

Ipswich Waste Services

Annual Performance Plan

2019-2020

Appendix A:

SERVICE SPECIFICATION

TABLE OF CONTENTS

1. PREAMBLE	1
1.1 Collection of Waste.....	1
1.2 Disposal of Waste	1
2. GENERAL SPECIFICATIONS.....	2
2.1. Definitions	2
2.2 Vehicles and Plant.....	3
2.3 Damage to Property.....	4
2.4 Safety.....	4
2.5 Complaints	5
2.6 Environmental Liability and Responsibility.....	5
2.7 Insurance	5
3. DELIVERABLE SERVICES	6
3.1 Kerbside domestic collection services.....	6
3.1.1 Domestic Waste Service	6
3.1.2 Domestic Recycling Service	6
3.1.3 Green Waste Service.....	6
3.1.4 Starting Time.....	6
3.1.5 Infirm Households.....	6
3.1.6 Wheeled Cart Maintenance and Replacement	7
3.1.7 Unacceptable Conditions and Contents of Wheeled Carts	7
3.1.8 Variation of Recycling Service.....	7
3.2 Street Litterbin	8
3.3 Domestic Bulk Bin Service	8
3.4 Dead Animal Collection Service.....	9
3.4.1 Schedule of Service	9
3.4.2 Non Urgent and Urgent Services	9
3.5 Commercial Services	9
3.6 Internal Waste Collection Services.....	9



INFRASTRUCTURE AND ENVIRONMENT DEPARTMENT
Ipswich Waste Services Annual Performance Plan 2019-2020
Appendix A – Service Specification

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3.7	Disposal of Waste	9
3.8	Ancillary Services	10
3.8.1	Consultancy Services	10
3.8.2	After Hours on Call Services.....	10

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.

“Removal Vehicle”, (sometimes referred to as a Collection Vehicle) means an approved Domestic, Commercial, Recycling, Street Litter bin, and Front lift Waste Vehicle used by Ipswich Waste Services in providing the Services.

“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.