SUPPLEMENTARY ITEMS

COUNCIL MEETING ON 17 SEPTEMBER 2019

L. OFFICERS’ REPORTS:

- Quote Consideration Plan - People and Culture Performance Framework ................................................................. 3
The Chairperson has determined this matter is of real urgency and approval has been given to refer this report to the Council as a late item.

ITEM: L.1

SUBJECT:QUOTE CONSIDERATION PLAN - PEOPLE AND CULTURE PERFORMANCE FRAMEWORK

AUTHOR: LEARNING AND DEVELOPMENT ADVISOR

DATE: 12 SEPTEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning a Quote or Tender Consideration Plan as part of Business Transformation Project #2 – Develop and Implement a People and Culture Performance Framework.

RECOMMENDATION

That the Interim Administrator of Ipswich City Council resolve:

A. That Council (Interim Administrator of Ipswich City Council) resolve to prepare a Quote or Tender Consideration Plan for design, development and implementation of both a Grievance Management Framework and a Performance System Review in accordance with section 230(1)(a) of the Local Government Regulation 2012.

B. That Council (Interim Administrator of Ipswich City Council) resolve to adopt the Quote or Tender Consideration Plan for design, development and implementation of both a Grievance Management Framework and a Performance System Review as outlined in the report by the Learning and Development Advisor dated 12 September 2019 in accordance with section 230(1)(b) of the Local Government Regulation 2012.

C. That Council (Interim Administrator of Ipswich City Council) resolve to enter into a contract with Prominence Pty Ltd for the development of a Grievance Management Framework and for the development of a Performance Review Process on the terms described in the report by the Learning and Development Advisor dated 12 September 2019.

D. That the Chief Executive Officer be authorised to negotiate and finalise the terms of the contract with Prominence Pty Ltd to be executed by Council and to do any other acts necessary to implement Council’s decision in accordance with section 13(3) of the Local Government Act 2009.
RELATED PARTIES

Prominence Pty Ltd

ADVANCE IPSWICH THEME

Listening, leading and financial management

PURPOSE OF REPORT/BACKGROUND

Business Transformation Project #2 ‘Develop and implement a People and Culture performance framework’ is a key project in the transformation of Ipswich City Council.

For the first phase of the project Prominence Pty Ltd was engaged to facilitate the delivery of a leading practice, fit-for-purpose, framework that provides a clear description of the future role and contribution of People and Culture within Ipswich City Council.

Prominence developed the People and Culture Framework with a highly consultative approach that included the following engagement activities:

- P&C Leaders’ workshop (co-facilitated with ICC)
- Stakeholder interviews – Executive business leaders (8 participants)*
- Stakeholder interviews – P&C leaders (4 participants)*
- Business Leaders’ workshops x 3* (23 participants)
- People and Culture ‘select team members’ workshop
- Employee engagement workshops x 4 (56 self-nominated participants in response to ICC wide invitation; names of participants will not be published due to internal sensitivities)
- Depot ‘drop in’ sessions / days at Yamanto and Riverview depots

The People and Culture team are now in the process of implementing the Framework and progressing to the next phase of the Transformation Project.

The development of a Grievance Management Framework has been identified as a high priority task and the project is looking to develop and implement this as soon as possible. It is acknowledged that the project team require subject matter expert support to ensure that the developed framework is both aligned to current best practice and addresses the known needs of our organisation.

There are also clear synergies between the Grievance Management framework and our approach to Performance Reviews; and therefore we further propose that these two sub-projects be developed with due consideration of the other.
LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions:
Local Government Regulation 2012

RISK MANAGEMENT IMPLICATIONS

Delay in implementation of ICC Grievance Management framework and skilling of staff.

FINANCIAL/RESOURCE IMPLICATIONS

The proposed work will be funded from the Transformation Project #2 budget.

COMMUNITY AND OTHER CONSULTATION

Community Consultation is not applicable.

Other consultation is covered in the background.

CONCLUSION

A Quote or Tender Consideration Plan has been prepared for adoption by council for providers which have been identified as sole or unique suppliers.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

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<thead>
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</tr>
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<tr>
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<tr>
<td>1.1. Prominence proposal for Ipswich City Council's Grievance Management Framework</td>
</tr>
</tbody>
</table>

Ross Muller
LEARNING AND DEVELOPMENT ADVISOR

I concur with the recommendations contained in this report.

Ken Tapfield
MANAGER (PEOPLE AND CULTURE)

I concur with the recommendations contained in this report.

David Farmer
CHIEF EXECUTIVE OFFICER
“Together, we proudly enhance the quality of life for our community”
Doc ID No: A5790129

The Chairperson has determined this matter is of real urgency and approval has been given to refer this report to the Council as a late item.

ITEM: L.2

SUBJECT: IPSWICH WASTE SERVICES ANNUAL PERFORMANCE PLAN 2019-2020

AUTHOR: SENIOR BUSINESS ADVISOR

DATE: 12 SEPTEMBER 2019

EXECUTIVE SUMMARY

This is a report concerning the Ipswich Waste Services Annual Performance Plan for the 2019-2020 financial year. This plan is the mechanism for the Council to specify its expected standard of performance for waste service delivery by Ipswich Waste Services.

RECOMMENDATION/S

That the Interim Administrator of Ipswich City Council resolve:


RELATED PARTIES

There was no declaration of conflicts of interest.

ADVANCE IPSWICH THEME

Caring for the environment

PURPOSE OF REPORT/BACKGROUND

Council’s waste services section (Ipswich Waste Services) is considered a commercial business unit under the provisions of the Local Government Regulation 2012. Section 175(1) of this Regulation specifies that Council’s Annual Operational plan must include an annual performance plan for each commercial business unit of the local government. The Regulation details the required content of the annual performance plan for a commercial business unit as follows:

(a) the unit’s objectives;
(b) the nature and extent of the significant business activity the unit is to conduct;
(c) the unit’s financial and non-financial performance targets;
(d) the nature and extent of the community service obligations the unit must perform;
(e) the cost of, and funding for, the community service obligations;
(f) the unit’s notional capital structure, and treatment of surpluses;
(g) the unit’s proposed major investments;
(h) the unit’s outstanding, and proposed, borrowings;
(i) the unit’s policy on the level and quality of service consumers can expect;
(j) the delegations necessary to allow the unit to exercise autonomy in its commercial activities;
(k) the type of information that the unit’s reports to the local government must contain.

Attachment 1 contains the proposed Ipswich Waste Services Annual Performance Plan for the 2019-2020 financial year. There are no changes proposed to the previous 2018-2019 Annual Performance Plan at the present time as a comprehensive review of the Waste Services section is currently being undertaken. This review will inform the development of the 2020-2021 Ipswich Waste Services Annual Performance Plan.

Attachment 2 contains the Service Specification that accompanies the Annual Performance Plan. The following changes have been made to the previous 2018-2019 Service Specification:

- Throughout the document “Wheeled cart” terminology has been amended to MGB (mobile garbage bin) which is now the standard waste industry term for the domestic bins.

- The definition of “Infirm Household” has been updated to ensure that infirm services are only provided to households that have no occupants available to place the bins out on the kerbside for servicing. Council has had an issue whereby some households were receiving infirm services as a result of one member of the household presenting a letter from their doctor indicating that they were unable to present the bins at the kerbside but there were other members in the household that were capable of undertaking this task.

- Workplace Health & Safety references have been updated to align with current legislation.

- Some of the wording within the Service Specification has been simplified but the intent of the provisions have not been altered.

LEGAL/POLICY BASIS

This report and its recommendations are consistent with the following legislative provisions: Local Government Regulation 2012
RISK MANAGEMENT IMPLICATIONS

The basic structure and content of the proposed Annual Performance Plan has been operating since 1998. The risk of not approving the recommendation to adopt the proposed Annual Performance Plan and its accompanying Service specification is non-compliance with State legislation.

FINANCIAL/RESOURCE IMPLICATIONS

The annual Ipswich Waste Services budget is developed in order to align with the service and performance standards nominated within the Annual Performance Plan.

COMMUNITY AND OTHER CONSULTATION

There are no community or other consultation requirements specified under section 175 of the Local Government Regulation 2012 for the development of the Ipswich Waste Services Annual Performance Plan.

CONCLUSION

Council’s waste services section (Ipswich Waste Services) is considered a commercial business unit under the provisions of the Local Government Regulation 2012. Under this legislation, Council’s Annual Operational plan must include an annual performance plan for each commercial business unit of the local government. The Ipswich Waste Services Annual Performance Plan provides the required content to comply with this legislation.

ATTACHMENTS AND CONFIDENTIAL BACKGROUND PAPERS

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<tbody>
<tr>
<td>1.</td>
<td>Ipswich Waste Services Annual Performance Plan 2019-2020</td>
</tr>
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</table>

Kay Clarke

SENIOR BUSINESS ADVISOR

I concur with the recommendations contained in this report.

Kaye Cavanagh

MANAGER, ENVIRONMENT AND SUSTAINABILITY

I concur with the recommendations contained in this report.

Charlie Dill

GENERAL MANAGER - INFRASTRUCTURE AND ENVIRONMENT

I concur with the recommendations contained in this report.

David Farmer

CHIEF EXECUTIVE OFFICER
“Together, we proudly enhance the quality of life for our community”
Ipswich Waste Services
Annual Performance Plan
2019-2020
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1. GENERAL OVERVIEW

1.1 Introduction

The Ipswich City Council established Ipswich Waste Services as a commercial business unit in 1998 for the purpose of delivering a high level of waste management services to its customers in a cost effective, efficient, timely and responsive manner applying commercial principles of service delivery.

Ipswich Waste Services is a commercial activity under Chapter 3 of the Local Government Act 2009 and is required under the legislation to have an Annual Performance Plan.

The Annual Performance Plan is the mechanism for the Council to specify its performance of the business and for Ipswich Waste Services to confirm its commitment to meeting the stated performance levels. The activities of Ipswich Waste Services will be in accordance with the policies contained in Council's Corporate Policy Register. The term of this Annual Performance Plan is from 1 July 2019 to 30 June 2020.

1.2 Customer Charter

The founding principle of Ipswich Waste Services is to meet the corporate objectives of the Ipswich City Council. A Customer Charter has been established to assist in focussing Ipswich Waste Services on its obligations to the customers of the City. The following Customer Charter outlines the rights of the customer and the rights of the Council as undertaken on its behalf by Ipswich Waste Services:

Customers' Rights

Our customers have a right to:-

- a competitive weekly domestic waste service;
- a timely response to inquiries;
- special services for the infirm;
- be informed of changes to services before the changes take place;
- performance guarantees;
- make contact with us and make inquiries about the services provided;
- have missed bins collected within 1 working day; and
- have a bin that a customer has forgotten to put out collected within 1 working day at the scheduled charge.
Council's Rights

Under the provisions of the Queensland Public Health Act 2005, Local Government has been given the obligation for managing public health risks associated with waste. This Act also provides the State with the ability to take any necessary actions to remove or reduce the risk to public health from a waste related public health risk if the State is reasonably of the opinion that that the local government is failing to fulfil their responsibilities. Any reasonable costs and expenses incurred by the State can be recouped as a debt payable by the local government.

Therefore under the provisions of this legislation, local government has a legal duty to ensure that appropriate waste collection, waste disposal services and regulatory controls are available within their jurisdiction.

The Council has a right to the collection, transportation and disposal of waste being performed in a cost efficient and effective manner which meets legislative requirements and minimises negative impacts on the environment and community.

1.3 Business Management System Policy

Ipswich Waste Services has developed the following Business Management System Policy to demonstrate its commitment to providing outstanding customer service and value for money from all its activities in a manner that achieves long term sustainable benefits to the environment and the community:

Our vision for Ipswich Waste Services is to provide a quality waste management service to the residents and businesses in Ipswich and surrounding local government areas. Our employees have a focus on customer service. We listen closely to what our customers ask for and endeavour to meet or exceed their requirements. As a team, we offer experience, motivation and commitment in providing the best possible service for our clients. We are pleased to be of service and take pride in the quality of our work.

At Ipswich Waste Services, we are committed to complying with all relevant legislation including Workplace Health & Safety and Environmental requirements, industry guidelines, good established practices such as Australian standards and all other requirements placed upon Ipswich Waste Services or to which we subscribe.

We recognise that good environmental and workplace health & safety performance is critical to the success of our business. We are committed to establishing measurable objectives and targets to ensure continued improvement aimed at prevention of pollution and elimination of work related injury and illness.

Risk management is seen as an integral part of good management practices – managing both the potential opportunities and threats to the Ipswich Waste Services business. Risk is inherent in all our business activities. Ipswich Waste Services continuously manages risk through daily work activities. We acknowledge that the adoption of a strategic and formal approach to risk management will improve decision-making, enhance outcomes, provide accountability and ensure compliance with the relevant laws and regulations. We are committed to incorporating risk management into our philosophy, activities, operations and planning processes.

Our operational processes are developed and regularly reviewed to ensure they are efficient and meet the needs of our customers at an acceptable cost.
1.4 Management of the Business Unit

1.4.1 Autonomy

Although operating as a section within Council’s Infrastructure and Environment Department, in accordance with the Local Government Act, Ipswich Waste Services is required to be provided with autonomy in its day to day operations subject to overarching control mechanisms under the commercialisation framework. The Council is therefore responsible for setting broad policy directions for Ipswich Waste Services through the Corporate Plan, Customer Charter and Annual Performance Plan. Ipswich Waste Services is responsible for service delivery within the parameters of the Customer Charter, the Annual Performance Plan and Service Specification.

1.4.2 Identity

Ipswich Waste Services will have an identity which is clearly linked with Ipswich City Council. The Business Unit will be identifiable to customers through the use of a co-branded logo with the linkage with Ipswich City Council clearly stated as follows:

Ipswich Waste Services will exhibit the form of a company or corporation (but without a separate legal identity) operating within the commercial concepts of responsibility, propriety and care which are integral parts of the governance of such entities.

1.4.3 Delegations

As detailed in the Delegations Register, Council has delegated specific authorities to the Ipswich Waste Services Manager. These delegations provide the appropriate levels of delegated authority so that Ipswich Waste Services may operate with day to day autonomy.
1.4.4 Accountability

The performance of Ipswich Waste Services will be monitored against performance targets specified in the Annual Performance Plan. Ipswich Waste Services will also comply with the requirements of laws applying to Local Government. Ipswich Waste Services will be responsible to meet the agreed performance targets and to report and keep records as required for auditing purposes as set out in the Annual Performance Plan.

1.5 Services provided by Ipswich Waste Services

1.5.1 Services to Ipswich City Council

Services provided to Ipswich City Council by Ipswich Waste Services are outlined in detail in the attached Service Specification for Waste Management Services.

1.5.2 External Customers

Ipswich Waste Services provides a range of commercial waste management services to external clients. As appropriate, individual service agreements are entered into with external customers with each agreement specifying the service level requirement.
2. Performance Standards 2019-2020

2.1 Introduction

A number of performance standards have been identified for Ipswich Waste Services. Listed below are the measures that will be used to assess the performance of Ipswich Waste Services for the 2019/20 financial year. Performance against these standards is reported to Council on a quarterly basis. Each of the measures has been developed to identify:

Key Result Area - a statement of what is to be achieved (the business objective);
Indicator - what will tell us whether the outcome is being achieved;
Acceptable Standard – the minimum level of performance that is acceptable;
Target - the level of performance that Ipswich Waste Services actively aims to achieve;

The performance standards have been grouped into the key result areas of Customers, Financial, People & Systems and Processes.

2.2 Customers

<table>
<thead>
<tr>
<th>PERFORMANCE TARGETS - CUSTOMERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>KEY RESULT AREA</td>
</tr>
<tr>
<td>Provide value to customers</td>
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2.3 Financial

<table>
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<th>PERFORMANCE TARGETS - FINANCIAL</th>
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<tbody>
<tr>
<td>KEY RESULT AREA</td>
</tr>
<tr>
<td>Provide value to shareholders</td>
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<tr>
<td>Budget Performance - Surplus on Operations</td>
</tr>
<tr>
<td>Debtors Days Outstanding</td>
</tr>
</tbody>
</table>
### 2.4 People & Systems

**PERFORMANCE TARGETS - EMPLOYEES**

<table>
<thead>
<tr>
<th>KEY RESULT AREA</th>
<th>Indicator</th>
<th>Acceptable Standard</th>
<th>Target</th>
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<tbody>
<tr>
<td></td>
<td>Promote a climate for action within the workforce</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Absenteeism - % against available hours</td>
<td>&lt;3.5%</td>
<td>&lt;3%</td>
</tr>
<tr>
<td></td>
<td>LTISR – Lost time injury severity rate</td>
<td>9</td>
<td>7</td>
</tr>
<tr>
<td></td>
<td>Annual leave balance for each staff member of 6 weeks or less</td>
<td>&gt;95%</td>
<td>&gt;99%</td>
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</table>

*Note: Data is currently not being provided by council’s payroll system.*

### 2.5 Processes

**PERFORMANCE TARGETS - PROCESSES**

<table>
<thead>
<tr>
<th>KEY RESULT AREA</th>
<th>Indicator</th>
<th>Acceptable Standard</th>
<th>Target</th>
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<tbody>
<tr>
<td></td>
<td>Achieve operational excellence</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Missed and extra service requests completed within 1 working day</td>
<td>&gt;85%</td>
<td>&gt;95%</td>
</tr>
<tr>
<td></td>
<td>Domestic refuse &amp; recycling service commencements actioned within 5 working days of notification</td>
<td>&gt;85%</td>
<td>&gt;95%</td>
</tr>
<tr>
<td></td>
<td>Green waste service commencements actioned within 5 working days of notification</td>
<td>&gt;85%</td>
<td>&gt;95%</td>
</tr>
<tr>
<td></td>
<td>Requests for bin replacements and repairs actioned within 5 working days</td>
<td>&gt;85%</td>
<td>&gt;95%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>KEY RESULT AREA</th>
<th>Indicator</th>
<th>Acceptable Standard</th>
<th>Target</th>
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<tbody>
<tr>
<td></td>
<td>Be a good neighbour</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>% waste diverted from landfilling at the Recycling &amp; Refuse Centres</td>
<td>&gt;35%</td>
<td>&gt;50%</td>
</tr>
<tr>
<td></td>
<td>% total recycling diverted from domestic collection &amp; disposal services</td>
<td>&gt;25%</td>
<td>&gt;45%</td>
</tr>
<tr>
<td></td>
<td>% domestic green waste diverted from domestic refuse service</td>
<td>&gt;3%</td>
<td>&gt;10%</td>
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<tr>
<td></td>
<td>% waste diverted from landfilling by the kerbside recycling service</td>
<td>&gt;15%</td>
<td>&gt;20%</td>
</tr>
<tr>
<td></td>
<td>% waste diverted from landfilling by commercial waste services</td>
<td>&gt;5%</td>
<td>&gt;15%</td>
</tr>
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</table>
3. Reporting Requirements

Ipswich Waste Services will provide Council with a report on a quarterly basis detailing the following items:

- Major highlights of operational activities
- Performance in relation to stated performance targets
- Financial analysis of quarterly performance against budget
- Waste & recycling volumes
- Recycling & Refuse Centre data
- Delegation Reporting
- Asset Disposal
4. **Polices**

There is an agreed Policy Register that establishes the Policy Framework within which Ipswich Waste Services will operate. These policies can be amended as required by Council.

4.1 **Pricing**

4.1.1 Fees and Charges (External)

The fees and charges to be levied by Ipswich Waste Services for services provided to external customers will be in accordance with Council’s adopted Fees and Charges. The schedule of fees and charges for Ipswich Waste Services nominates quoted charges for the provision of waste services. In order to compete in the waste marketplace, the Manager of Ipswich Waste Services may use the delegated power to provide quotes for the provision of waste services.

4.1.2 Internal Services

Charges for services provided to Council by Ipswich Waste Services will be in accordance with the pricing schedule that is prepared each financial year.

4.2 **Business return**

A surplus target is set for Ipswich Waste Services on an annual basis and adopted by Council through the Council budget process.

4.3 **Taxation Equivalents**

Tax equivalents are shown as an operational expense and are set during the Council budget process.

4.4 **Borrowings**

Borrowings for capital expenditure are approved through Council’s budget process and are in accordance with Council’s adopted borrowing policy. Ipswich Waste Services does not have any current borrowings.
4.5 Community Services Obligations

Under the provisions of the Local Government Act, any community service obligations of the commercial business unit must be clearly identified in the annual performance plan and costed separately. The commercial business unit is also to be appropriately funded for its community service obligations, any funding made apparent and performance targets must be set for its community service obligations. Funding of community service obligations undertaken by Ipswich Waste Services is provided through the adopted Council budget. Performance targets are detailed in Section 2 of this Annual Performance Plan.

The following activities undertaken by Ipswich Waste Services are considered to be Community Service Obligations:

- Waste services at Ipswich community events
- Schools recycling program
- Transfer station waste disposal charge exemptions
- Subsidised householder waste disposal at the Riverview and Rosewood Recycling and Refuse Centres
- Free recycling services to residents requesting additional kerbside recycling services
- Free recycling services for dialysis patients and people with disabilities requiring additional volume for kerbside waste disposal
Ipswich Waste Services

Annual Performance Plan 2019-2020

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1. **PREAMBLE**

This specification provides for the delivery of the following services by Ipswich Waste Services to Council:

1.1 **Collection of Waste**

- Domestic Waste - weekly Domestic Waste Service from MGB’s and Domestic Bulk Bin Service within the designated waste service collection area;
- Domestic Recycling - fortnightly Domestic Recycling Service from MGB’s and Domestic Bulk Bin Recycling Service within the designated waste service collection area;
- Green Waste Service - fortnightly Green Waste Service from notified premises.
- Street Litter bin Service – service at required frequency to Street Litter bins located within Ipswich;
- Dead Animal Service - removal of dead animals from notified premises or roadsides;
- Commercial Waste - weekly collection service from MGB’s within the designated waste service collection area;
- Internal Waste Collection Service – waste collection services provided for Council’s facilities and depots.
- Commercial Waste Collection – waste collection from local businesses. Services provided are front lift, rear lift, skip, RORO, MGB’s for general waste, cardboard and recycling.

1.2 **Disposal of Waste**

- Management and operations of the public Recycling & Refuse Centres.
2. GENERAL SPECIFICATIONS

2.1. Definitions

The following terms shall have the meanings respectively assigned to them:

"Bulk Bin" means a waste container other than a MGB’s which is to be used in provision of the Services.

"Collection Point" means:

(a) A position at the kerb side of a dwelling or a designated area, which is accessible to the Removal Vehicle for emptying of MGB’s.

(b) In respect of an Infirm (as determined by Council) Household, a position determined by mutual agreement between the resident and Ipswich Waste Services.

(c) A position on Multi-residential Premises, which has suitable access for a Removal Vehicle for the emptying of a large number of MGB’s or Bulk Bins.

"Commercial Waste" as the term is defined in the Environmental Protection Regulation 2008.

"Designated waste service collection area" means an area designated by the local government as an area in relation to which the local government has arranged for removal of general waste from premises in the area.

"Domestic Bulk Bin Service" means Waste Services provided at multi-residential sites, e.g. strata and group title residential unit complexes where Bulk Bins are provided for disposal of Domestic Waste.

"Domestic Waste" as the term is defined in the Environmental Protection Regulation 2008.

"Domestic Waste Service" means the service to be provided by Ipswich Waste Services for the removal, transportation and disposal of Domestic Waste from the designated waste service collection area.

" Dwelling" means a single dwelling or each part of a multiple dwelling designed for separate occupation.

"Green Waste" as the term is defined in the Environmental Protection Regulation 2008.
“Green Waste Service” means the service to be provided by Ipswich Waste Services for the removal, transportation and disposal of Green Waste from notified dwellings.

“Infirm Household” means a dwelling in respect of which it has been determined that by reason of ill health or other physical or mental incapacity, the occupant is not able to place a MGB’s at a Collection Point.

“Mobile Garbage Bins (MGB’s)”, means the 240 litre or 360 litre wheelie bins used in the provision of the services.

“Multi-residential Premises” means premises comprising one or more multiple unit residential building(s) situated on land which consists of or includes shared or common property (regardless of the legal nature of the arrangements in respect of the property).

“Recycling Service” means the service to be provided by Ipswich Waste Services for the removal, transportation and disposal of Recyclables from dwellings within the designated service area.


“Services” means the services to be provided by Ipswich Waste Services to Council pursuant to this Specification being the Domestic Waste Services, Domestic Recycling Waste Services, Street Litterbin Service, Domestic Bulk Bin Services, Dead Animal Removal Services, Commercial Services, and Ancillary Services.

“Waste” is defined in the Environmental Protection Act 1994.

2.2 Vehicles and Plant

2.2.1 Ipswich Waste Services will provide all containers and waste specific tools and equipment.

2.2.2 All Collection Vehicles and Plant used in provision of the Services shall be:
   (a) Designed to enable concealed Waste and Recyclables to be carried;
   (b) Registered for use in Queensland; and
   (c) Equipped with high visibility flashing warning lights which shall be operational during the servicing of each bin, along with reversing lights and an audible signal which shall operate automatically when reverse gear is engaged.
2.2.3 For the domestic refuse and recycling collection vehicles, Ipswich Waste Service shall:
   (a) Number all of its vehicles and legibly display the number and Ipswich Waste Services name on each vehicle.
   (b) Cause the logo of Ipswich Waste Services to be displayed on both sides and the rear of all vehicles provided. Such words shall be displayed in a conspicuous colour approved by Council in lettering at least 100mm high.
   (c) Keep the exterior of all Vehicles in a clean condition.
   (d) Ensure that the colour of the complete exterior of the body and the cabin of all Vehicles shall be the colour approved by Council.

2.3 Damage to Property

2.3.1 Should any property be damaged as a result of the actions of Ipswich Waste Services, effected parties will be directed to Council’s Risk section to lodge an insurance claim.

2.3.2 Ipswich Waste Services shall not be responsible for maintenance or damage to public roadways. Ipswich Waste Services shall not be responsible for providing or maintaining access areas including truck turn around areas.

2.4 Safety

2.4.1 Ipswich Waste Services shall be responsible for compliance with all provisions of the Workplace Health and Safety Act 2011 IWS will:
   (a) Ensure that the provisions of the Act are complied with, or as the case may be, are not contravened;
   (b) Ensure that all equipment used:
      (i) is suitably designed for safety;
      (ii) is maintained in a safe and serviceable condition; and
      (ii) is used and operated safely and competently.
   (c) Provide suitable precautions and safeguards during unloading operations at any site;
   (d) Provide suitable delivery vehicles so as not to endanger the health or safety of any person, cause damage to any property, or cause nuisance to the public;
   (e) Provide Material Safety Data Sheets for use where required;
   (f) Provide protection for members of the public when operating on any site;
   (g) Ensure that Ipswich Waste Services facilities are kept in a tidy condition; and
   (h) Provide other safeguards and take such other safety measures as are prescribed.
2.5 Complaints

2.5.1 Complaints Procedure: Ipswich Waste Services shall respond to and deal with any complaints made to it as soon as is practicable in accordance with councils Complaints Management Policy.

2.5.2 Ipswich Waste Services to Act on After Hours Requests: Ipswich Waste Services shall provide an on call after hour’s service in accordance with our Work Instruction IWSW5.1 After Hours Answering Service Procedure and councils Procedure 52/02 – After Hours Duty Officer Responsibilities and Escalation Process.

2.6 Environmental Liability and Responsibility

2.6.1 Ipswich Waste Services shall comply with all applicable environmental legislation.

2.7 Insurance

2.7.1 The legal liability coverage provided by Council’s membership of QLD Local Government Mutual and applies to all of Council’s operations including commercial activities carried out by Council. Accordingly, as Ipswich Waste Services is a commercial operation of Council, but remains part of Council, and is not a separate legal entity, it has been confirmed that the liability coverage provided by Council’s membership of LGM Queensland covers Council including Ipswich Waste Services, subject to the terms and conditions of the LGM Queensland Rules and Wording.
3. DELIVERABLE SERVICES

3.1 Kerbside domestic collection services

3.1.1 Domestic Waste Service

Ipswich Waste Services shall perform a Domestic Waste MGB Service at least once per week (including Public Holidays) at every premise within the designated waste collection area where a bin is suitably presented for service. (Refer to Section 3.1.7 for details of unacceptable conditions and contents of wheeled carts.)

3.1.2 Domestic Recycling Service

Ipswich Waste Services shall at least once each fortnight on the same day as the Domestic Waste Service (including public holidays) perform a Recyclable Waste service at every premise within the designated waste collection area where a bin is suitably presented for service. (Refer to Section 3.1.7 for details of unacceptable conditions and contents of wheeled carts.)

3.1.3 Green Waste Service

Ipswich Waste Services shall at least once each fortnight on the same day as the Domestic Waste Service (including public holidays) perform a Green Waste service at every notified premise where a bin is suitably presented for service. (Refer to Section 3.1.7 for details of unacceptable conditions and contents of wheeled carts.)

3.1.4 Starting Time

Operating hours will be between the span of 4:00AM and 8:00PM as mutually agreed as part of EBA discussions.

3.1.5 Infirm Collection Services

- Infirm services may be commenced by the provision of a letter from the residents doctor indicating that they are unable to place their MGB’s out (or retrieve it) from the kerbside because there is no member of the household that is able to perform this task because of ill health, physical or mental incapacity.
• Ipswich Waste Services shall collect the MGB’s from an agreed collection point and return the MGB’s to the same position from which they were collected at those premises that have an infirm service approved.

3.1.6 Wheeled Cart Maintenance and Replacement

Ipswich Waste Services shall maintain the MGB’s in a good and serviceable condition and shall replace any damaged or lost MGB’s in accordance with service levels specified in the Annual Performance Plan 2019/2020. Retrieved Bins still in a serviceable condition may be used by Ipswich Waste Services for replacement of damaged or lost MGB’s.

3.1.7 Unacceptable Conditions and Contents of MGB’s

• Ipswich Waste Services shall endeavour to prevent contamination of Recyclable Waste in the Collection Vehicle by not servicing significantly contaminated MGB’s which obviously contain non-Recyclable Waste which, if collected, would increase the contamination level of Recyclable Waste agreed to be received at the recycling depot.

• Unacceptable conditions and contents of Wheeled Carts shall include:
  (a) Overweight MGB’s;
  (b) Bins not provided by Council will not to be serviced;
  (c) Not placed in an appropriate location;
  (d) Liquid in Wheeled Cart
  (e) Non-Recyclable Waste placed in the recycling bin; and
  (f) Over filled MGB’s (lid not able to be closed).

• Ipswich Waste Services shall attach labels to unacceptable Wheeled Carts, to advise the customer why the bin has not been serviced.

3.1.8 Variation of Recycling Service

Ipswich Waste Services may be required by council to vary the range of recyclable products, which are collected, subject to fluctuations in markets for sale of the Recyclable Waste.
3.2 Street Litter Bin

3.2.1 Ipswich Waste Services shall provide a collection service to Street Litter bins located in selected areas and service such bins on a suitable frequency.

3.2.2 Ipswich Waste Services shall maintain a schedule of Street Litterbin services.

3.2.3 Where new services are required, Ipswich Waste Services shall perform the service of assessing and investigating requests for new or cancelled Street Litterbin Services and shall arrange the installation and/ or removal of bins.

3.2.4 Ipswich Waste Services vehicles are to remain upon the roadway or sealed pavement if possible when providing street litter bin services.

3.2.5 Ipswich Waste Services shall comply with the following provisions and shall ensure that its employees comply with such provisions.

(a) Service street litter bins as per schedule.

(b) Upon each visit remove all Waste which is in the Street Litterbin or which is on the ground within one metre of the Street Litterbin.

(d) After emptying the contents of the Street Litterbin, the Street Litterbin shall be returned to the position from where it was collected and locked in place.

(e) Carefully place the contents of the Street Litterbin in the Removal Vehicle provided by it for the removal of Waste.

3.3 Domestic Bulk Bin Service

3.3.1 Ipswich Waste Services shall provide Bulk Bins to suitable multi-residential premises within the designated waste collection area.

3.3.2 Ipswich Waste Services shall, at least once per week, perform a Domestic Bulk Bin Service at every multi-residential premises provided with a Bulk bin unless unacceptable materials are presented in the bin for servicing.
3.4 Dead Animal Collection Service

3.4.1 Schedule of Service
Council will provide, on a daily basis, details of locations where dead animals are to be removed through its Customer Service System. Ipswich Waste Services will provide a dead animal collection as requested.

3.4.2 Non Urgent and Urgent Services
Council will specify when a request to remove a dead animal is urgent. Urgent requests will require the animal to be removed within 4 hours. Non urgent requests will require the animal to be removed within 24 hours.

3.5 Commercial Services

3.5.1 Ipswich Waste Services shall provide MGB’s to nominated premises.

3.5.2 Ipswich Waste Services shall, at least once per week perform a Commercial Service at these premises. (Refer to Section 3.1.7 for details of unacceptable conditions and contents of MGB’s that impede the provision of the service.)

3.6 Internal Waste Collection Services

3.6.1 Ipswich Waste Services shall provide Commercial, Hooklift, Frontlift, Skip, Recycling and Document Destruction waste collection services to Departments within Council as required.

3.7 Disposal of Waste

3.7.1 Ipswich Waste Services shall manage and operate Council’s public waste disposal facilities in accordance with corporate policies and procedures.

3.7.2 The Refuse and Recycling Centres shall be opened to the public seven days per week with the exception of Good Friday and Christmas Day during the hours of 8.00AM to 5.00PM.

3.7.3 Closure of these Recycling & Refuse Centres within the specified opening hours is acceptable in the event of an emergency or other high risk event at the site in accordance with documented work instructions.
3.8 Ancillary Services

3.8.1 Consultancy Services

Ipswich Waste Services shall provide Consultancy Services related to the general corporate and waste management functions and activities undertaken by Council where requested. Consultancy Services will generally relate to activities including, but not limited to:

- Corporate Governance;
- Corporate Policy Development and Advice;
- Corporate Reporting (not specific to Ipswich Waste Services business reporting);
- Resource Recovery Research & Advice;
- Strategic Waste Management Planning & Advice;
- Town Planning Advice.

3.8.2 After Hours on Call Services

Ipswich Waste Services shall provide an on call officer to action out of hours requests relating to services provided in accordance with this Specification.