattresses, e-waste and white goods. Vergeside services are typically determined by individual local governments.

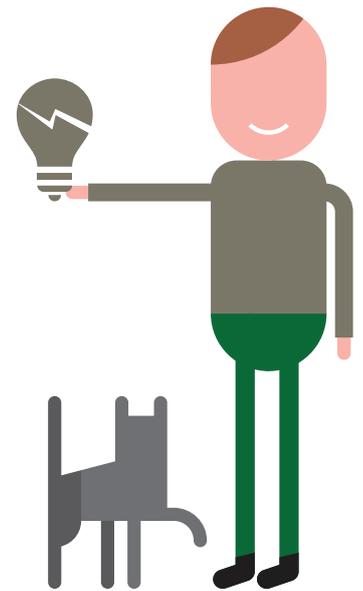
The recovery rate across vergeside services in 2019–20 in WA was around 58 per cent, noting most of that recovery was attributable to garden organics services. Vergeside garden organics services recover almost all materials collected. Statewide recovery rates for hard waste services in 2019–20 were around 22 per cent.

Local government disposal and recovery - by service: 2019-20



Local government disposal and recovery - vergeside: 2019-20



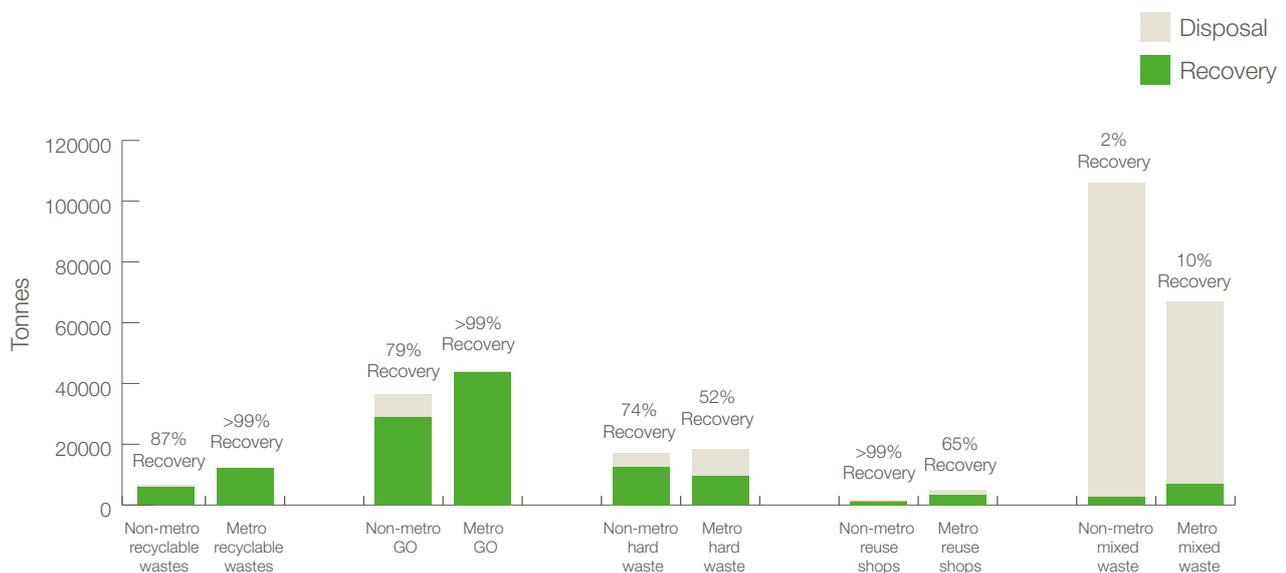


Drop-off services

Drop-off services refer to services at major facilities that provide a **full** range of waste and recycling services or to facilities that provide a limited range of **specialised** services.

Other collection points for materials such as beverage containers, mobile phones, batteries, clothing and soft plastics can complement local government waste and recycling services. Often the private sector and community groups deliver these services to target the collection of specific materials.

Local government disposal and recovery - drop-off: 2019-20



In 2019–20, the recovery rate across all drop-off services in WA was around 40 per cent (with metropolitan recovery slightly above 52 per cent and non-metropolitan recovery slightly below 30 per cent). Some specific drop-off services have very high recovery rates, typically where source separation of recyclable materials has occurred (which includes source-separated recyclable waste and garden organics).



Part 1: Vergeside services

This section explains vergeside collection services and the characteristics that are important to achieve higher performance.

What are vergeside services?

Vergeside collection services are local government services that collect a range of materials from the verge for resource recovery or disposal. Vergeside services typically consist of hard waste and garden organics services (also termed bulk waste and green waste respectively), as well as other source-separated services that collect specific wastes.

Hard waste services collect items such as furniture and bulky items that cannot be disposed of through kerbside services. Vergeside hard waste collections generally exclude:

- putrescible waste
- household hazardous waste (HHW) and problematic wastes, such as asbestos and tyres
- materials from construction and demolition and landscaping activities, such as soil, sand, rock, masonry, bricks, limestone, concrete and many roofing materials.

Garden organics services collect leaves, small branches and garden trimmings. Vergeside garden organics services generally exclude soil, sand, rope, plastic, metal, construction and demolition wastes and very large tree branches and stumps.

Some local governments provide other services to complement hard waste and garden organics services. These other services may collect specific items such as white goods, mattresses and electronic waste (e-waste).

The role of vergeside services

Local governments provide vergeside services for a range of reasons, including to:

- support the objectives and targets in the Waste Strategy
- complement other services such as kerbside or drop-off services
- support resource recovery for specific materials
- provide a community service and meet community needs
- support other specific community needs, such as helping to reduce fuel loads before a fire season (for garden organics) or pre-cyclone clean-up.

Vergeside services normally collect items that kerbside services do not. Local governments should consider the role of vergeside services in the context of their other waste management services.



Regulatory considerations

The Western Australian Local Government Association (WALGA) Template Waste Local Law – when a local government adopts it – identifies the regulatory considerations for verge collections. This includes:

- under what circumstances the public can place material on the verge
- under what circumstances people can remove material from the verge
- prohibition on removal of material for commercial purposes
- prohibition on disassembly or tampering with material placed on the verge
- prohibitions and penalties for contravening these provisions.

Characteristics of vergeside services

The following characteristics are useful to identify what types and combinations of vergeside services local governments provide and to inform the design of those services.

Scheduled and pre-booked services

Local governments can schedule services for an entire area at a given time or provide pre-booked services to households throughout the year. Pre-booked services are also referred to as ‘on-demand’ or ‘on-call’ services. Some local governments provide a combination of scheduled and pre-booked services.

Scheduled services should be less expensive than pre-booked services per household, however pre-booked services may be cost competitive for a local government when there is a lower rate of participation.

Scheduled services produce peaks of waste generation, while pre-booked services produce more continuous waste levels.

Materials collected

Hard waste services often accept bulky items, furniture and metals. Some local governments provide separate services to collect specific items such as white goods, mattresses and e-waste. Garden organics vergeside services normally collect small branches and garden trimmings, but may exclude very small items (e.g. grass clippings) or very large items (e.g. tree stumps).

Annual service allocation

Local governments set the number of collections per household per year and the maximum amount of material that can be placed on the vergeside in any one collection instance. The annual service allocation is the sum of all collections (including total collection volumes) per household per year.

Some local governments have large mixed-hard-waste quantity allocations per household per year (some providing collections of over five cubic metres more than once per year). Other local governments have lower allocations of mixed-hard-waste collection per household per year. These differences have implications for disposal behaviour and local government costs.

Presentation period

The presentation period is the time between the date that residents are allowed to place waste on the verge and the scheduled collection date. The presentation period can affect the amount of waste deposited, as well as how much scavenging and illegal dumping occurs, which in turn can impact on aspects of performance (e.g. service cost), material recovery and community satisfaction.



Servicing period

The servicing period is the time between the scheduled and actual collection date. Local governments can reduce the servicing period by breaking a district into smaller sections to enable more accurate scheduling and delivery of collection services.

Source separation

Source separation is when waste is separated by material type or category. Source separation supports high resource recovery and can be achieved through several mechanisms.

One way is to have a single scheduled service whereby residents are asked to place different types of waste in separate piles at the verge. These materials can be collected by separate collection vehicles and transported to processing facilities.

Another way is to have separate collection services at different times for different materials. Separate collection services are increasingly common for materials such as garden organics, mattresses, e-waste and white goods. Separate collections are often provided as pre-booked services.

Price signals

Local governments normally fund services through general rates or waste charges. However, local governments can apply more direct price signals to households to affect disposal and recycling behaviours. Some local governments in other jurisdictions provide an initial service to households, paid for through rates, with subsequent pre-booked service allocations provided on a fee-for-service basis.

Direct pricing is consistent with the user-pays principle in the *Environmental Protection Act 1986* (Section 4A. Object and Principles). A full or partial user-pays pricing model may help local governments to manage costs.

Communications and engagement

Communications and engagement typically relates to activities that promote desired behaviours (e.g. to encourage the community to use services effectively) or those that aim to discourage or address undesired behaviours (e.g. littering, dumping or exceeding waste collection allocations).

Local governments typically communicate details of vergeside services through websites, calendars and leaflets. Contemporary approaches have used mobile phone applications to promote waste and recycling (including vergeside) services and directly engage with households.

The Waste Authority's WasteSorted and GREAT Sort toolkits support consistent messaging on waste avoidance, resource recovery and appropriate waste disposal behaviours.

Compliance and enforcement

Local governments can use compliance and enforcement measures to minimise unwanted behaviours, such as non-compliant materials being put on the verge, illegal dumping and unauthorised commercial operators collecting material from the verge.



Contracting

Local government vergeside services are often contracted out to external parties. These contracts should include provisions to support local governments to achieve high-performing vergeside collection services, including:

- **breakdown of costs** – for example:
 - cost of activity (e.g. collection, engagement, recovery and disposal)
 - cost per tonne of recovery
 - cost per household
- **collection and processing methods** – by collection type and processor type by tonnes
- **reporting on recovery performance** – by recovery tonnages/recovery rate
- **punctuality provisions** – with reference to the servicing period
- **incentives and penalties** – based on service efficiency and/or recovery efficiency
- **flexibility to accommodate changes** – especially to support improved recovery.

Processing

Post-collection processing of materials after collection from the verge can include the processing of source-separated wastes (e.g. garden organics, metals and mattresses) or the sorting and processing of mixed waste.

The Waste Authority supports source separation in the first instance to minimise the need for post-collection processing of mixed waste. However, mixed-waste processing has become increasingly available in WA. Local governments should consider their options for mixed-waste processing to complement source separation to maximise recovery.

Data

Reliable waste generation, recovery and cost data is critical to monitoring service performance.

The following data-collection practices can support better practice vergeside services:

- use and document clear and robust methodology
- data collection incorporated in services where possible
- reporting requirements included in waste collection and recycling contracts
- mechanism for independent data verification
- data should be publicly reported (subject to commercial-in-confidence considerations).

Changes in vergeside services

Some local governments in WA provide services that may be characterised as 'traditional'. These typically focus on providing a scheduled collection and disposal service for unwanted household items, and generally apply fewer restrictions on the materials accepted for collection, the presentation period, and level of source separation required.

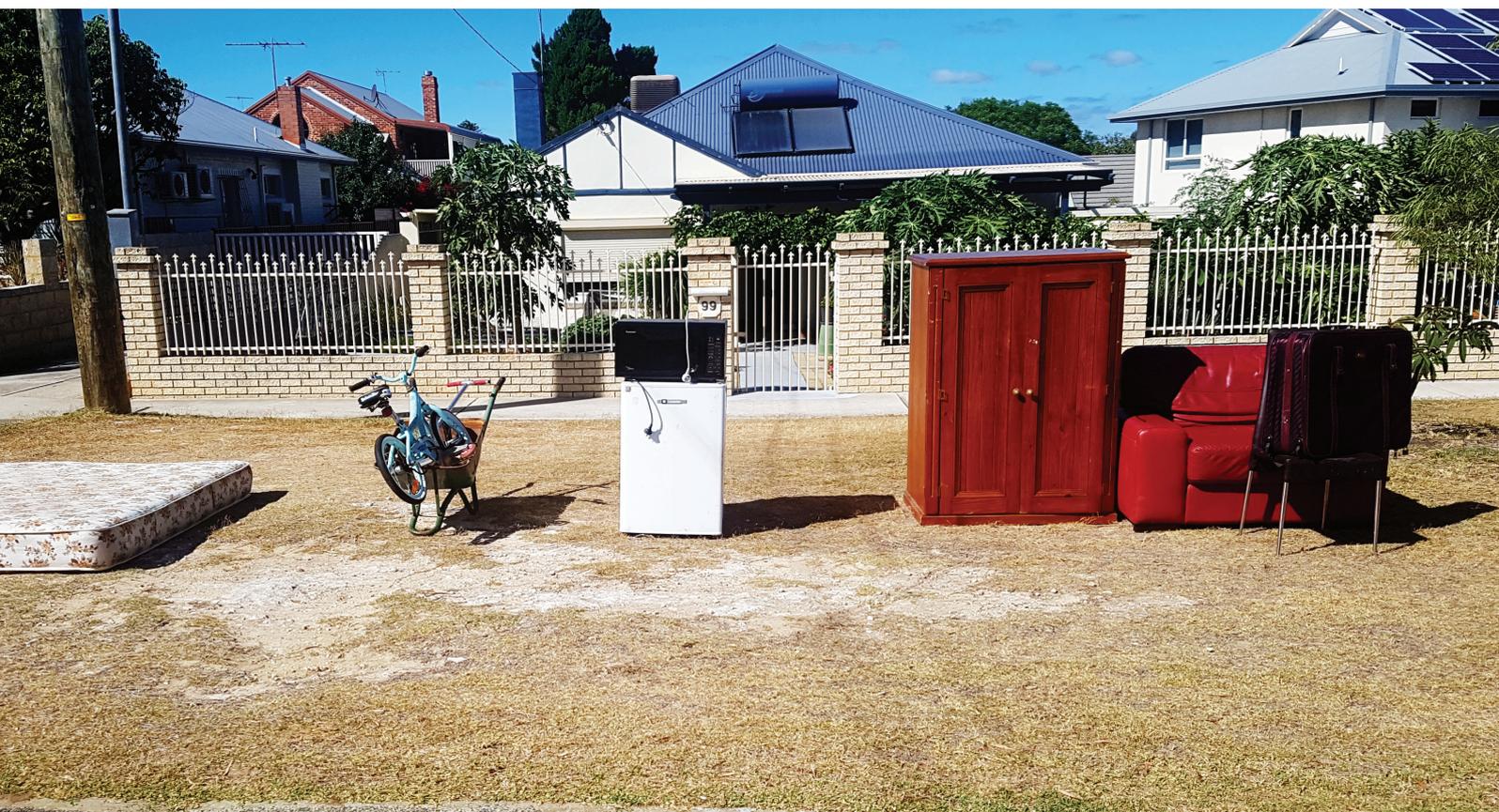
However, there has been a shift towards services that may be characterised as more 'contemporary'. These typically complement other local government waste and recycling services, have a resource recovery focus, apply more restrictions on the materials accepted for collection, have shorter presentation/servicing periods and higher levels of source separation, and often adopt a pre-booked service approach.



Examples of contemporary services include:

- a pre-booked 'valet' collection service for hard waste or garden organics placed on the vergeside by individual households that have pre-booked the service
- a pre-booked containerised collection service for hard waste or green organics placed in a provided bin (often a skip bin) on the vergeside by individual households that have pre-booked the service
- a scheduled service with more restrictive service requirements, including source separation of target recyclable and residual wastes, to allow separate collection and management of materials for recovery.

This shift to contemporary vergeside services is consistent with trends in large urban centres in other Australian jurisdictions, with pre-booked services becoming more common.





Attachment 1: Vergeside collection guidelines

This section provides guidance and benchmarks for the vergeside service characteristics identified in Part 1. We encourage local governments to design services that are consistent with the benchmarks described below.

Service design

Purpose and objectives

| | |
|------------|---|
| Aim | Identify a clear purpose and objectives for providing vergeside services. |
| Rationale | A clear purpose and objectives will enable a service to be designed and assessed against stated objectives. |
| Strategies | Consider the purpose and objectives with reference to other waste and recycling services provided by the local government (such as kerbside and drop-off), and with reference to specific local government policy and objectives. |
| Benchmark | Purpose and objectives of vergeside collection services clearly documented in local government waste planning documentation, and clearly communicated to households. |

Materials collected

| | |
|------------|--|
| Aim | Determine what materials should be collected with reference to the objectives of the service. |
| Rationale | Materials collected by the local government should complement other services, meet the purpose and objectives of the service, and consider impacts such as feasibility and cost. |
| Strategies | Determine what materials should be collected with reference to the objectives of the service and other guidance, including: <ul style="list-style-type: none"> maximising recovery (providing services for products/materials that are more easily recovered) minimising contamination of recoverable materials other guidance on materials for collection⁵. Determine materials in scope with reference to other services available in the local government area to minimise duplication of services and costs. |
| Benchmark | Collected materials determined with reference to the objectives of the service and clearly documented in local government waste planning documentation, and clearly communicated to households. |

Annual service allocation

| | |
|------------|--|
| Aim | Set an optimal annual service allocation per household for each vergeside service type in cubic metres and number of collections per year. |
| Rationale | Having optimal service allocations across an annual cycle to capture household wastes that cannot (or should not) be collected by other services. |
| Strategies | Provide an optimal annual vergeside service allocation mix based on collection service objectives in waste planning documents. |
| Benchmark | Mixed hard waste – maximum of three cubic metres of allocation per year per household (regardless of whether a service is offered via skip bins or via other means) ⁶ . Recyclable waste (garden organics and source separated waste) – minimum of three collections across recyclable wastes ⁷ . |



Presentation period

| | |
|------------|---|
| Aim | Minimise the presentation period. |
| Rationale | Short presentation periods can reduce systematic scavenging and illegal dumping, which can impact on aspects of performance such as cost, recovery and community satisfaction. |
| Strategies | <p>Scheduled services – provide ‘staged’ or separate services in smaller sections of a local government area over a period of time, which is more controlled and targeted and can help manage unwanted outcomes (such as systematic scavenging and dumping).</p> <p>Pre-booked services – provide an opportunity to deliver highly controlled services to households.</p> |
| Benchmark | <p>Scheduled service – better practice five days or less.</p> <p>Pre-booked service – better practice three days or less.</p> |

Servicing period

| | |
|------------|---|
| Aim | Minimise the service period. |
| Rationale | Short service periods can reduce systematic scavenging and illegal dumping, which can impact on aspects of performance such as cost, recovery and community satisfaction. |
| Strategies | <p>Scheduled services – provide ‘staged’ collections in sections of a local government area, which may help service providers better plan and deliver services on time.</p> <p>Pre-booked services – more opportunity to control service, which helps manage issues and may reduce costs.</p> |
| Benchmark | <p>Scheduled service – better practice four days or less.</p> <p>Pre-booked service – better practice less than three days.</p> |

Source separation

| | |
|------------|---|
| Aim | Maximise source separation to increase recovery. |
| Rationale | Source-separated waste streams are generally easier and less expensive to recover than mixed-waste streams and represent a higher value to recyclers compared with mixed waste. |
| Strategies | <p>Scheduled services – require households to place items intended for source-separated recovery (such as fridges) away from mixed waste.</p> <p>Collection – provide collection services for source-separated materials before the main collection services for mixed hard waste.</p> <p>Pre-booked services – pre-booked services offer local governments the opportunity to collect specific materials intended for recovery.</p> <p>Engagement – clearly explain source separation to households.</p> |
| Benchmark | <p>Garden organics – garden organics separate from other collections.</p> <p>Hard waste – provide other source-separated services for priority wastes, such as white goods (fridges and freezers), mattresses and e-waste.</p> |



Price signals

| | |
|------------|---|
| Aim | Include a direct pricing (user pays) model to offset service costs for services above annual service allocation. |
| Rationale | Direct pricing is consistent with the user-pays principle in the <i>Environmental Protection Act 1986</i> (Section 4A. Object and Principles) and has the potential to help control rates and waste charges to residents. |
| Strategies | Provide a 'standard service' (such as one bulk waste service per household per year) to all households and charge for subsequent services. |
| Benchmark | Price signals (user-pays service) used in the design of a local government's vergeside collection service, when extra hard-waste collections are requested above annual service allocation. |

Communications and engagement

| | |
|------------|---|
| Aim | Community understands the service and how to use it effectively. |
| Rationale | Households that use services correctly can help to improve the performance of services. |
| Strategies | Include vergeside communications in the local government's waste and recycling communication strategy. Use the WasteSorted Toolkit when designing communications and engagement materials: www.wastesorted.wa.gov.au |
| Benchmark | <p>Communications plan referenced in local government waste planning documentation which:</p> <ul style="list-style-type: none"> regularly informs households about how to use the service properly and alternative reuse options ensures the community has access to suitable facilities to make enquiries, report issues and make bookings identifies training needs for local government frontline staff. <p>Waste Sorted toolkit used in public facing communications.</p> |

Compliance and enforcement

| | |
|------------|---|
| Aim | Discourage and respond to unwanted behaviours. |
| Rationale | Unwanted behaviours include the disposal of non-compliant wastes, the placement of waste outside of the presentation period and systematic scavenging and dumping, all of which can impact on costs and the quality of services, and may present risks to human health and the environment. |
| Strategies | Incorporate vergeside compliance and enforcement in the local government's overarching compliance and enforcement strategy. |
| Benchmark | Compliance and enforcement plan documented in waste planning documentation and reported annually. |



Contracting

| | |
|------------|---|
| Aim | Ensure contracts with service providers support the objectives of the local government's vergeside services and the Waste Strategy's objectives and targets. |
| Rationale | Local governments typically contract services to external parties; contracts are critical to ensuring high-quality services. |
| Strategies | <p>Contracts should include provisions to support local governments to achieve high-performing vergeside collection services, including:</p> <ul style="list-style-type: none"> • breakdown of costs – <ul style="list-style-type: none"> - cost of activity (e.g. collection, engagement, processing and disposal) - cost per tonne of recovery - cost per household • collection and processing methods – by collection type and processing type by weight • reporting on recovery performance – by recovery tonnages/recovery rate • punctuality provisions – with reference to the servicing period • incentives and penalties – based on service efficiency and/or recovery efficiency • flexibility to accommodate changes – especially to support improved recovery. |
| Benchmark | Contracts with service providers have provisions to support high performance. |

Processing

| | |
|------------|--|
| Aim | Recover residual (mixed) waste to increase recovery. |
| Rationale | Mixed-waste processing can complement source separation to achieve higher recovery. |
| Strategies | <p>Consider providers that offer services to recover mixed waste that cannot be collected through source-separated services.</p> <p>Partner with other local governments to identify and take advantage of emerging mixed-waste processing opportunities, and potential cost savings through bulk purchasing arrangements.</p> |
| Benchmark | <p>Mixed hard waste – 100 per cent of hard waste processed where no source separation is used.</p> <p>Hard waste – 50 per cent recovery from all processed hard-waste material and separated waste.</p> <p>Garden organics – 90 per cent recovery</p> |

Data

| | |
|------------|---|
| Aim | Collect data which is suitable to enable the performance of services to be assessed. |
| Rationale | Data is critical to assessing service performance. |
| Strategies | Include vergeside reporting as part of a local government's standard performance monitoring and reporting functions. |
| Benchmark | <p>Methodology clearly documented.</p> <p>Data collected as part of a local government's overall waste and recycling data collection activities.</p> <p>Reporting requirements included in waste collection and recycling contracts.</p> <p>Reporting independently verified.</p> <p>Data publicly reported (subject to commercial-in-confidence considerations).</p> |



Part 2: Drop-off services

This section explains drop-off services and the characteristics that are important to achieve higher performance. We encourage local governments to design services that are consistent with the benchmarks described in Attachment 2.

What are drop-off services?

Drop-off services can be delivered in a variety of ways, including:

- major permanent facilities designed primarily for waste and recycling activity (such as those operated by regional councils or larger local governments), which typically act as hubs that provide a wide range of services (**full** services) to the community
- **specialised** permanent facilities that provide specific services (such as green-waste or mixed-waste collection) to complement major facilities elsewhere
- small-scale **product-specific** permanent collection points for products such as mobile phones, batteries and soft plastics, which the private sector and community organisations often provide
- temporary drop-off events that can be coordinated by local governments.

Local governments should be aware of other drop-off services (including product-specific services) so they can refer their communities to those services and avoid an unnecessary duplication of services.

These guidelines focus on **full** and **specialised** drop-off services offered at local government waste and recycling facilities, and consider temporary drop-off events conducted by local governments, while also acknowledging the role that **product-specific** services play.

This section identifies the considerations for local governments when they are planning **full** and **specialised** drop-off services.

Drop-off facilities offer services for a broad range of materials such as:

- dry recyclables
- metals
- garden organics
- materials from construction and demolition and landscaping activities such as soil, sand, rock, masonry, bricks, limestone, concrete and roofing materials
- hard waste (bulk waste, such as furniture and household items)
- problematic wastes, such as paint, asbestos, e-waste, tyres, used oil and polystyrene (some local governments operate permanent collection facilities for the state's Household Hazardous Waste (HHW) program).

Containers for Change

The WA container deposit scheme, Containers for Change, was established in 2020. The scheme provides a statewide network that offers a 10-cent refund for the return of suitable beverage containers.

Containers for Change is managed by the not-for-profit organisation Western Australia Return Recycle Renew (WARRRL). WARRRL aims to *work with existing collection and recycling programs in WA*. Some local governments have already co-located Containers for Change return centres at their waste and recycling facilities.





Household Hazardous Waste program

The Waste Authority, on behalf of the State Government, delivers the HHW program in partnership with WALGA. The HHW program supports the collection, storage and management of hazardous wastes derived from households, primarily through permanent drop-off facilities.

Containers for Change and the HHW program support the **recover** and **protect** objectives in the Waste Strategy. Local governments should contact WALGA in relation to any new or proposed HHW services.

Reuse shops

Some local governments have established reuse shops that sell used items to the community. This aligns with the Waste Strategy, as reuse is above other resource recovery options on the waste hierarchy. WALGA's [Better practice reuse shop guidelines](#) support better outcomes from these facilities.

Regulatory considerations

When local governments adopt WALGA's [Template Waste Local Law](#) for their drop-off facilities, this means their local laws:

- give direction to those using the facility
- charge for use of the facility
- prohibit the deposition of waste that the facility does not accept
- prohibit a range of other behaviours at the facility
- set infringements for the prohibited activities⁸.

The role of drop-off services

Local governments provide drop-off services for reasons including to:

- support the objectives and targets in the Waste Strategy
- complement other local government services such as containerised kerbside services or vergeside services
- support the collection of specific materials (such as beverage containers and HHW materials)
- provide a community service and meet community need.

It is important that local governments consider the role of drop-off services in the context of their other waste management services. Drop-off services can help to recover and manage wastes not collected (or not collected sufficiently) by other waste management services. Drop-off services can also take on an important resource recovery role because high-performing facilities:

- provide opportunities to separate materials for resource recovery
- have trained staff onsite to help users separate materials to maximise resource recovery.

Characteristics of drop-off services

The following characteristics are useful to identify what types and combinations of drop-off services local governments provide, and to inform the design of those services.



Materials collected

The scope of drop-off services refers to the materials or products the service accepts and/or excludes. Many local governments provide drop-off services for a wide range of materials or products, such as white goods, garden organics, construction and demolition waste, and problematic wastes such as e-waste and tyres. Some local governments provide sites for permanent collection of HHW under the state's HHW program.

Annual service allocation

A local government's annual service allocation refers to the number of drop-off services provided to households or the amount of material that can be disposed. Often local governments offer a specified number of visits per household per year (usually as a set number of entry passes per year). They also commonly impose limits on the amount and/or types of materials received during each visit (or per year).

Staffing

Local government staffing at drop-off facilities is important to support the correct use of the services. Staff can direct users to recycling services ahead of waste disposal and help to manage problem wastes (including wastes that require specific disposal), as well as identify wastes the facility does not accept.

Operating hours

When local governments consider the operating hours of drop-off facilities, they can support recovery and environmental protection by ensuring reasonable service access for the community. They need to balance access to the facility with the costs of staffing to determine the best options for their residents.

Layout and signage

Layout and signage for users at drop-off facilities helps maximise the recovery of materials ahead of disposal (especially when supported by trained staff).

Source separation

Source separation is when waste is separated by material type or category. Source separation supports high resource recovery and can be achieved through several approaches.

Good design and operation of drop-off collection facilities supports source separation, especially when users can drop off source-separated materials ahead of any final waste disposal option. Source separation can also be achieved through separate services at different locations.

Drop-off services provide excellent opportunities to separate materials because these facilities are usually staffed.

Price signals

Local governments normally fund services through general rates and/or waste charges, but they can apply more direct price signals to households (e.g. directly charging for services) to affect disposal and recycling behaviours. Local governments can encourage recycling by offering free disposal for recyclable materials and charging a fee for the disposal of non-recyclable materials.



Some local governments in other jurisdictions provide an initial service to households, paid for through rates, with subsequent service allocations provided on a fee-for-service basis. Direct pricing is consistent with the user-pays principle in the *Environmental Protection Act 1986* (Section 4A, Object and Principles). A full or partial user-pays pricing model may help local governments to manage costs. Those local governments operating a drop-off site may also provide services to commercial operators at a cost.

Communications and engagement

Communications and engagement typically relates to activities that promote desired behaviours (e.g. to encourage the community to use services effectively) or those that aim to discourage or address undesired behaviours (e.g. littering and illegal dumping).

Local governments typically communicate details about their drop-off services through websites, social media, mobile phone applications, calendars and leaflets.

The Waste Authority's WasteSorted and GREAT Sort toolkits support consistent messaging on waste avoidance, resource recovery and appropriate waste disposal behaviours.

Compliance and enforcement

Local governments can use compliance and enforcement measures to minimise unwanted behaviours such as non-compliant participation, littering and illegal dumping.

Contracting

The processing and management of materials that local government drop-off services collect is often contracted out to external parties. These contracts should include provisions to support local governments to achieve high-performing drop-off collection services, including:

- **breakdown of costs** – for example:
 - cost of activity (e.g. collection, processing and disposal)
 - cost per tonne of recovery
- **collection and processing methods** – by collection type and processing type by weight
- **reporting on recovery performance** – by recovery tonnages/recovery rate
- **incentives and penalties** – based on service efficiency and/or recovery efficiency
- **flexibility to accommodate changes** – especially to support improved recovery.

Processing

Post-collection processing may occur after the acceptance and preparation of materials delivered to drop-off collection sites. The materials may either be processed onsite or transported offsite for processing elsewhere.

Post-collection processing after drop-off collections can include the processing of source-separated wastes (e.g. garden organics, metals and mattresses) or the sorting and processing of mixed waste.

The Waste Authority supports source separation in the first instance to minimise the need for post-collection processing of mixed waste. However, mixed-waste processing has become increasingly available in WA. Local governments should consider their options for mixed-waste processing to complement source separation to maximise resource recovery.



Data

Reliable waste generation, recovery and cost data is critical to understanding service efficiency.

The following data-collection practices can support better practice drop-off services:

- use and document clear and robust methodology
- data collection incorporated in services where possible
- reporting requirements included in waste collection and recycling contracts
- mechanism for independent data verification
- data should be publicly reported (subject to commercial-in-confidence considerations).

Changes in drop-off services

Local governments have traditionally provided drop-off facilities that focused on disposal services. They now offer drop-off services with more recovery options for a wide range of products and materials.

These guidelines reflect many of the characteristics of better practice drop-off services provided by the local government sector, including **site characteristics** and **management characteristics**.

Site characteristics include:

- collection points across the site to support source separation of materials and products
- good design and layout to encourage recovery ahead of disposal
- signage for users, which emphasises recovery options ahead of disposal.

Management characteristics include:

- implementing user-pays for disposal above annual service allocations
- support for recovery ahead of disposal (e.g. trained staff, funding for sufficient operational hours and using service providers that emphasise resource recovery)
- communications and engagement to support the correct use of services.





Attachment 2: Drop-off guidelines

This section provides guidance and benchmarks for the drop-off service characteristics identified in Part 2. We encourage local governments to design services that are consistent with the benchmarks described below.

Service design

Purpose and objectives

| | |
|------------|---|
| Aim | Identify a clear purpose and objectives for providing drop-off services. |
| Rationale | A clear purpose and objectives will enable a service to be designed and assessed against stated objectives and can support Waste Strategy objectives and targets. |
| Strategies | Consider the purpose and objectives with reference to other waste and recycling services, and with reference to specific local government policy and objectives. |
| Benchmark | Purpose and objectives of drop-off collection services documented in local government waste planning documentation, and effectively communicated to households. |

Materials collected

| | |
|------------|--|
| Aim | Determine what materials should be collected with reference to the objectives of the service. |
| Rationale | Materials collected by the local government should complement other services, meet the stated purpose and objectives of the service, and consider impacts such as feasibility and cost. |
| Strategies | Determine what materials should be collected with reference to the objectives of the service, including: <ul style="list-style-type: none"> maximising recovery (providing services for products/materials that have the greatest potential for recovery) minimising contamination of recoverable materials. Determine what materials should be collected with reference to other services available in the local government area to minimise duplication of services and costs. |
| Benchmark | Collected materials determined with reference to the objectives of the service and clearly documented in local government waste planning documentation, and effectively communicated to households. |

Annual service allocation

| | |
|------------|--|
| Aim | Set a maximum service allocation per household for each drop-off service type. A local government may have more restrictions for disposal services and fewer restrictions for recycling services or for those specifically designed as drop-off services (e.g. HHW or Containers for Change services). |
| Rationale | An annual service allocation should encourage both material recovery and the disposal of materials that cannot be managed through other services, and help to manage costs to local government. |
| Strategies | Provide an optimal annual drop-off service allocation mix based on collection service objectives in waste planning documents. |
| Benchmark | Service allocation limits per year and per visit for mixed-waste disposal (and user-pays options for services above set service limits). Fewer (or no) limits on source-separated drop-off collections. |



Staffing

| | |
|------------|--|
| Aim | Optimise staffing to deliver a better practice drop-off service that preferences recovery ahead of disposal. |
| Rationale | Suitably trained staff helps to ensure materials are disposed of correctly to improve resource recovery. |
| Strategies | Ensure staff and training is included in waste planning documentation and annual budgets. |
| Benchmark | Drop-off sites operated by a suitable number of trained staff. |

Operating hours

| | |
|------------|--|
| Aim | Provide access to the community. |
| Rationale | Suitable operating hours are important for ensuring the community has reasonable access to services. |
| Strategies | Assess the overall demand for drop-off services and the types of materials accepted by drop-off services via audits and surveys. |
| Benchmark | Operating hours are determined based on community needs. |

Layout and signage

| | |
|------------|--|
| Aim | Support users to source-separate materials for recovery. |
| Rationale | Good design and clear signage helps users to source-separate materials for recovery ahead of disposal. |
| Strategies | Design site to ensure recovery options are available before a final disposal option. Use the WasteSorted Toolkit when designing communications materials and signage: www.wastesorted.wa.gov.au |
| Benchmark | Have a site plan that supports resource recovery ahead of disposal; WasteSorted materials used onsite. |

Source separation

| | |
|------------|--|
| Aim | Maximise source separation to increase material recovery. |
| Rationale | Source-separated waste streams are easier and less expensive to recover than mixed-waste streams and represent a higher value to recyclers. Separating waste at the source can help to protect the environment (e.g. by separating dangerous or hazardous wastes which require specialised treatment/disposal). |
| Strategies | Support the community to use the source-separated services correctly by: <ul style="list-style-type: none"> ensuring the site includes a layout and clear signage which maximises material recovery before disposal providing staff who are well trained to support recovery including service restrictions and price signals that encourage recycling and discourage disposal providing effective communications. |
| Benchmark | Options provided onsite for the collection of separate product and material types (for recovery) before final disposal. |



Price signals

| | |
|------------|---|
| Aim | Use price signals to encourage recycling and discourage mixed-waste disposal. |
| Rationale | Direct pricing is consistent with the user-pays principle in the <i>Environmental Protection Act 1986</i> (Section 4A. Object and Principles) and has the potential to help control rates and waste charges to residents. |
| Strategies | Limit 'free' mixed waste/disposal services and have a direct pricing model for subsequent services. Provide free (or low cost) recycling services to give users an incentive to source separate for recycling. |
| Benchmark | Price signals applied to drop-off services to encourage resource recovery and discourage mixed-waste disposal. |

Communications and engagement

| | |
|------------|---|
| Aim | Community understands the service and how to use it effectively. |
| Rationale | Households that use services correctly can help to improve the performance of services. |
| Strategies | Include drop-off communications in the local government's waste and recycling communication strategy. Use the WasteSorted Toolkit when designing communications and engagement materials: www.wastesorted.wa.gov.au |
| Benchmark | Communications plan referenced in local government waste planning documentation which: <ul style="list-style-type: none">regularly informs households about how to use the service properly and alternative reuse optionsensures the community has access to suitable facilities to make enquiries, report issues and make bookingsidentifies training needs for local government frontline staff. Waste Sorted toolkit used in public facing communications. |

Compliance and enforcement

| | |
|------------|--|
| Aim | Discourage and respond to unwanted behaviours. |
| Rationale | Unwanted behaviours such as drop-off of highly contaminated waste, unauthorised removal of materials, littering and illegal dumping can impact on the service and have environmental and human health risks. |
| Strategies | Incorporate drop-off compliance and enforcement in the local government's overarching compliance and enforcement strategy. |
| Benchmark | Compliance and enforcement plan documented in waste planning documentation and reported annually. |



Contracting

| | |
|------------|---|
| Aim | Ensure contracts with service providers support the objectives of the local government's drop-off services and the Waste Strategy's objectives/targets. |
| Rationale | Local governments typically contract services to external parties; contracts are critical to ensuring high-quality services. |
| Strategies | <p>Contracts should include provisions to support local governments to achieve high-performing drop-off collection services, including:</p> <ul style="list-style-type: none"> • breakdown of costs – for example: <ul style="list-style-type: none"> - cost of activity (e.g. collection, processing and disposal) - cost per tonne of recovery • collection and processing methods – by collection type and processing type by weight • reporting on recovery performance – by recovery tonnages/recovery rate • incentives and penalties – based on service efficiency and/or recovery efficiency • flexibility to accommodate changes – especially to support improved recovery. |
| Benchmark | Contracts with service providers have provisions to support high performance. |

Processing

| | |
|------------|---|
| Aim | Maximise material recovery. |
| Rationale | Processing options are crucial to recovering materials from both source-separated streams and mixed-waste streams. |
| Strategies | <p>Engage service providers that can recover materials from source-separated and mixed-waste streams. Partner with other local governments to identify and take advantage of emerging mixed-waste processing opportunities.</p> |
| Benchmark | Processing solutions recover materials from both source-separated and mixed-waste streams. |

Data

| | |
|------------|---|
| Aim | Collect data which is suitable to enable the performance of services to be assessed. |
| Rationale | Data is critical to assessing service performance. |
| Strategies | Include drop-off reporting as part of a local government's standard performance monitoring and reporting functions. |
| Benchmark | <p>Methodology clearly documented.</p> <p>Data collected as part of local governments' overall waste and recycling data collection activities.</p> <p>Reporting requirements included in waste collection and recycling contracts.</p> <p>Reporting independently verified.</p> <p>Data publicly reported (subject to commercial-in-confidence considerations).</p> |



Part 3: case studies

Metropolitan case studies

City of Melville

Under its *Strategic community plan 2020–2030* and guided by its waste plan, the City of Melville has been introducing a better practice waste and recycling service, including the 2019 rollout of a three-bin kerbside food organics and garden organics (FOGO) collection service.

The city's 2019–20 recovery rate from its three-bin kerbside FOGO collection service was 52 per cent, while its vergeside services had a 78 per cent recovery rate. The city does not operate a large permanent drop-off facility or waste transfer facility.

The city provides four scheduled vergeside services: one service for hard waste and three for garden organics per year. The city limits the amount of material to two cubic metres per service. It requires residents to source-separate hard waste to support material recovery, asking them to place white goods, mattresses and e-waste in separate piles to other hard waste.

The city provides several free drop-off days whereby residents can take materials to its operations centre. At these drop-off events the city accepts e-waste, recyclable materials (such as paper, bottles, plastic and cans), polystyrene, lead acid batteries, handheld batteries, gas bottles, empty spray cans and motor oil. The city then organises for those wastes to undergo material recovery where possible, or otherwise arranges for safe disposal.

The city also has several recycling hubs located in libraries, the Civic Centre and the Blue Gum Lakes Community Centre. These hubs accept household batteries, light globes, printer cartridges and mobile phones.

Furthermore, via the Recycle Right campaign and the annual waste and recycling calendar, the city advises residents about alternative options to manage waste for recovery and environmental protection, including:

- soft-plastics recycling at participating supermarkets, via REDcycle bins
- local Containers for Change return sites to recycle suitable beverage containers
- the nearest HHW collection locations
- charity partners that take good-quality used items
- pharmacies to return expired or unused medications.

The city also promotes ways to avoid waste and reuse and repair items, such as:

- directing residents to information on the Recycle Right website and from stalls at local events
- funding for Repair Labs to repair items rather than dispose of them
- providing cloth nappy, worm farm and compost bin rebates
- organising several workshops each year that seek to minimise waste and find alternatives to landfill.

(Sources: www.melvillecity.com.au; www.melvillecity.com.au/our-city/publications-and-forms/technical-services/city-of-melville-waste-calendar; <https://recyclerright.wa.gov.au/>; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)



City of Stirling

Under its *Strategic community plan 2016–2026*, and guided by its waste plan, the City of Stirling has been developing an integrated approach to waste and recycling to support increased resource recovery and protect the environment from the impacts of waste.

In addition to its three-bin kerbside service (that includes a garden organics bin collection), the city provides vergeside and drop-off services that have several better practice characteristics.

Data from 2019–20 indicates the city achieved a resource recovery rate of 51 per cent for its kerbside services, 65 per cent for its vergeside services, and 69 per cent for its drop-off services. The city reported a 100 per cent recovery from vergeside garden organics collections and a 39 per cent recovery from its vergeside hard waste services in 2019–20 (hard waste undergoes further processing, which achieves some recovery).

The city provides one pre-booked containerised hard waste service and one scheduled garden organics service per year, along with pre-booked product collection services for white goods, e-waste and mattresses (one of each service per year). These services are funded by rates and charges.

The pre-booked hard waste collections are tightly controlled to support correct use of the service and minimise unwanted behaviours, such as overfilling the skip bin. Bins are provided for two days, which limits opportunities for commercial scavenging or illegal dumping. Further pre-booked hard waste collections are offered on a fee-for-service basis.

The city has a major waste management facility - the Recycling Centre Balcatta (RCB) - where the community can drop off a wide range of materials for recovery ahead of any waste disposal. Also, the RCB has a co-located reuse shop where people can drop off good-quality durable items for free, which are then offered for secondhand resale.

The city provides entry passes which allow drop-off of a maximum quantity per household for several types of waste. Fees apply once the household allowance is exceeded. Many types of recyclable waste or special wastes can be left at the facility for free (with some restrictions), including:

- a range of recyclable materials (e.g. metals, plastics, paper and cardboard)
- e-waste accepted under the National Television and Computers Recycling Scheme
- waste covered under the State Government's HHW program
- used paint via the Paintback Scheme
- used oil and lead acid batteries.

Additionally, the city produces waste and recycling communications materials to support the correct use of the city's waste services and provide information on how to avoid waste, reuse items and repair products.

(Sources: www.stirling.wa.gov.au; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)



City of Swan

Under its *Strategic community plan 2021–2031* and guided by its waste plan, the City of Swan provides a range of waste and recycling services to its residents and is moving towards better practice services.

The city provides the following services:

- kerbside collections for comingled recycling and general waste
- pre-booked services for garden organics, hard waste and mattresses
- drop-off services at permanent facilities (which the City and the Eastern Metropolitan Regional Council [ERMC] operate).

The city is also planning to introduce a three-bin FOGO service to recover more organic waste from the city's residents in 2023–24.

For 2019–20, the city reported a 42 per cent recovery rate across its vergeside services and an 84 per cent recovery rate from its own drop-off services.

The city operates two recycling centres, where residents can drop off materials for recovery including metals, untreated wood, ridged plastic, e-waste, white goods, mattresses, cardboard, batteries, fluorescent lights and garden organics.

Furthermore, the city gives residents advice about alternative options to avoid waste and manage used items to increase recovery and support environmental protection. Among others, it directs residents to:

- soft-plastics recycling at participating supermarkets, via REDcycle bins
- local Containers for Change return sites to recycle suitable beverage containers
- the nearest HHW collection locations
- product stewardship organisations to recycle mobile phones
- charity partners that take good-quality used items
- pharmacies to return expired or unused medications.

(Sources: www.swan.wa.gov.au; www.emrc.org.au; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)





Shire of Mundaring

Under its *Strategic community plan 2020–2030*, and guided by its waste plan, the Shire of Mundaring provides a range of waste and recycling services to its residents and is moving towards better practice waste and recycling services to support material recovery and the protection of the environment.

The shire provides kerbside collections for comingled recycling and general waste. The Shire is planning to introduce a three-bin kerbside collection service, with FOGO collections, to recover more organic waste from the city's residents.

The shire also has scheduled vergeside services for hard waste and garden organics, as well as mattress collections. Additionally, the shire has several drop-off collection options for waste and recycling.

In 2019–20, the shire's recovery rate across all its waste and recycling services was 50 per cent, with 21 per cent recovery from kerbside services, 46 per cent recovery across vergeside collection services and 80 per cent recovery from drop-off services. The recovery rate for drop-off services is mostly due to high recovery from garden organics. From vergeside services, the Shire reported 100 per cent recovery for garden organics and 22 per cent for hard waste.

The shire provides one scheduled vergeside collection service per year and asks residents to source separate the waste to support material recovery. It instructs residents to place garden organics, white goods, mattresses, metals and hard waste in separate piles.

The shire's residents have access to drop-off services at two community recycling centres: Coppin Road, Mundaring and Mathieson Road, Chidlow. They also have access to the ERMC's permanent facilities, given the shire is a member of the EMRC. The two community recycling centres include 'grab and go' tip shops where residents can bring their unwanted but usable items in good condition for others to take and reuse. The Coppin Road facility also includes a container refund point for the Containers for Change program.

On its website the shire lists the freely accessible collection facilities for household hazardous waste (HHW) under the State Government's HHW program. The website also publishes the dates for DrumMUSTER collections and directs residents to local Containers for Change collection sites to recycle suitable beverage containers.

(Sources: www.mundaring.wa.gov.au; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)



Town of Bassendean

Under its *Strategic community plan 2020–2030* and aligning with the One Planet Living principles and framework, the Town of Bassendean intends to demonstrate strong leadership in waste reduction via waste and recycling services and initiatives guided by its waste plan.

In 2020–21 the town began providing a three-bin kerbside collection service with FOGO collections, in addition to continuing a vergeside hard-waste collection and a vergeside garden organics collection.

The town also has free pre-booked collections for other wastes (fridges/freezers and mattresses), along with a community drop-off service for several types of product wastes (provided through the town's library on Old Perth Road). Product waste drop-off services include those for household batteries, mobile phones, printer cartridges and light globes.

Furthermore, every six months the town hosts morning drop-off events to collect recyclable materials at its works depot at 69 Scaddan Street, Bassendean.

The following materials are accepted at the events:

| Material | Description |
|-------------|--|
| Metals | Bikes, barbecues, metal bed frames, iron/tin sheeting, air conditioner units, hot water systems, dismantled swings, trampolines, white goods |
| Wood | Any untreated timber off-cuts (no longer than 1.5 m), crates (no MDF, painted, stained or laminated cabinets or furniture accepted) |
| E-waste | TVs, computers, set-top boxes, monitors, keyboards, game consoles, speakers, stereo equipment, printers, scanners, photo copiers, DVD players, laptops, mobile phones, cameras |
| Cardboard | Cardboard boxes, cartons and packing boxes (no plastic or polystyrene packaging) |
| Tyres | Car, trailer, 4WD (off rims only) (four per household) |
| Polystyrene | Plastic tape and stickers removed |
| Aerosols | Empty and gas exhausted |

The town's drop-off events do not accept asbestos, carpet, paint, household hazardous waste (HHW), soft furniture, glass panels, garden organics, HHW, mattresses, furniture, gas cylinders and PVC (and commercial or construction waste). However, the town informs residents about other options, including the free return of HHW via permanent collection sites, as part of the State Government's HHW program.

The town also promotes waste avoidance behaviour on its website, as well as the reuse of unwanted good-quality durable items via community gifting, donating and/or secondhand sales. Additionally, the town encourages soft-plastics recycling at participating supermarkets, via REDcycle bins.

(Sources: www.bassendean.wa.gov.au; www.bassendean.wa.gov.au/environment-waste/recycling-waste/drop-off-locations.aspx)



Town of Cambridge

Under its *Strategic community plan 2018–2028*, the Town of Cambridge has a goal to be environmentally responsible and lead by example. As part of that goal, the town aims to minimise waste to landfill and increase recycling. The town's waste avoidance and resource recovery initiatives are guided by its waste plan and its Waste management strategy 2020–25.

Data for 2019–20 for the town indicate a kerbside service recovery rate of 52 per cent and a vergeside service recovery rate of 75 per cent.

The town is a member of the Mindarie Regional Council (MRC), which provides kerbside waste processing and disposal services. The town provides a three-bin kerbside collection service with garden organics collections for its residents.

MRC provides drop-off waste and recycling services to residents of member local governments. However, the MRC drop-off waste and recycling facilities are a long distance from the town's residents. Hence the town has sought additional waste and recycling service options closer to its residents.

Recently the town improved some of its waste services. Residents can now access free drop-off services that are more conveniently located at the Shenton Park waste management facility, operated by Western Metropolitan Regional Council (WMRC). On a trial basis, the town has arranged for residents to gain access to up to three Verge Valet™ vergeside collection services per year per household, with at least one service being a garden organics service. The Verge Valet™ service is coordinated by WMRC. Additional vergeside services can be booked on a fee-for-service basis. These vergeside and drop-off services are provided via a commercial arrangement between the town and WMRC. The town also has a free pre-booked collection service for mattresses.

The town also offers other waste-product drop-off opportunities for its residents. These include three charity drop-off days, three e-waste drop-off days and four plastics drop-off days, which are identified on the town's waste calendar. Some drop-off options are provided via specific initiatives of the town's facilities. The frequency of the events depends on the material type. Drop-off services are provided for donations of household items (including clothes and textiles), stationery, sporting goods and 'clothing swaps', as well as for recycling of aerosol cans, x-rays, mobile phones, printer cartridges, coffee pods and household lights and batteries.

Furthermore, the town encourages soft-plastics recycling at participating supermarkets via REDcycle bins, and it directs residents to local Containers for Change return locations to recycle suitable beverage containers.

The town informs its residents about waste avoidance and resource recovery options via its website, social media, eco-newsletter and targeted education programs and sessions. It encourages the adoption of purchasing behaviours that minimise product packaging and single-use items. It also promotes the reuse of durable items: encouraging residents to gift good-quality items to friends and family or donate them to charity partners, or consider buying and selling via secondhand sales. In addition, the town hosts Repair Labs every two months to help residents keep items in use rather than send them to landfill.

(Sources: www.cambridge.wa.gov.au/Resident/Waste-Recycling/Recycling-programs; www.wmrc.wa.gov.au; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)



Western Metropolitan Regional Council

Under its *Waste plan 2020–25*, WMRC has moved to provide integrated service options for residents of its member (and participating) local governments. WMRC's stated strategic aim is to serve its geographical catchment in addition to serving its member local governments. The services offered by WMRC include better practice characteristics, including tight controls around the pre-booked vergeside service and extensive resource recovery options available at the drop-off facility.

WMRC has established a Verge Valet™ pre-booked vergeside service for both garden organics and hard waste. Verge Valet™ provides residents of participating councils with year-round access to pre-booked vergeside waste collections.

As of October 2021, the City of Subiaco, the towns of Cottesloe and Mosman Park, and the Shire of Peppermint Grove have adopted the Verge Valet™ services. WMRC has also been offering Verge Valet™ to other non-member local governments on a fee-for-service basis, including the Town of Cambridge.

WMRC provides a range of free and for-fee drop-off services for its member and participating local government residents. Services are available to other residents subject to a site entry fee. Town of Cambridge residents can access WMRC drop-off services as the town is a participating local government.

Items that can be dropped off for free include cardboard, polystyrene, scrap metal, e-waste, HHW, paint, motor and cooking oil, car batteries, grooming products, dental products, plant pots, plastic bottle tops and x-rays. Clothing, bicycles, sporting goods and stationery are also collected through arrangements with social enterprises. Dropped-off items are separated into different streams for recovery.

For-fee services include bulk household and green waste, construction and demolition waste, mattresses, tyres and asbestos.

WMRC also provides free mulch for its member and participating local government residents.

WMRC has increased the opening hours at its drop-off facility: it is now open seven days a week (and most public holidays). This provides the community with a high level of access to services.

Furthermore, WMRC provides extensive communications and education resources to inform the community about options to avoid waste, donate unwanted goods and repair items. This complements the waste and recycling services provided by WMRC to its member local governments and participating local governments.

(Sources: www.wmrc.wa.gov.au; www.cambridge.wa.gov.au)



Part 3: case studies cont.

Regional case studies

Shire of Broome

In line with its *Strategic community plan 2021–2031*, the Shire of Broome seeks responsible management of natural resources as an outcome, providing several better practice approaches to support increased resource recovery and manage waste to protect the environment.

The shire provides kerbside collection services for comingled recycling and general waste, as well as drop-off services through its waste facility. It reported a 45 per cent recovery rate across its waste services, with most recovery coming from garden organics drop-off services.

Also, the shire provides information for its residents on further resource recovery options via an A to Z guide. Through the guide the shire promotes the donation of good-quality used items to its charity partners, which supports reuse, and encourages soft-plastics recycling via REDcycle bins in participating supermarkets.

The shire also directs residents to local Containers for Change return locations to recycle suitable beverage containers.

At its waste facility the shire offers two weekends of free special drop-off events for a range of materials ahead of cyclone season (for recycling or disposal). This is offered in addition to the normal quota of waste facility passes that residents receive each year. The shire's waste facility coordinates recycling for a range of materials, including metals, garden organics, timber, oil, e-waste and building materials.

The shire also promotes the drop-off of special wastes, such as paints and some hazardous materials, to the depot of a local private waste contractor.

As part of its waste management planning, the shire intends to establish a new resource recovery park to support better practice waste management and drop-off services in the future.

(Sources: www.broome.wa.gov.au/Shire-Services/Waste-Management; www.rrrp.com.au/resources; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard).



City of Albany

The City of Albany's *Strategic community plan 2032* has an objective to develop a sustainable, low waste, circular economy. The city uses a range of waste avoidance and resource recovery initiatives to support that objective.

The city provides kerbside, vergeside and drop-off services, with better practice elements evident in each collection service. In 2021, the city transitioned to a three-bin kerbside collection service, with FOGO collections, to increase recovery from domestic waste generated by residents.

The city reported a 41 per cent recovery rate across its waste services in 2019–20, with significant recovery from all key services. The city's previous three-bin kerbside collection system (which included garden organics collections) recovered 34 per cent, its drop-off services 52 per cent and its vergeside services 100 per cent. However, no vergeside hard-waste service was provided in 2019–20 (which would have reduced the overall vergeside recovery rate).

The city offers vergeside collections for hard waste and garden organics, with garden organics collected once a year and hard waste collected once every two years. Each service has a volume limit of two cubic metres for all materials placed on the verge.

The city specifies a range of source-separated materials that residents can drop off at its waste facilities at low or no cost to support recovery and protect the environment. The city provides one drop-off facility pass per year per household for waste disposal. However, the city charges per load for residents who want to drop off further waste, as required. Albany residents can drop off a range of wastes and reusable items for free at

Fossicker's Tip Shop, which is co-located at the city's main waste facility (Hanrahan Road Waste Facility), including:

- recyclable materials that can be placed in kerbside recycling
- e-waste accepted under the National Television and Computers Recycling Scheme
- HHW covered by the State Government's HHW program
- good-quality durable items that can be resold at Fossicker's Tip Shop.

Opening times at the city's waste facilities are arranged to support suitable community access to waste and recycling drop-off services, while its administration offices also provide free drop-off services for some product wastes, including household batteries and mobile phones.

The city encourages soft-plastics recycling at participating supermarkets via REDcycle bins and e-waste recycling at participating businesses. The city also directs residents to local Containers for Change return locations to recycle suitable beverage containers.

The city promotes waste avoidance and resource recovery options via its website. It gives advice on how to avoid waste, such as adopting purchasing behaviours that minimise product packaging and single-use items, and encourages the reuse of durable items, such as giving them to friends and family, donating good-quality used items to partner charities and buying and selling via secondhand sales.

(Sources: www.albany.wa.gov.au/services/waste-and-sustainabilitymenu.aspx; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)



Shire of Northam

The Shire of Northam's *Strategic community plan 2017–2027* seeks sustainable waste management, aiming to reduce waste and effectively recover waste.

The shire provides kerbside collection services for comingled recycling and general waste, as well as drop-off services through its two waste facilities. It also provides one pre-booked hard-waste vergeside service to its residents (both in the township of Northam and residents outside of the town).

The shire reported a 37 per cent recovery rate across its waste services in 2019–20, with significant recovery from the drop-off of garden organics and hard waste.

The shire releases information to its residents on resource recovery options via a waste calendar. The calendar covers soft-plastics recycling at participating supermarkets via REDcycle bins and indicates the type of materials that can be recovered via drop-off services at the shire's waste facilities.

The shire specifies a range of source-separated materials that can be dropped off at its waste facilities at low or no cost to support recovery, including metals, garden organics, oil, e-waste and building materials that can be recycled. The shire provides a set quota of facility passes to residents and has suitable opening times to enable convenient use of the drop-off services. The shire charges for wastes that the facility passes do not cover or those that cannot easily be recycled.

The shire's administration offices provide free drop-off for some product wastes, including printer cartridges, household batteries, fluorescent lights and mobile phones.

Separately, the shire directs residents to local Containers for Change return locations to recycle suitable beverage containers.

(Sources: www.northam.wa.gov.au/; www.wasteauthority.wa.gov.au/publications/view/domestic-waste-and-recycling-dashboard)

Endnotes

¹ Use of the term waste plans in this guideline has the same meaning as waste plans in Part 3 Division 3 of the *Waste Avoidance and Resource Recovery Act 2007*.

² Albany, Busselton, Bunbury, Greater Geraldton and Kalgoorlie-Boulder

³ Waste from a local government's own operations include waste from council buildings, parks and gardens, libraries and community centres.

⁴ Source: *Source separation of waste position statement* – Waste Authority January 2014.

⁵ Further guidance on typical materials that can be collected via vergeside services will become available on the WALGA WasteNet website at www.wastenet.net.au.

⁶ Additional services should include price signals that support waste avoidance and resource recovery and align with the polluter pays principle in the *Environmental Protection Act 1986* (Section 4A. Object and Principles).

⁷ Unless suitable alternatives are provided across waste and recycling services and other channels.

⁸ The WALGA Template Waste Local Law can be found at the WASTENET website at www.wastenet.net.au/programs/better-practice/waste-local-law.aspx

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