

7.4.2 PROPOSED RESOURCE RECOVERY AND WASTE SERVICES POLICY

Responsible Manager:	Kristy Green, Manager Sustainable Monash
Responsible Director:	Jarrod Doake, Director City Services

RECOMMENDATION

That Council

1. **Endorses the Resource Recovery and Waste Services Policy.**
2. **Notes that the Policy will take effect from 1 July 2026, aligning with the introduction of the separate Waste Service Charge and service eligibility changes.**
3. **Delegates authority to update the policy in line with any further legislative changes or State Government requirements to the Chief Executive Officer.**

INTRODUCTION

This report seeks Council endorsement of the new Resource Recovery and Waste Services Policy, which establishes consistent, equitable, and sustainable standards for the delivery of kerbside waste and resource recovery services across the City of Monash.

COUNCIL PLAN STRATEGIC OBJECTIVES

A healthy, safe and connected community

A community where all people have the opportunity to experience enhanced levels of social, emotional, and physical wellbeing.

A well-planned and future ready city

An attractive and well-designed city with connected neighbourhoods, active transport, open spaces, facilities and infrastructure that meets the current and future needs of our community.

A city that promotes environmental sustainability

Where neighbourhoods are designed and developed along environmentally sustainable development and urban design principles, in sympathy with the natural environment.

A council with good governance, strong leadership and community involvement in decision making

A Council that provides governance and leadership for the benefit of our community through community engagement, advocacy, decision making and action.

BACKGROUND

Monash currently provides kerbside waste services funded through general rates. Rising waste management costs, combined with State Government requirements under the Circular Economy (Waste Reduction and Recycling) Act 2021, necessitate a transition to a separate Waste Service Charge and service model changes from 1 July 2026.

Council endorsed the introduction of a separate Waste Service Charge on 30 September 2025, following extensive community consultation. The new Policy provides the framework for service delivery under this model, including eligibility criteria for residential properties, multi-unit developments (MUDs), prescribed accommodation, and non-residential properties.

DISCUSSION

The Policy aligns with Victorian Government legislation and best practice guidelines, incorporating feedback from community engagement on waste charges and hard waste services. It establishes a clear framework for household waste management in Monash to ensure consistency, fairness, and compliance with regulatory requirements.

The Policy:

- Defines service entitlements for different property types, including baseline services and conditions for additional bins.
- Establishes eligibility criteria for kerbside services, with clear pathways for properties that cannot be serviced (e.g. high-density developments requiring private waste arrangements).
- Defines hardship support measures, including concessions and transitional assistance.
- Outlines compliance requirements, including contamination thresholds and conditions for service suspension. Service suspensions and bin withdrawals will be executed under the Community Safety and Amenity Local Law 2024, with a clear education-first escalation path and an internal review/appeals pathway to ensure procedural fairness.
- Incorporates community education and engagement commitments to support residents in adapting to service changes.

Summary of Key Changes

Area	Current Arrangements	What is Changing Under the New Policy
Waste charge	Waste costs included in general rates and based on property value	Introduction of a separate Waste Service Charge from 1 July 2026, reflecting the level of service provided rather than property value
Service transparency	Service entitlements and charges not consistently documented	Clear, consolidated policy setting out eligibility, service levels, charges, and conditions of service
Eligibility by property type	Eligibility assessed on a case-by-case basis, guided largely by historical practice	Defined eligibility criteria for residential, MUDs, prescribed accommodation, non-residential, and non-rateable properties

Multi-unit developments (MUDs)	Inconsistent access to services across development types	Clear service model and eligibility framework for low-rise, medium- and high-rise MUDs, including exemptions and private service requirements
Non-residential properties	Services are not aligned with Council's resource recovery objectives and existing arrangements are not fit-for-service	Eligible non-residential properties may access Council kerbside services where suitable, subject to assessment and charges
Non-rateable non-residential properties	No clear or consistent service pathway	Formal inclusion of eligible non-rateable non-residential properties (e.g. community facilities, places of worship) under the same provisions as approved properties
Bin entitlements and limits	Additional and larger bins available but not consistently standardised	Standardised bin sizes, service levels, and maximum number of bins per waste stream, with clear approval and fee arrangements
Four-stream services	Partial alignment with State requirements	Alignment with Circular Economy (Waste Reduction and Recycling) Act 2021, with clear exemptions where four-stream services are not practicable
Equity and hardship support	Existing concessions and discretionary support	Strengthened and formalised concessions, hardship measures, and a temporary transition support concession
Governance and compliance	Reliance on operational practice and local laws	Clear policy framework to support consistent decision-making, compliance, and long-term service planning

The Resource Recovery and Waste Services Policy represents a shift from a largely implicit and practice-based approach to a transparent, equitable, and legislatively aligned framework. It clarifies who is eligible for services, what those services include, how they are charged, and how Council will support the community through changing waste management expectations.

FINANCIAL IMPLICATIONS

Implementation of the Policy will occur within existing operational budgets. The introduction of the separate Waste Service Charge from 1 July 2026 will ensure full cost recovery for kerbside waste services, improving financial sustainability and transparency.

POLICY IMPLICATIONS

This is a new policy that establishes a clear framework for the delivery of waste and recycling services in Monash. It will be underpinned by detailed service guidelines to ensure consistent implementation and operational clarity.

The Policy supports Council's strategic commitments under:

- **Monash Waste Management Strategy (2017–2027):** Driving increased diversion from landfill, improved resource recovery, and enhanced service equity.
- **Environmental Sustainability Strategy (2016–2026):** Embedding circular economy principles and reducing environmental impacts through responsible waste practices.
- **Zero Net Carbon Action Plan (2020–2025):** Supporting emissions reduction by improving organics recovery and reducing residual waste.
- **Community Safety and Amenity Local Law 2024:** Providing the compliance framework for contamination management, service suspensions, and procedural fairness.
- **Council's Hardship Framework:** Ensuring equitable access and transitional support for vulnerable households.

By aligning with these strategies and policies, the new Resource Recovery and Waste Services Policy strengthens Council's ability to deliver sustainable, equitable, and adaptable waste services, while remaining responsive to future regulatory changes and community needs.

CONSULTATION

Extensive community consultation was undertaken between June and September 2025 on the Waste Service Charge and associated service changes. This engagement introduced the community to the new service levels proposed to take effect from 1 July 2027, including reduced services for commercial and non-rateable properties to align with residential kerbside arrangements, and the introduction of recycling bins for these properties to improve source separation and increase recycling. Consultation activities included:

- Direct mail to 86,285 ratepayers
- 10 pop-up sessions engaging 440 residents
- 6 focus groups with community leaders
- Phone survey of 400 ratepayers
- Online engagement via Shape Monash (1,673 views, 85 responses)

Engagement on hard waste services and glass bin preferences was undertaken between October and November using multiple channels to maximise reach. As part of this engagement, the community was consulted on whether they would prefer to retain an annual scheduled hard waste collection or transition to an at-call service. Both options have been incorporated into the

draft Policy, with a separate report to be presented to Council to determine which service model will be implemented from 2027. Consultation activities included:

- Monash Bulletin articles (76,500+ households)
- Social media promotion and paid campaign targeting renters (19,000+ followers; 8,130 accounts reached)
- Three Monash e-newsletters (avg. 13,985 distribution)
- SMS notifications during engagement period (5,944+ messages)
- Links on bin collection and hard waste webpages (10,689 users)
- On-hold phone messages in November
- Dedicated Shape Monash page (5,903 views)
- Three pop-up sessions at high-traffic locations with translators available
- Posters, flyers, and digital screens at Council facilities and community hubs

No further whole-of-community consultation is proposed. Targeted engagement will occur with Multi-unit developments, high density properties, and commercial businesses impacted by service delivery changes. Multiple channels of engagement will be planned to ensure these groups receive tailored information and support during the transition. To assist with this process, dedicated Resource Recovery Transition Officers will be employed on a fixed term basis to provide hands-on guidance and help affected properties adapt to the new service arrangements.

SOCIAL IMPLICATIONS

The Policy promotes equitable access to waste services and includes measures to support vulnerable households through concessions, transitional assistance, and tailored communication. It also addresses safety and accessibility considerations for residents with mobility challenges through the Assisted Waste Collection Service.

HUMAN RIGHTS CONSIDERATIONS

There are no human rights implications to this report.

GENDER IMPACT ASSESSMENT

A Gender Impact Assessment was completed and identified that women are disproportionately represented in lower income and single parent households, making them more vulnerable to cost impacts. The assessment also considered intersectional factors, noting that gender diverse people, people with disabilities, culturally and linguistically diverse (CALD) communities, and older residents may face additional barriers to understanding and accessing services. To promote equity and accessibility, the Policy includes hardship concessions, multilingual and pictorial communication, and targeted engagement for high density properties and other impacted cohorts. It also commits to inclusive consultation practices and tailored support measures during the transition to new service arrangements.



CONCLUSION

The Resource Recovery and Waste Services Policy provides a clear, equitable, and sustainable framework for waste service delivery in Monash. Endorsement of this Policy will enable Council to meet legislative requirements, improve financial sustainability, and support the community through the transition to new service arrangements from 1 July 2026.

ATTACHMENT LIST

1. City of Monash Resource Recovery and Waste Services Policy (draft)_ Dec 2025 [**7.4.2.1** - 25 pages]



City of Monash

Resource Recovery and Waste Services Policy

Sustainable Monash (Directorate: City Services)

OVERVIEW:

This Policy outlines Council's approach to providing waste and resource recovery services for residential properties, multi-unit developments, non-rateable residences, non-residential properties, and schools. It sets service standards, conditions, charges, and support measures to ensure fair, sustainable, and efficient waste management across the City of Monash.

RESPONSIBLE MANAGER: Manager Sustainable Monash

RESPONSIBLE DEPARTMENT: City Services

APPROVED or RESOLVED BY:

CHIEF EXECUTIVE OFFICER or COUNCIL

DATE: [insert date approved/adopted]

EDNA NO: [insert EDNA reference number]

REVIEW DATE: [insert review date]



Index

1. Introduction	4
2. Scope.....	4
3. Legislative and Strategic Context.....	4
4. Strategic Objectives	5
5. Policy	6
Policy Principles	6
6. Key Terms and Definitions	6
7. Roles and Responsibilities.....	8
8. Service Overview.....	8
Residential Waste Services	8
Waste Services for Multi-Unit Developments (MUDs)	9
Low-rise or walk up MUDs.....	9
Medium to high-rise MUDs.....	9
Exemptions for MUDs.....	9
High Density Residential Properties (Prescribed Accommodation)	9
Rooming houses.....	10
Retirement villages and aged care facilities	10
Exemptions for prescribed accommodation	11
Non-Rateable Residential Properties.....	11
Non-Residential Properties.....	12
Standard Service Includes:.....	12
Food and Garden Waste Service:.....	12
Non-Rateable Non-Residential Properties.....	12
Examples of eligible properties include:.....	12
Standard Service Includes:.....	12
Food and Garden Waste Service:.....	13
Provision of Bins and Education to Schools.....	13
9. Hard Waste Service	14
Hard Waste Collection	14
Hard Waste Collection	15



10.	Waste Collection from Private Property	15
11.	Conditions of Service	16
12.	Environmental Sustainability Requirements for Council Facilities	16
13.	Items not Accepted.....	16
	Items not accepted in Council kerbside bins	16
	Dangerous materials	17
14.	Suspension of Services.....	17
15.	Compliance and Monitoring	17
16.	Community Engagement and Education	18
17.	Service Charges, Variations, and Hardship Support	18
	Waste Service Charge	18
	Changes to Bin Configuration	18
	Financial Assistance	19
	Concession Eligibility.....	19
	Temporary Safety Net Transition Concession	19
	Special Consideration.....	19
	Assisted Waste Collection Service	19
	Service Overview:.....	20
	Eligibility:.....	20
	Contact:.....	20
18.	References and Associated Documents.....	20
19.	Gender Impact Assessment	21
20.	Human Rights Considerations.....	21
21.	Administrative Amendments	21
22.	Review	22
	Document Version	22
23.	Contact.....	22
	Appendix 1. Service Eligibility Summary Applicable from July 1 2026	23



1. Introduction

The City of Monash is committed to delivering high-quality resource recovery and waste management services that support sustainability and reduce environmental impact. These services aim to minimise landfill contributions, promote recycling and resource recovery, and encourage community participation in sustainable waste practices. This policy serves as a guiding framework to ensure that waste services are delivered efficiently and effectively while aligning with state regulations and Council's strategic objectives.

Council acknowledges its responsibility to balance economic, environmental, and social considerations in waste management. By fostering a circular economy, Council aims to transform waste into valuable resources, reduce greenhouse gas emissions, and enhance the livability of the municipality for current and future generations.

On 30 September 2025, Council endorsed the introduction of a 'waste charge' from July 2026. The waste charge will be presented as a separate line item on rates notices to provide transparency around the costs of waste to residents and will reflect the level of service provided by Council. If a property doesn't use Council's waste services, they will not be subject to this charge. For a standard residential service, all properties will be charged the same, however, approved applications for financial hardship or Special Consideration may result in adjustments to this charge.

2. Scope

This Policy establishes the principles, objectives, and operational guidelines for delivering resource recovery and waste services across the City of Monash. It applies to properties within Monash and outlines eligibility for kerbside waste services, including conditions for accessing Council services and circumstances where properties must arrange their own waste and recycling solutions. Supporting documents, such as service guidelines and community information materials, provide practical guidance and educational resources to help residents use these services effectively.

This policy should be read in conjunction with *Community Safety and Amenity Local Law 2024 – Part 8 – Resource Recovery*.

3. Legislative and Strategic Context

Council's development of this Policy is influenced by the following legislative and strategic contexts.

At the Federal level:

- The *National Waste Policy*¹ provides the national framework for waste and resource recovery in Australia. Targets include:
 - Reducing waste generated by 10% per person by 2030
 - 80% average resource recovery from all waste streams in 2030
 - Halve the amount of organic waste sent to landfill by 2030

¹ [2018 National Waste Policy: Less waste, more resources - DCCEEW](#)



At the State level:

- The Circular Economy (Waste Reduction and Recycling) Act 2021² (**CE Act**) and its associated draft standards, sets out the requirements for all Victorian local governments and Alpine Resorts Victoria to provide households access to a four-stream waste service for:
 - glass recycling
 - food organics and garden organics (FOGO)
 - mixed recycling
 - general rubbish

The CE Act specifies that a household or class of households (i.e., MUDs) can be exempt from the provision of one or more of the above-mentioned services if it is not reasonably practical to do so - for example, where there is insufficient space for bin infrastructure or collection vehicles cannot access the kerbside. In the absence of a kerbside service, a drop-off service must be available for that waste stream.

- Sustainability Victoria's MUDs Better Practice Guide³ is a resource for waste management officers and building and planning professionals to effectively plan, design, and assess appropriate waste management systems for MUDs. The guide provides definitions around development types, and considers amenity, ease of use, and environmental performance of waste management systems.

At a local level:

- Council provides waste services to residential properties across the municipality where practicable, taking into account physical constraints and existing private or alternative waste collection arrangements. Councils Waste Management Plan (WMP) Guide⁴ supports planning permit applicants to prepare a Waste Management Plan to design appropriate waste management systems for the needs of the development. These guidelines ensure residents of MUDs are not disadvantaged in accessing recycling and other waste management services.
- The *Community Safety and Amenity Local Law 2024*⁵ provides further direction for owners and property managers of high-density developments, including accommodation facilities such as rooming houses, student dormitories, disability care accommodation, residential care facilities, retirement villages, and caravan parks. Owners and managers of these property types are required to ensure waste services are provided and that these services are adequate for the number of occupants and the types of waste generated.

4. Strategic Objectives

The policy has five primary objectives:

1. **Minimising waste sent to landfill:** Through effective recycling, composting, and waste reduction initiatives, Council seeks to reduce the volume of materials disposed of in landfills.

² [Circular Economy \(Waste Reduction and Recycling\) Act 2021 | legislation.vic.gov.au](https://legislation.vic.gov.au/Circular-Economy-Waste-Reduction-and-Recycling-Act-2021)

³ [Waste Management and Recycling in Multi-unit Developments](#)

⁴ [Multi-Unit and Commercial Developments Waste Management Plan Guide | City of Monash](#)

⁵ [Community Safety and Amenity Local Law | City of Monash](#)



2. **Promoting resource recovery:** By facilitating the effective separation and processing of recyclable and organic materials, Council aims to extract maximum value from waste streams.
3. **Ensuring accessibility and equity:** Waste services must cater to the diverse needs of residents, including those with additional requirements due to health, family size, or other circumstances.
4. **Supporting amenity and compliance:** Council will work to ensure waste management practices contribute to clean, safe, and pleasant public spaces, while aligning with regulatory requirements and best practice standards.
5. **Encouraging community engagement:** By providing education and resources, Council aims to empower residents and businesses to adopt sustainable waste practices.

5. Policy

Policy Principles

The implementation and operation of waste services in the City of Monash are guided by several key principles:

- **Social Equity and Accessibility:** Services are designed to be inclusive, ensuring all community members have equitable access to appropriate waste collection and resource recovery solutions.
- **Environmental Sustainability:** Council prioritises reducing its ecological footprint by promoting recycling, composting, and waste minimisation while supporting broader climate action initiatives.
- **Financial Viability:** Waste services are delivered on a cost-recovery basis, ensuring that the costs of providing these services are met by those who use them. This approach supports financial sustainability and fairness across the community.
- **Innovation and Continuous Improvement:** Council actively explores innovative waste management solutions and continuously evaluates service performance to enhance outcomes for the community.

6. Key Terms and Definitions

Key terms and their definitions used throughout this Policy are described in Table 1.

Term	Definition
CE Act	Circular Economy (Waste Reduction and Recycling) Act 2021
Council	Monash City Council
FOGO	Food organics garden organics
FOGO Bin (Green Lid)	Collected weekly – used for organic waste, including food scraps, garden clippings, and small branches. This material is composted to produce nutrient-rich organic products, supporting a circular economy.
Four-stream waste service	Mandatory residential waste service provisions set out in the CE Act comprising of services for garbage, recycling, food and garden waste and separated glass recycling



Term	Definition
Garbage Bin (Red Lid)	Also 'landfill'. Collected fortnightly – to dispose of general household-type waste not suitable for recycling or recovery
Medium to High-Rise MUDs	These developments are four storeys or higher
Low-rise or walk up MUDs	These developments include two to three-storey walk-ups, with generally 4–12 units
MUDs	Multi-unit developments
Non-rateable land	Land that is classified as non-rateable under Section 154 of the Local Government Act 1989
Non-rateable residential property	Land that is classified as non-rateable under Section 154 of the Local Government Act 1989 and is used as a residence, for example, used exclusively as a residence of a practising Minister of religion
Prescribed Accommodation	As defined in the Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 and include: <ul style="list-style-type: none"> • hotels and motels • hostels • student dormitories • holiday camps • rooming houses • residential accommodation • labour hire accommodation
Private waste contractor	A private commercial waste collection service provider. Can provide larger bins and more frequent collections as well as additional recycling streams
Recycling Bin (Yellow Lid)	Collected fortnightly – used for recyclable materials such as paper, cardboard, and containers made from plastic, glass, aluminium, and steel. These items are processed to recover resources and reduce landfill.
Unit	An individual dwelling within a multi-unit development
Waste services	Kerbside waste services provided by Council

Table 1 – Key terms and definitions



7. Roles and Responsibilities

The roles and responsibilities of key Council staff responsible for this Policy are described in Table 2.

Role	Role
Director City Services	Approval of the final Policy; Approval of updates to the Policy; Championing the implementation of the Policy.
Manager Sustainable Monash	Overseeing the development of the Policy and any updates to the Policy; Championing the implementation of the Policy; Escalation point for grievances relating to the Policy.
Coordinator Resource Recovery	Development of the Policy and any updates to the Policy; Implementation of the Policy; Key internal and external contact point for the Policy; Initial contact for grievances relating to the Policy.
Resource Recovery Contracts and Data Specialist	Maintenance of MUDs and commercial properties database, assessing waste services; Development and updating of supporting templates and/or procedures. Contract performance in line with the policy.

Table 2 – Key roles and responsibilities

8. Service Overview

Residential Waste Services

Single-dwelling residential properties receive the following baseline services:

- 1x 120L landfill bin (red lid), collected fortnightly
- 1x 240L recycling bin (yellow lid), collected fortnightly, alternating with landfill bin
- 1x 240L food and garden waste bin (green lid), collected weekly
- An annual hard waste service, limited to 4m³ of accepted materials. Eligible residential properties only.

Note: Property owners can request to upgrade to a 240L landfill bin and/or request additional bins for an extra annual fee, which is added to their rates. Additional bins can be requested for any of the three waste streams (landfill, recycling, food and garden) up to a maximum of two 240L bins per waste stream per property.

Requests must be submitted by the ratepayer and are subject to Council approval based on space and access. Changes to bin size or removal of bins will attract an administration fee.

See Section 17 Service Charges, Variations, and Hardship Support - Changes to Bin Configuration for details on how the Waste Service Charge is adjusted when bin configurations change.

Waste Services for Multi-Unit Developments (MUDs)

From 1 July 2026, the following waste services will be available to eligible MUDs:

- 1x 120L landfill bin per unit (red lid), collected fortnightly, **or**
- 1x 240L landfill bin shared between two units (red lid), collected fortnightly, and
- 1x 240L recycling bin (yellow lid), collected fortnightly, alternating with landfill bin, and
- 1x 240L food and garden waste bin (green lid), collected weekly

Note: MUDs that are eligible for Council waste services will be assessed as an entire property, i.e. all units will have access to a kerbside service, or all units must engage a private contractor.

A maximum of two bins per waste stream, per unit can be requested, subject to adequate storage and presentation space.

A summary of these entitlements is provided in **Appendix 1**.

Eligibility will be assessed for each MUD type as follows:

Low-rise or walk up MUDs

- The total kerbside available for bin presentation will be the kerbside frontage minus the crossover and any obstructions to bin placement without impeding any public assets or pedestrians or vehicle access
- Each bin will require a minimum of 1.5m of kerbside to enable safe collection
- Number of units of the property
- Internal bin storage areas will be assessed for accessibility, fitness for purpose, and amenity
- A maximum bin size of 240L

Medium to high-rise MUDs

- Medium to high-rise MUDs (Four storeys or higher) are not entitled to a Council kerbside service as they cannot meet the required kerbside presentation space. If they can meet the eligibility requirements of low-rise and walk up MUDs, high-rise MUDs can apply for an exemption to this Policy, detailed in the following section.

Exemptions for MUDs

Council may consider an exemption from the above eligibility criteria where:

- Shared infrastructure / alternative arrangements allow for reduced bin numbers and safe presentation.

High Density Residential Properties (Prescribed Accommodation)

From 1 July 2026, the following waste services will be available to eligible prescribed accommodation properties:

- 1x 120L landfill bin per unit (red lid), collected fortnightly, **or**
- 1x 240L landfill bin shared between two units (red lid), collected fortnightly, and
- 1x 240L recycling bin (yellow lid), collected fortnightly, alternating with landfill bin, and
- 1x 240L food and garden waste bin (green lid), collected weekly



Note: prescribed accommodation properties that are eligible for a council service will be assessed as an entire property, all units will have access to a kerbside service or all units must engage a private contractor.

A maximum of two bins per waste stream, per unit can be requested, subject to adequate storage and presentation space.

A summary of these entitlements is provided in **Appendix 1**.

Council's waste services will be provided to prescribed accommodation properties where:

- The property meets kerbside presentation requirements (minimum 1.5m per bin)
- The number of bins required for the occupancy level can be safely and practically presented for collection
- The property is subject to the Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 and is not exempt under those regulations

If the property does not meet the above criteria, the owner and property manager must:

- Prepare and submit a Waste Management Plan, using the WMP Guide, to Council for approval, detailing bin storage, presentation, and collection logistics
- Engage a private waste contractor to provide on-site waste collection and management services appropriate to the occupancy level and waste generation, in compliance with public health regulations

Rooming houses

Rooming houses must comply with both planning and public health legislation. Waste service eligibility will be assessed based on:

- Occupancy levels
- Available kerbside frontage
- Bin volume calculations using Council's waste volume calculator

Requirements include:

- Submission of a WMP where a planning permit is required (e.g., more than 12 occupants or 9 bedrooms)
- Provision of adequate litter receptacles and regular waste removal, as required under Regulations 18 and 19 of the *Prescribed Accommodation Regulations*.

Retirement villages and aged care facilities

Council's kerbside waste services are available to retirement villages or aged care facilities only where access and property layout meet the eligibility criteria outlined above.

Council cannot provide kerbside services where:

- The property is located on private roads or driveways that restrict safe access for collection vehicles
- There is insufficient kerbside space for bin presentation due to high occupancy or site design
- The operational model includes private waste management arrangements, which typically apply to these facilities



Where Council services cannot be provided, the owner or property manager must:

- Engage a private waste contractor to deliver on-site collection and management services appropriate to occupancy levels and waste generation, in compliance with public health regulations.

In accordance with Council's Local Law Clause 74, the owner and property manager must:

- Ensure waste services are adequate for the number of occupants and the type, and volume of waste generated
- Submit a Waste Management Plan, using the WMP Guide, to Council when directed, and comply with its requirements unless exempted in writing
- Engage private waste services tailored to operational needs and ensure compliance with hygiene and disposal standards under the *Public Health and Wellbeing Act 2008*.

Exemptions for prescribed accommodation

Council may grant exemptions to standard eligibility criteria for waste services in specific circumstances, such as:

- Facilities operating as independent living units (ILUs) with low occupancy and adequate kerbside space for safe collection
- Sites with shared infrastructure or alternative arrangements that allow for reduced bin numbers and safe presentation

Where shared or alternative arrangements are proposed, the facility must submit a Waste Management Plan to demonstrate suitability for Council's services and ensure compliance with safety and operational requirements.

Non-Rateable Residential Properties

Land classified as non-rateable under Section 154 of the Local Government Act 1989 and used exclusively as a residence (for example, the residence of a practising Minister of religion) will be provided with the same baseline waste services as single-dwelling residential properties, subject to the applicable waste charge:

- 1 × 120L landfill bin (red lid) – collected fortnightly
- 1 × 240L recycling bin (yellow lid) – collected fortnightly, alternating with landfill collection
- 1 × 240L food and garden waste bin (green lid) – collected weekly
- Annual hard waste collection – up to 4m³ of accepted materials

Property occupants may request:

- Upgrade to a 240L landfill bin
- Additional bins for any of the three waste streams (landfill, recycling, food and garden), up to two 240L bins per stream per property

Additional services incur an annual fee and are subject to Council approval based on space and access. Changes to bin size or removal of bins will attract an administration fee.



See Section 17: Service Charges, Variations, and Hardship Support - Changes to Bin Configuration for details on how the Waste Service Charge is adjusted when bin configurations change.

Non-Residential Properties

From 1 July 2026, eligible non-residential properties, such as small businesses, may access Council's kerbside waste services and will be subject to the Waste Service Charge. While the service is primarily designed for residential properties, non-residential properties may be approved where:

- The service is suitable for the property's waste generation needs; and
- There is adequate space for bin storage and safe, efficient collection.

Standard Service Includes:

- 1 x 240L landfill bin (red lid) – collected fortnightly
- 1 x 240L recycling bin (yellow lid) – collected fortnightly, alternating with landfill collection

A larger 240L landfill bin is provided as standard for commercial properties to reflect higher waste volumes. Additional bins may be requested for a fee, up to a maximum of two bins per waste stream per property.

Food and Garden Waste Service:

A 240L food and garden waste bin may be available upon application and assessment to ensure suitability for the property.

A summary of these entitlements is provided in **Appendix 1**.

Non-Rateable Non-Residential Properties

From 1 July 2026, eligible non-rateable non-residential properties, such as community facilities, places of worship, or charitable organisations, may access Council's kerbside waste services under the same provisions as other approved properties. While the service is primarily designed for residential properties, non-rateable non-residential properties may be approved where:

- The service is suitable for the property's waste generation needs; and
- There is adequate space for bin storage and safe, efficient collection.

Examples of eligible properties include:

- Community halls or neighbourhood centres
- Churches, mosques, temples, or other places of worship
- Charitable organisations or not-for-profit facilities
- Sporting clubs or recreational facilities

Standard Service Includes:

- 1 x 240L landfill bin (red lid) – collected fortnightly
- 1 x 240L recycling bin (yellow lid) – collected fortnightly, alternating with landfill collection



A larger 240L landfill bin is provided as standard to reflect higher waste volumes. Additional bins may be requested for a fee, up to a maximum of two bins per waste stream per property.

Food and Garden Waste Service:

A 240L food and garden waste bin may be available upon application and assessment to ensure suitability for the property.

A summary of these entitlements is provided in **Appendix 1**.

Provision of Bins and Education to Schools

Council supports schools in reducing waste and promoting sustainable practices by providing waste services and educational resources under the following conditions:

Services Provided by Council

- **240L Recycling Bins and Collection** – Free of charge (up to 8 bins for secondary schools and 4 bins for primary schools). Additional bins incur a fee.
- **240L Food and Garden Waste Bins and Collection** – Free of charge (same limits as above). Additional bins incur a fee.
- **Compost Bin or Worm Farm** – Available through Compost Community at a discounted cost to schools.
- **Educational Materials** – Recycling and food/garden waste posters (electronic or internally printed) provided at no cost.
- **Education Sessions and Teacher Professional Development** – Delivered by Council at no cost.

School Responsibilities and Commitments

Schools receiving Council bins must demonstrate readiness and ongoing commitment to sustainable waste practices. This includes providing appropriate indoor and outdoor bins, ensuring suitable storage and collection access, and engaging in Council-led education. Schools are expected to actively reduce waste, maintain proper waste separation to minimise contamination, and participate in regular audits and education sessions. Principal approval and a signed service agreement are required, along with a demonstrated commitment to sustainability.

For more information on school waste services and resources, visit **Council's website**.



9. Hard Waste Service

Council's hard waste service is provided to eligible residential properties. A summary of hard waste eligibility is provided in Table 3.

Property Type	Eligibility
Commercial properties	Commercial waste is not accepted by the hard waste service. Businesses must use a transfer station or a private waste contractor.
MUDs	To be eligible for a hard waste service, each property must have at least 4m ³ of unobstructed presentation space, multiplied by the number of dwellings in the development. Waste must not obstruct roads or footpaths.
Private waste service users	Properties that use private waste collection services instead of Council waste services are not eligible to access the hard waste service.
Residential properties - Single dwelling	Up to 4m ³ , collected annually. OR Up to 4m ³ , collected twice annually.
Retail precincts without residential use	Retail precincts without residential uses are not eligible to access the hard waste service.
Vacant land	Vacant land is not eligible to access the hard waste service.

Table 3 – Hard waste service eligibility

Hard Waste Collection

Residents are entitled to one scheduled hard waste collection each year, during a week set by Council, allowing disposal of large household items such as furniture and whitegoods.

Council ensures items are recycled or disposed of responsibly, prioritising resource recovery wherever possible.

Additional collections can be arranged for a fee.

Council's hard waste services will be provided to properties where:

- The property meets kerbside presentation requirements (minimum 4m³ of unobstructed presentation space)
- The volume of hard waste for the occupancy level can be safely and practically presented for collection
- The property is subject to the Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 and is not exempt under those regulations

OR (pending Council report and decision)



Hard Waste Collection

Residents can book a hard waste collection on a date that suits them. Each property is entitled to two collections per year of up to 4m³.

This service allows the disposal of large household items such as furniture and whitegoods. Council prioritises recycling and responsible disposal of collected items wherever possible.

Additional collections can be arranged for a fee.

Council's hard waste services will be provided to properties where:

- The property meets kerbside presentation requirements (minimum 4m³ of unobstructed presentation space)
- The volume of hard waste for the occupancy level can be safely and practically presented for collection
- The property is subject to the Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020 and is not exempt under those regulations

10. Waste Collection from Private Property

Council's waste services are generally provided at the kerbside. However, in limited circumstances, Council may agree to collect waste from a private property (e.g., internal roads or bin storage areas) where kerbside presentation is not feasible.

Where Council agrees to provide waste collection services from private property, the following conditions apply:

- **Section 173 Agreement Requirement**
The property owner must enter into a legally binding agreement under Section 173 of the Planning and Environment Act 1987.
- **Costs and Responsibilities**
The property owner is responsible for:
 - All costs associated with preparing, executing, and registering the Section 173 agreement
 - Maintaining access roads and bin storage areas in a condition suitable for collection vehicles
 - Ensuring compliance with all obligations under the agreement, including insurance and notification requirements
- **Council's Right to Withdraw Services**
Council reserves the right to withdraw waste collection services at any time, without notice, for reasons specified in the Agreement.
- **Application Process**
Property owners seeking waste collection from private property must:
 - Submit a formal request to Council
 - Provide a Waste Management Plan (WMP) detailing bin volumes, access logistics, and safety measures
 - Enter into a Section 173 agreement prior to service commencement

Council will assess each request on a case-by-case basis and may impose additional conditions to ensure safety, efficiency, and compliance with relevant legislation.



11. Conditions of Service

Residents must comply with Council's service requirements to ensure safe and efficient waste collection. Bins must be placed correctly at the kerbside by 6:00am on collection day, not exceed specified weight limits, and contain only accepted materials. Contamination of recycling or food and garden organics (FOGO) bins may result in penalties or suspension of service. Lost or damaged bins must be reported promptly for repair or replacement.

Full details of Council's conditions of service, including placement guidelines, weight limits, and contamination rules, are available on Council's website.

12. Environmental Sustainability Requirements for Council Facilities

Users of Council-owned or managed facilities, including but not limited to sports clubs, community groups, and tenants, must adopt environmentally sustainable practices consistent with Council's Environmental Sustainability Guidelines. These requirements aim to reduce environmental impact and support Monash's commitment to a circular economy.

Key expectations include:

- **Waste Management:** Minimise waste generation, avoid landfill where possible, and separate recyclables and food waste for composting.
- **Bin Presentation:** Present bins correctly for collection (lids closed, not overflowing), return bins to storage within 24 hours, and maintain cleanliness.
- **Contamination Control:** Keep recycling items loose, use approved compostable liners for organics and maintain contamination levels below Council thresholds (5% recycling, 1% organics).
- **Collaboration:** Work with Council on waste audits and improvements; provide a contact person and be prepared to implement reasonable changes.
- **Waste Management Plan:** Required where weekly waste exceeds 1,000 litres or contamination thresholds are breached (5% recycling, 1% organics).
- **Energy and Water Efficiency:** Implement measures to reduce energy, water use, and greenhouse gas emissions; share consumption data annually with Council.
- **Sustainable Materials:** Use reusable items, avoid excess packaging, and select environmentally appropriate materials.
- **Reporting:** Provide an annual summary of sustainability initiatives undertaken at the facility.

13. Items not Accepted

Items not accepted in Council kerbside bins

Only approved materials should be placed in household bins. If you are unsure whether an item is accepted, do not place it in the bin. Instead, contact Council for guidance. The following items must not be placed in any kerbside bin:

- Building and construction materials (e.g., timber, soil, rocks, glass, tiles, carpet, metals, paint)



- Batteries (including household, lead acid, lithium, and car batteries)
- Electronic items (any item with a battery, plug, or cord)
- Gas bottles
- Full or partially full aerosol cans (empty aerosol cans, such as deodorant cans, can go in the recycling bin)
- Hot ashes and pressurised containers (except empty aerosol cans as noted above)
- Vehicle oil

For detailed information on how to correctly dispose of various items, visit Council's website.

Dangerous materials

Certain materials pose serious safety risks if placed in kerbside bins, including the potential for fires in collection trucks or at waste processing facilities. To protect the community and staff, bins containing any of the following items will **not** be collected:

- **Batteries:** including household batteries, lead acid, lithium, and car batteries
- **Electronic items:** any item with a battery, plug, or cord. These items have been banned from landfill by the Victorian Government since 2019
- **Hazardous materials:** such as chemicals, solvents, and syringes
- **Asbestos:** must be managed in accordance with EPA guidelines on safe removal and disposal

For detailed guidance on how to safely dispose of these and other items, visit **Council's website**.

14. Suspension of Services

Monash Council may suspend or remove a waste collection service if a bin is repeatedly used incorrectly (for example, placing non-permitted waste in the bin).

Residents will be notified of incorrect use and provided with education. If the issue continues, Council may remove the bin after the third occurrence.

A suspended service can be reinstated upon request, provided the resident gives assurance that the misuse will stop.

This is in accordance with Clause 70 of Council's Community Safety and Amenity Local Law 2024, which allows Council or an authorised officer to suspend waste collection services where there is persistent non-compliance. Suspensions may be indefinite or for a specified period and will be confirmed in writing with the terms outlined.

15. Compliance and Monitoring

Council regularly audits kerbside bins to monitor contamination in recycling and food and garden organics (FOGO) streams. Our approach prioritises education for first-time or minor contamination issues, while repeated or serious breaches may result in formal warnings, fines, or suspension of service. Council also actively investigates illegal dumping, with penalties applied to offenders.



Further information on compliance requirements and resources, including our Recycle Right program, is available on Council's website.

16. Community Engagement and Education

Council is committed to supporting the community in using waste services correctly through ongoing education and engagement initiatives. These include workshops and training on recycling and composting, distribution of educational materials such as the annual waste and recycling guide, and partnerships with schools to promote sustainable practices among students.

Further information, including details of Council's Recycle Right program and other resources, is available on Council's website.

17. Service Charges, Variations, and Hardship Support

Waste Service Charge

The Waste Service Charge is a separate fee introduced to ensure a fair and transparent way of recovering the full cost of providing kerbside waste, recycling, and resource recovery services. This charge replaces the previous system where waste costs were included in general rates based on property value. From July 2026, the Waste Service Charge will appear as a distinct item on rates notices, with general rates reduced by an equivalent amount to maintain compliance with the State Government's rate cap.

The charge covers all aspects of kerbside waste services, including bin collection, disposal and processing fees, State landfill levies, new and replacement bins, and hard waste collection. It applies to all residential properties eligible for kerbside services and cannot be waived or opted out of, except for properties that demonstrate they have adequate private waste arrangements. This approach aligns with Ministerial Guidelines and supports Council's commitment to financial sustainability and improved waste management.

Ratepayers will only pay for the services they receive. Each property is charged a base rate for the standard service applicable to its property type, with additional charges applied for any bin size upgrades or extra bins requested beyond the standard allocation.

Changes to Bin Configuration

If a property's bin configuration changes, the Waste Service Charge will be adjusted on a pro-rata basis. This means you will only pay for the period the Council bin service is at your property.

Changes may occur when:

- The property owner requests an additional bin, a different bin size, or removal of a bin; or
- A Council bin audit identifies a bin configuration that differs from Council's records.

All changes are subject to Council approval and may incur an administration fee.



Financial Assistance

To ensure equitable access to waste services and support residents during the transition to a separate Waste Service Charge, Council will implement the following measures:

Concession Eligibility

Eligible residents holding a Pensioner Concession Card or Department of Veterans' Affairs Gold Card and occupy the property as their principal place of residence (owner-occupied) will receive a 40% discount on the Waste Service Charge. This concession applies to individuals receiving:

- Age Pension
- Disability Support Pension
- Carer Payment
- JobSeeker Payment
- Youth Allowance
- Single Parenting Payment

Temporary Safety Net Transition Concession

A \$150 transitional concession will be provided for the first two years (2026/27 and 2027/28) to households experiencing financial hardship or with low property values. This measure is designed to ease the impact of the new charge during the initial implementation period.

Special Consideration

Monash Council provides additional waste and recycling services free of charge to eligible households under specific circumstances, primarily to support increased recycling and responsible waste management.

Special consideration may be granted to:

- Residents with a medical condition; or
- Households with two or more children in nappies under the age of five; or
- Large households of six or more with demonstrated financial hardship.

Eligible households can apply for:

- One additional 120L landfill bin (red lid); and
- One additional recycling bin (large households of six or more with demonstrated financial hardship only)

Applications must include supporting evidence as set out in the application form.

Assisted Waste Collection Service

Council offers an Assisted Waste Collection Service for residents who are unable to place bins on the kerbside for collection due to a medical condition, disability, or age, and who do not have someone available to assist them.



Service Overview:

- Council's collection contractor will enter the property to retrieve, empty, and return bins from an agreed location within the property boundary
- There is no additional charge for this service
- The service will continue for as long as the resident has the need. Residents must notify Council if the service is no longer required or if they move

Eligibility:

Available to City of Monash residents with mobility challenges who cannot present bins for collection and have no other person to assist.

Contact:

For more information or to request an application form, contact Waste Services on 9518 3769 or email wasteservicesadmin@monash.vic.gov.au

18. References and Associated Documents

The policy references relevant legislation, strategic plans, and operational guidelines that inform waste service delivery in the City of Monash.

- Local Government Act 1989 and Local Government Act 2020
- Waste Management Strategy (2017–2027)
- Environment Protection Act 2017 (Vic) and associated regulations
- Circular Economy (Waste Reduction and Recycling) Act 2021 (Vic)
- Public Health and Wellbeing Act 2008 (Vic)
- Public Health and Wellbeing (Prescribed Accommodation) Regulations 2020
- Ministerial Guidelines for Service Rates and Charges
- Community Safety and Amenity Local Law 2024
- Monash Environmental Sustainability Guidelines
- Environmental Sustainable Design Policy for Council Building and Infrastructure
- Monash Waste Management Plan Guide for Multi-Unit and Commercial Developments
- Sustainability Victoria's MUDs Better Practice Guide
- EPA Victoria Guidelines for Asbestos and Hazardous Waste Disposal
- State Government Recycling Victoria Policy and Circular Economy Targets
- Council's Hard Waste Service Guidelines
- Council's Assisted Waste Collection Service Guidelines
- Council's Recycle Right Program and Education Materials
- Gender Equality Act 2020



19. Gender Impact Assessment

Council recognises that the introduction of the **Resource Recovery and Waste Services Policy** can have a direct and significant impact on the community. A Gender Impact Assessment has been completed and found that women are disproportionately represented in lower income brackets, single-parent households, and unpaid caring roles, making them more vulnerable to cost increases and service changes. Women in Monash are also more likely to have low English proficiency and feel unsafe at night, creating barriers to understanding service changes and using communal waste facilities. Gender diverse people face data gaps and privacy concerns in high-density settings, requiring inclusive approaches. As a result, the following changes have been made to this Policy to promote equity and inclusion: Inclusive language and imagery throughout the policy and communications

- Translated and pictorial guides for service changes, including Waste Service Charge, MUD eligibility, exemptions, and concessions
- Strengthened hardship and safety-net communication with targeted outreach to vulnerable cohorts
- Enhanced exemption pathways and simplified Waste Management Plan templates for high-density properties transitioning to private services
- Clear eligibility information and practical storage/presentation guides for MUDs
- Multiple engagement channels and privacy-aware feedback options

20. Human Rights Considerations

We confirm that this Policy has been carefully reviewed to ensure it does not affect human rights. We are committed to respecting human rights and will continue to monitor the Policy to ensure it remains compliant.

21. Administrative Amendments

From time to time, minor administrative changes to this policy may be required due to changing circumstances. Where an update does not materially alter the intent of the policy, it may be made administratively.

Examples of minor administrative changes include:

- Updates to the names of Council departments or positions;
- Changes to the names of Federal or State Government departments;
- Minor legislative amendments that do not have a material impact.

Any change that materially alters the intent of this policy must be considered and approved by Council.



22. Review

This Policy will be reviewed by the Coordinator Resource Recovery every three years.

Document Version

Version Number	Date	Author	Reviewed By	Approved By	Comments
1.0	17/12/2025	Coordinator Resource Recovery			













23. Contact

















If you have any questions about this Policy, please contact Council:

 By emailing: mail@monash.vic.gov.au

 By calling the Coordinator Resource Recovery, on 03 9518 3555

Appendix 1. Service Eligibility Summary Applicable from July 1 2026

Property Type	Waste Service			
	Landfill	Recycling	Food and Garden Waste	Hard Waste
Single dwelling residential properties <i>Additional and upgraded bins (240L) are available upon request. A maximum of two bins per waste stream, per property is allowed. Fees apply.</i>	1x 120L (red lidded bin), collected fortnightly 	1x 240L (yellow lidded bin), collected fortnightly 	1x 240L (green lidded bin), collected weekly 	Up to 2 x 4m ³ , collected annually. 
Non-rateable residential properties <i>Additional and upgraded bins (240L) are available upon request. A maximum of two bins per waste stream, per property is allowed. Fees apply.</i>	1x 120L (red lidded bin), collected fortnightly 	1x 240L (yellow lidded bin), collected fortnightly 	1x 240L (green lidded bin), collected weekly 	Up to 2 x 4m ³ , collected annually. 
Multi-unit Developments (MUDs) - Low rise/walk up apartments (up to four storeys)* <i>Additional and upgraded bins are available subject to eligibility (fees apply), and shared options are available subject to Council assessment.</i>	1x 120L (red lidded bin), collected fortnightly- per unit OR 1x 240L (red lidded bin), collected fortnightly – shared 	1x 240L (yellow lidded bin), collected fortnightly 	1x 240L (green lidded bin), collected weekly 	Up to 2 x 4m ³ , collected annually – subject to accessibility 

Property Type	Waste Service			
	Landfill	Recycling	Food and Garden Waste	Hard Waste
MUDs - Medium-rise to High-rise developments (over 4 storeys)	Service not available 	Service not available 	Service not available 	Service not available 
High density residential properties including Prescribed Accommodation <i>Additional and upgraded bins are available subject to eligibility (fees apply), and shared options are available subject to Council assessment.</i>	1x 120L (red lidded bin), collected fortnightly – per unit OR 1x 240L (red lidded bin), collected fortnightly – shared 	1x 240L (yellow lidded bin), collected fortnightly 	1x 240L (green lidded bin), collected weekly 	Up to 2 x 4m ³ , collected annually – subject to accessibility 
Retirement villages and aged care facilities	Service not available 	Service not available 	Service not available 	Service not available 
Non-residential properties including Commercial Properties <i>Additional and upgraded bins (240L) are available upon request. A maximum of two bins per waste stream, per property is allowed. Fees apply.</i> <i>Food and Garden Waste bin may be available via application and assessment.</i>	1x 240L (red lidded bin), collected fortnightly 	1x 240L (yellow lidded bin), collected fortnightly 	Service available via application and assessment. 	Service not available 

Property Type	Waste Service			
	Landfill	Recycling	Food and Garden Waste	Hard Waste
Non-Rateable Non-Residential Properties <i>Additional and upgraded bins (240L) are available upon request. A maximum of two bins per waste stream, per property is allowed. Fees apply.</i> <i>Food and Garden Waste bin may be available via application and assessment.</i>	1x 240L (red lidded bin), collected fortnightly 	1x 240L (yellow lidded bin), collected fortnightly 	Service available via application and assessment 	Service not available 