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1. Statement

Ipswich City Council (**Council**) is committed to fulfilling its waste services community service obligations to support the community in waste management and resource recovery.

2. Purpose and Principles

The purpose of this policy is to outline the Council's community service obligations (CSO) with respect to waste and recycling services and guide council's decision making on those community service obligations. Community service obligations are provided by council to support the community in waste management and resource recovery.

This policy guides Council's decision making regarding the provision of CSO obligations for waste and recycling services based on principles of access, equity, and inclusion to eliminate barriers that may prevent residents and/or visitors from participating equitably in community and civic life.

Unless otherwise stated the cost of providing a CSO is inclusive of all associated costs including any collection, waste processing and waste levy components. Where IWS performs a CSO the cost of doing so will be reimbursed to it by Council.

3. Strategic Plan Links

This policy relates to Ipswich City Council's strategic plan, iFuture 2021-2026, specifically the following themes:

- Natural and Sustainable

4. Regulatory Authority

- Local Government Act 2009
- Local Government Regulation 2012
- Waste Reduction and Recycling Act 2011
- Waste Reduction & Recycling Regulation 2011
- Collections Act 1966

- Community Funding and Support Policy

5. Human Rights Commitment

Council has considered the human rights protected under the *Human Rights Act 2019* (Qld) (the Act) when adopting and/or amending this policy. When applying this policy, Council will act and make decisions in a way that is compatible with human rights and give proper consideration to a human right relevant to the decision in accordance with the Act.

6. Scope

This policy provides a framework for the administration of community service obligations provided by Council.

Community service obligations are provided by Council to support the community in waste management and resource recovery.

The community service obligations provided by Council and the associated requirements are as follows.

6.1 Waste disposal fee exemption at Ipswich City Council Recycling & Refuse Centres for charity and not-for-profit organisations with their operations in Ipswich

The exemption will cover all waste disposal costs including the waste levy fee provided that a charity or not-for-profit (**NFP**) organisation meets the following criteria:

- the charity or NFP organisation is registered as a charity under the Australian Charities and Not-for-profits Commission (ACNC), and
- the charity or NFP organisation can provide appropriate and sufficient evidence that its operations are located within the Ipswich local government area, and
- the charity or NFP organisation is registered with and approved by Ipswich Waste Services on an annual basis.

6.2 Waste disposal fee exemption at Ipswich City Council Recycling & Refuse Centres for special community clean up events in Ipswich, such as Clean Up Australian Day

The exemption will cover all waste disposal costs including the waste levy fee provided the below criteria are met.

The waste to be disposed of must:

- have been generated and collected in association with a community clean up event recognised by Council, and any vehicles employed to dispose of the waste must be registered for use in association with the community clean up event. Council's Environmental Events and Partnership Officer will provide a vehicle register list to Ipswich Waste Services for the exemption.

The General Manager Environment and Sustainability Department is authorised to amend the list of special community clean up events that are eligible for this exemption and to vary/impose conditions on the provision of the exemption on an annual basis.

6.3 Provision of waste and recycling services at Ipswich community events

Community organisations hosting a community event within Ipswich City and who are eligible for In-Kind Assistance in conjunction with the Community Funding and Support Policy, shall be entitled to waste and recycling services for the duration of the event.

This exemption is to be applied in line with the Community Funding and Support Program Guidelines. The Community, Cultural and Economic Development Department (CCEDD) manages this CSO.

6.4 Provision of a comingled recycling program for schools in Ipswich

This CSO is not available to new applicants and only existing participants are eligible to receive this CSO which entails the provision of educational resources regarding paper and co-mingled recycling and of up to 2x 240L paper & 2x 240L co-mingled recycling bins per participant.

6.5 Provision of additional bin capacity for residents with special medical conditions requiring additional volume for kerbside waste disposal

Additional garbage bins may be provided in the case of a household where a resident who, directly because of a medical condition, such as dialysis, generates significantly greater quantities of domestic waste and/or recyclable waste and requires additional mobile garbage bins. Additional mobile bin options include a 240 litre mobile garbage bin, a 240 litre or 360 litre mobile comingle bins. Other medical reasons may be considered if the household produces larger quantities of waste from the medication process, requiring additional bin capacity.

A standard waste management utility charge will continue to apply to the approved eligible residents. This exemption will cover additional waste charge only (240 litre general waste bin or 240/360 litre comingle bin) provided the below criteria are met:

- i. A written application is made on the prescribed form and is accompanied by written advice from a medical practitioner stating that the applicant will, because of their medical condition, require additional capacity for medical related waste.
- ii. The application is approved by Manager Resource Recovery and will be subject to periodic review.

Council will audit special medical service recipients to verify their eligibility as required.

6.6 Assisted Household Waste Removal Service (Infirm Service)

The Infirm Service can be applied for by residents who are unable to physically move their bins to and from the kerbside, due to a disability or impairment, and have no able-bodied person to assist them.

The Infirm Service is where the collection vehicle driver alights the vehicle, enters the serviced premises and takes the bins to the vehicle for emptying before returning them to the agreed location on the resident's property.

A standard waste management utility charge will continue to apply to the approved eligible resident. The exemption will cover additional waste charge only provided the below criteria are met:

- i) a completed Assisted Household Waste Removal (Infirm) Service application must be provided to Council. This application must be signed and dated by the resident's registered general medical practitioner, and
- ii) the application must be approved by Manager Resource Recovery and will be subject to periodic review.

Council will audit Infirm Service recipients to verify their eligibility as required. Notably IWS can only provide this service following a site safety inspection. At sites where a suitable bin location cannot be agreed an Infirm Service will not be offered.

6.7 Management of waste generated as a direct result from natural disasters or emergencies.

- i) A waste disposal fee exemption may be applied on an as required and temporary basis for Municipal Solid Waste (MSW) at Ipswich City Council Recycling and Refuse Centres for waste generated by declared natural disasters or emergency situations, or other circumstances approved by Council.
- ii) The waste must have been generated as a result of storm, flood, or other declared emergency in the Ipswich local government area.
- iii) Customers will follow any Council approval process determined to be applicable to each event and then IWS will grant the exemption to approved customers.

6.8 General exemption

General Manager Environment and Sustainability (or delegate as per table 2) is authorised to approve a waste disposal exemption to any entity or organisation deemed to provide a general benefit to the community and direct Ipswich Waste Services as required.

7. Roles and Responsibilities and limits for exemptions

Table 1: Roles and responsibilities

POSITION	RESPONSIBILITIES	Limits
General Manager Environment and Sustainability Department	<ul style="list-style-type: none"> Approval of community service obligations in line with table 2. Sub-Delegation of authority to approve amendments of CSOs. 	<ul style="list-style-type: none"> This CSO policy
Manager Resource Recovery	<ul style="list-style-type: none"> Sub-Delegated approval of community service obligations in line with table 2. Ensure the CSO system is operating in line with this policy. 	<ul style="list-style-type: none"> Within the authority statement in Table 2
Community, Cultural and Economic Development	<ul style="list-style-type: none"> Manage the In-Kind Assistance for waste and recycling services at Ipswich community events. 	<ul style="list-style-type: none"> Community Funding and Support Program Guidelines
Resource Recovery Operations Coordinator	<ul style="list-style-type: none"> Accept waste to enter the City's RRCs with exemptions as directed. 	<ul style="list-style-type: none"> Only material received at Council waste facilities

Table 2: Authority and requirement

Authority to make decision	Requirement for CSOs
Manager Resource Recovery	<ul style="list-style-type: none"> Estimated financial impact is under \$5,000. The CSO is a one-off exemption and applies to a small number of households / customers
General Manager Environment and Sustainability	<ul style="list-style-type: none"> It can be a repeated exemption with the purpose of providing a solution for environmental issues. Estimated financial impact in line with the financial delegation register.
CEO	<ul style="list-style-type: none"> Estimated financial impact in line with the financial delegation register.
Council	<ul style="list-style-type: none"> When the exemption is above CEO's financial delegation register.

8. Key Stakeholders

The following will be consulted during the review process:

- Environment and Sustainability Department
- Community, Cultural and Economic Development Department
- Legal and Governance Branch
- Finance
- Rates and Property
- Corporate Services

9. Monitoring and Evaluation

The Ipswich Waste Services Performance Plan includes performance targets for community service obligations.

10. Definitions

Charity – as defined by the Charities Act clarifies that to be a recognised as a charity, an organisation must: be not-for-profit. have only charitable purposes that are for the public benefit. not have a disqualifying purpose. not be an individual, a political party or a government entity.

Comingled recycling – is the service provided by Ipswich Waste Services which accepts plastics, glass, metal, paper and cardboard, thereby co-mingling the waste stream.

Community Service Obligation (CSO) – of a commercial business unit of a local government, means the obligations to do anything the local government is satisfied are not in the unit's commercial interests to perform and arise because of a direction by the local government.

Municipal Solid Waste (MSW) - is a combination of domestic waste and other wastes arising from council activities (such as the management of parks and gardens, and the collection of litter and illegally dumped waste).

Infirm Service – an additional service provided by Council for a resident who is unable to physically move their bins to and from the kerbside, due to a disability or impairment, and have no able-bodied person to assist them whereby the collection vehicle driver alights the vehicle, enters serviced premises and takes the bins to the vehicle for emptying before returning them to the agreed location on the resident's property.

Service charge – refers to the waste utility charges applied to applicable properties

Waste levy – levy imposed on leviable waste delivered to a leviable waste disposal site and liable to pay to the State.

11. Decision making protocol

Where a customer request for exemption from the cost of an IWS waste and recycling service is received and that request falls outside of the categories identified in item 5 of this Policy then that request may be assessed by having regards to whether grant of the requested exemption would promote access, equity, and inclusion, and whether but for the granting of the exemption the requestor would be prevented from participating equitably in community and civic life. Any decision to grant an exemption outside of the categories identified in item 5 of this Policy must be made in a manner that is open and transparent.

12. CSO Register

A CSO register is to be developed in accordance with the requirements of the *Local Government Act 2009*.

13. Documentation control

This policy is required to be reviewed on a yearly basis and approved by Manager Resource Recovery. Any minor amendments (being grammatical or typographical amendments) require approval by General Manager Environment and Sustainability, and other amendments other than minor amendment are required to be adopted by Council.

An annual performance assessment will be carried out as a part of any annual policy review.

14. Related documents

- Good Governance Policy
- Delegations Register
- Council's Delegations – Delegations Administrative Directive, Human Resource Legislative and Administrative Delegations and Sub Delegations, Financial Delegations Register
- CSO Register

15. Policy Owner

The General Manager (Environment and Sustainability Department) is the policy owner, and the Manager Resource Recovery is responsible for authoring and reviewing this policy.