

# REGIONAL COUNCIL OF GOYDER

	<b>Waste Management Policy</b>	Department	I&TS
		Version No:	3.1
		Adopted:	Feb 95
		Reviewed:	Apr-23
		Next Review:	Apr 25
		Minutes Ref:	050/23
		Responsibility:	DOITS

## 1. COMMUNITY WASTEWATER MANAGEMENT SYSTEM

Code for establishing and applying property units as a factor for the imposition of annual service charges for Community Wastewater Management Systems

## 2. INTRODUCTION

### 2.1 Definitions

In this Code, unless the contrary intention appears:

**The Act** means the Local Government Act 1999, incorporating any amendments made from time to time;

**Consultant** means the entity engaged by a Council to design and specify a CWMS;

**Council** means a municipal or district Council established or continuing in existence under the Act;

**Property Unit** means a unit used to calculate the average measurement of effluent volume, as defined in Clause 2 of this Code;

**The Regulations** means the Local Government (General) Regulations 1999, incorporating any amendments made from time to time;

**CWMS** means a Community Wastewater Management System"

**Community Wastewater Management System** means any system or scheme provided or made available by a Council for the collection, treatment or disposal (including by recycling) of wastewater and includes a septic tank effluent drainage scheme;

**Trade Wastes** means liquid waste from any industry, business, trade or manufacturing premises, other than domestic waste water, produced by the carrying out of an industrial or manufacturing process or carrying on of a business of any kind

### 2.2 Scope

Section 155 of the Act provides that a Council may impose a service rate, an annual service charge or a combination of both on land to which it provides, or makes available, a prescribed service. A "prescribed service" is defined to mean the collection, treatment or disposal (including by recycling) of waste. Section 155, therefore, entitles Councils to recover the costs associated with the provision of a CWMS for the purpose of collecting, treating and disposing of waste by imposing either a service rate, an annual service charge or a combination of both on land to which it provides or makes available the service.

Section 155(3)(b) of the Act provides that a service rate or annual service charge may vary according to a factor prescribed by regulations and applied by a Council. Further, Section 155(8) provides that an annual service charge may be based on any factor that applies under Section 155(3). Regulation 9A of the Regulations prescribes that one of the factors by which a service rate or an annual service charge may vary is the Property Unit system established by this Code.

This Code provides a mechanism that can be used for the purpose of calculating annual service charges under Section 155 of the Act in respect of CWMS. Councils may choose to

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use this Code as the basis for calculating annual service charges to be imposed against land to which a CWMS is provided or made available or, subject to the operation of the Act, may determine an alternative method of charging for the purpose of recouping costs associated with the provision of a CWMS.

The Property Unit system established under this Code seeks to equalise the level of charge imposed for the provision of a CWMS amongst ratepayers, based on user pays principles. Under this system, the cost to each single residential premises is the same. Other premise types producing higher levels of waste, are to be charged at a correspondingly higher level via multiples of property unit numbers (rounded up to the nearest half unit).

The calculation of the monetary amount attributed to each Property Unit is to be performed by estimating the total annual cost of establishing, operating, maintaining, improving, and replacing an individual CWMS (or the total aggregate of such costs for all the CWMS in the Council area), in accordance with section 155(5) of the Act, and dividing that total cost by the number of Property Units serviced by the CWMS (or CWMS) in the Council area. **3.**

### **3. DEFINITION OF A “PROPERTY UNIT”**

It is not practical or cost-effective to measure the actual level of effluent volume generated by individual properties connected to a CWMS. The Property Unit system outlined in this Code has been developed to allow calculation of indicative average levels of effluent volumes generated by various properties categorised according to the use of the land.

One Property Unit is based on the average level of effluent volume generated by a single residential dwelling in which three and one half occupants reside. Each occupant is assumed to generate an average of 140 litres of effluent per day. The residential dwelling is, therefore, assumed to generate an average of approximately 500 litres of effluent per day. All other categories of property are compared to the single residential dwelling for determination of the estimated volume of effluent generated by that property and the number of Property Units is adjusted accordingly.

The assumptions for the Property Unit calculations for residential dwellings and the variations for all other property categories listed in Clause 3 below are based on indicative average measures developed over time by various parties including a State Government Drainage Liaison Committee, Health Commission, Engineering and Water Supply Department and Department of Highways and Local Government, for the planning and design of CWMS. The actual volume of effluent generated by individual properties may be higher or lower than the indicative average measures used for the purpose of this Code.

### **4. CALCULATION OF PROPERTY UNITS FOR CATEGORIES OF PROPERTIES**

The following method of determining Property Units shall apply to the various categories of properties outlined below.

#### **4.1 Residential Dwellings**

A single residential dwelling comprises the basis of a single Property Unit, therefore:

1 residential dwelling = 1 property unit.

A residential dwelling comprises a single household occupancy whether a flat, unit, semi-detached, row cottage or separate dwelling.

#### **4.2 Vacant Allotments**

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1 vacant allotment = 1 property unit.

A vacant allotment comprises any vacant parcel of land held under separate title, capable of sale without requiring approval for division.

Note: Where a single residence is constructed over the boundary of 2 or more allotments and/or the residence and adjoining allotments are developed in such a way that none of the allotments could be sold without removal of part or all of the residence or associated buildings, a Council may choose to treat all the adjoining allotments as constituting a single Property Unit. In this case, however, only one connection will be provided to the CWMS.

## 4.3 Commercial Premises (one occupancy per building)

For example: shops, offices (including Government offices) or private agencies.

The number of Property Units is to be calculated as follows:

FTE

6

Where:

FTE = the total number of full time equivalent employees (not living on the site).

The denominator figure 6 reflects the limited (working) hours during which facilities are used by employees compared with the domestic situation.

Any fraction obtained by such division shall be rounded up to the nearest half or full Property Unit. All commercial premises (including vacant premises) shall be considered a minimum of one Property Unit.

Example 1: A general store employing ten persons, being full-time equivalents, would be assessed as two Property Units.

$$\frac{10}{6} = 1.67^*$$

\*(Rounded up to next full Property Unit = 2 Property Units)

Example 2: An office employing the equivalent of seven full-time persons would be assessed as one and a half Property Units.

$$\frac{7}{6} = 1.17^*$$

\*(Rounded up to next half of a Property Unit = 1.5 Property Units)

## 4.4 Multiple Commercial Premises with or without a residence

Each commercial occupancy shall be calculated separately on the overall number of employees in accordance with Clause 3.3 of this section.

A single Property Unit shall be charged for any residence forming a part of commercial premises, in addition to the separate commercial property unit calculation.

Note: Where an office or other business not producing any wastewater and a residence are combined and occupied by the same person or persons, a single Property Unit may be considered an appropriate charge.

## 4.5 Hospital, Nursing or Rest Homes, or similar occupancies

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The number of Property Units is to be calculated as follows:

$$\text{FTE} + \text{BEDS}$$

Where:

FTE = the total number of full-time equivalent employees (not living on the site)

BEDS = the number of accommodation beds.

Any fraction obtained by such calculation shall be rounded up to the nearest half or full Property Unit.

Example: A hospital employing 10 full time equivalent employees and holding 50 accommodation beds would be assessed as 10 Property Units.

$$10 + 50 = 10$$

Any residential dwelling attached to the complex and/or any permanent occupancy by a proprietor, manager, or one or more employees will be assessed as an additional Property Unit.

### 4.6 Hotel, Motel, Residential Clubs, or similar occupancies

The number of Property Units is to be calculated as follows:

$$\text{FTE} + (\text{BEDS} \times 0.7)$$

Where:

FTE = the total number of full-time equivalent employees (not living on the site) BEDS = the number of accommodation beds.

Note: The use of 0.7 in the formula is an assumed occupancy rate.

Any fraction obtained by such calculation shall be rounded up to the nearest half or full Property Unit.

Example: A hotel that employs 5 full time equivalent employees and holds 10 accommodation beds would be assessed as two Property Units.

$$5 + (10 \times 0.7) = 2$$

Any residential dwelling attached to the complex and/or any permanent occupancy by a proprietor, manager or one or more employees will be assessed as an additional Property Unit.

### 4.7 Premises with a Public Bar or Restaurant

Where a public bar and/or restaurant exists at a hotel, motel or club, additional Property Units are to be calculated for the bar / restaurant trade as follows:

- where the average daily attendance is up to 50 persons, 1 additional Property Unit shall be charged;
- a further additional half of a Property Unit shall be charged for each additional 25 persons or part thereof.

Example: A hotel that employs 15 full time equivalent employees, holds 20 accommodation beds and contains a public bar that has a daily attendance of 65 persons would be assessed as 6.5 Property Units.

$$15 + (20 \times 0.7) = 4.83 + 1.5 \text{ (for patronage)} = 6.33 \times 6$$

\* (Rounded to the nearest full Property Unit = 6.5 Property Units)

### 4.8 Halls, Change rooms, Community Centres, Sporting Facilities or similar occupancies (not including commercial premises or accommodation, bar or restaurant facilities).

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Where the estimated average daily attendance over a week is no more than 50 persons per day, the premises must be assessed as one Property Unit. An additional half of a Property Unit must be charged for each additional 25 persons or part thereof.

### 4.9 Schools

The number of Property Units is to be calculated as follows:

(Number of students + Staff) x 0.1256

Any fraction obtained by such calculation shall be rounded up to the nearest half or full property unit.

Example: A school which has 453 students plus 15 teachers would be assessed as 10 Property Units.

(453 + 15) x 0.125 = 9.75\*

\* (Rounded to the nearest full Property Unit = 10 Property Units)

### 4.10 Churches

Each property = 1 Property Unit.

### 4.11 Industrial Premises

The number of Property Units is determined by the connection of staff ablutions only and is calculated based on the number of employees in accordance with Clause 3.3 of this Code.

Note: Industrial Premises may include milk-processing plants, engineering premises, poultry processors, bakeries etc. that produce wastes with an organic loading greater than septic tank effluent and/or having high hydraulic flows.

### 4.12 Trade Wastes

Trade Wastes are generally not permitted into a CWMS.

Where consideration is being given to accepting Trade Wastes into a CWMS, the Council must seek the advice of its consultant, the Local Government Association of South Australia and the Department of Health on the following matters:

- whether the Trade Waste should be admitted to the CWMS;
- what pre-treatment, if any, should be given the Trade Waste before it is admitted to the CWMS; and
- the appropriate number of Property Units to be charged, based on estimated water usage, so that the discharge of Trade Waste, when permitted, is charged consistent with the general formula in Clause 2 (an estimated 500 litres of effluent per day = 1 Property Unit) and the General Provisions in Clause 4 of this Code.

### 4.13 Laundromats, hairdressers and other water-using businesses not accounted for elsewhere in this code

To calculate the number of Property Units for these premises, it is necessary to determine the number of litres of water used per day. The number of Property Units to be charged can then be calculated by dividing the litres of water used per day by 500, and rounding up to the nearest half or full Property Unit.

In the case of Laundromats, when direct water meter readings are not available this calculation must be used instead:

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MACHINES x CYCLES x LITRES 500

Where:

MACHINES = the number of washing machines in the premises

CYCLES = the average number of washing cycles per machine per day

LITRES = the number of litres used per cycle.

Example: A laundromat that contains 5 washing machines which each use 16 litres of water for each cycle and a total of 25 cycles are completed each day would be assessed as 4 Property Units.

$$\frac{5 \times 25 \times 16}{500} = 4$$

## 4.14 Caravan Parks

Each permanently occupied site within a caravan park, such as a caretaker's/owner's dwelling, mobile home / cabin must be assessed as one Property Unit.

For other sites, not occupied on a permanent basis, the number of Property Units shall be calculated as follows:

$$\frac{\text{DSO p.a.} \times 0.7}{365}$$

Where:

DSO p.a. = Daily site occupancies per annum - i.e. the total number of overnight uses of camping sites, caravan sites, cabins etc in a 12-month period.

Note: A 30% discount is applied to the occupancy level recognising the reduced water usage per site in caravan parks compared to other accommodation (e.g. hotels and motels).

Example:	Daily Site Occupancies Per Annum	Property Units
Caretaker's Dwelling		1
Permanently occupied sites		5
Caravan Sites	(a) 1,800	
Holiday Cabins	(b) 500	
Tents (Camping) sites	(c) 200	
Total Annual Occupancies	2,500	
<u>(2500 occupancies x 0.7)</u>		
365 days in year		= 4.79
Total Property Units		10.79
Therefore, Total Property Units to be charged		= 11

Where:

- = the number of caravan sites x the number of days occupied per year
- = the number of Holiday Cabins within the Caravan Park x the number of days occupied per year
- = the number of tents (camping sites) x the number of days occupied per year.

## 5. GENERAL PROVISIONS

When a calculation requires estimation of the number of employees at a location, business owners and others who spend a substantial portion of time on the subject premises are to be considered

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as employees for the purposes of these calculations.

Where a calculation produces a fraction of a Property Unit, it shall be rounded up to the next full or half of a Property Unit, provided that the minimum service charge to be applied to any property is one Property Unit.

## 5.1 Extensions to the CMWS network

That Council requires the owners of properties benefiting from the provision of an extension to the CWMS infrastructure meet half the cost of the installation and the contribution be made as a special effluent drainage fee over a fixed period.

## 5.2 Connection to Community Wastewater Management System (CWMS)

1. All new buildings containing wet areas that are proposed to be situated within a CWMS area will be required to be connected to the CWMS.
2. Owners of existing buildings not connected to the CWMS are to be encouraged to connect to the CWMS where appropriate.
3. All connections to the CWMS shall be by application to Council that provides a site plan showing the location of the septic tank and all associated pipe work, and to be accompanied by a connection fee of \$160.00.
4. A development application for the division of land that relies on the connection to the CWMS must provide for the necessary infrastructure to enable the proposal to be connected to the CWMS network, including all necessary easements, to the requirement of Council and at the developer's cost.
5. As a condition of any planning consent granted, the proponent (applicant) of a development application for the division of land that relies on the connection to the CWMS must pay to Council an amount of \$2,500 for each of the additional allotments/CWMS units created by virtue of that land division

## 6. CUSTOMER CHARTER – CWMS SERVICES

The Regional Council of Goyder is responsible for providing a high quality waste water collection service to the communities of Burra and Eudunda.

The aim of our Charter is to provide our sewerage customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

The *Water Retail Code-Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with sewerage services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### 6.1 Sewerage Services Provided

We provide customers in Burra and Eudunda with a Community Wastewater Management System for the collection, treatment, disposal and recycling of wastewater.

### 6.2 Sewerage Removal (quality)

We will:

- remove sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your sewerage service

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- provide you with information on any planned interruptions to your sewerage service at least 4 business days prior to us undertaking any works or maintenance
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your sewerage service

You:

- will report any spills, leaks or incursions to us as soon as possible by calling our offices during business hours or the emergency telephone number displayed on our website
- will not discharge restricted wastewater into our sewerage infrastructure
- may be liable to pay us for a proportion of the costs reasonably attributable to you for a blockage, burst or leak. Will we advise you of the reasons for cost recovery in these circumstances and any amounts payable will be subject to the payment assistance and financial hardship provisions of your contract with us

### 6.3 Our Prices

We will:

- publish our Price List, which sets out all of the fees and charges associated with the sale and supply of your sewerage service, each year by the 31<sup>st</sup> July on our website at [www.goyder.sa.gov.au](http://www.goyder.sa.gov.au). We will also make this available at our office at 1 Market Square,
- publish our Pricing Policy Statement, which outlines how our fees and charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year by 31<sup>st</sup> July on our website at [www.goyder.sa.gov.au](http://www.goyder.sa.gov.au). We will also make this available at our office at 1 Market Square.

### 6.4 Service Availability charge

Section 155 of the *Local Government Act 1999* allows us to recover a “service availability charge” from you where our sewerage infrastructure runs adjacent to your property. We will require you to pay this charge where Council provides, or makes available, a prescribed service.

### 6.5 Sewerage Concessions

Sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current sewerage concessions, assistance or advice visit [www.dcsi.sa.gov.au/concessions](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsl.sa.gov.au](mailto:concessions@dcsl.sa.gov.au).

### 6.6 Connections

#### 6.6.1 Existing connections - where your property is currently connected to our infrastructure

We will:

- keep you connected to our sewerage service after paying the relevant connection and service fees as set out in our Price List

You will:

- pay the relevant connection and service fees as set out in our Price List

#### 6.6.2 Connections – where your property is not currently connected to our infrastructure for Existing Dwellings

We will:



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- assess your connection application to our sewerage service within 10 working days of you providing us with information required by us and paying the relevant connection and account establishment fees as set out in our Price List

You will:

- provide us with an *Application to Connect to CMWS* available from the Burra Office.
- pay the relevant connection and account establishment fees as set out in our Price List for New Dwellings

Further details on connecting new properties to our infrastructure is available on our website at [www.goyder.sa.gov.au](http://www.goyder.sa.gov.au) or by visiting our office at 1 Market Square Burra. We will provide you with a copy of our Connection Policy upon request.

### 6.7 Billing and Payments

We will:

- issue you with a bill at least quarterly, unless otherwise agreed with you
- include your sewerage charges on your rates notice, (separately identified), issued quarterly, unless otherwise agreed with you
- provide you with a detailed bill and give you at least 12 business days to pay your bill
- offer you the ability to pay your bills in person, by mail, by direct debit or by Centrepay

You will:

- pay our bill by the payment due date unless we have agreed on a flexible payment arrangement
- pay any fee we incur if any of your payment methods are dishonoured

#### 6.7.1 Payment Assistance and Financial Hardship

We will:

- provide you with the ability to pay your bills by instalments or enter into a flexible payment arrangement
- offer you the ability to make payments towards future bills, grant payment extensions and agree to have your bill redirected to another person (where that person agrees)
- inform you about, and assess your eligibility for, our Hardship Program if requested

You will:

- inform us if you are having difficulty paying your bills prior to the due date

Further details on our Hardship Policy are available on our website at [www.goyder.sa.gov.au](http://www.goyder.sa.gov.au) or by visiting our office at 1 Market Square Burra. We will provide you with a copy of our Hardship Policy upon request.

#### 6.7.2 Reviewing your Bill/Billing Disputes

We will:

- not commence our debt collection processes where a bill (or part of a bill) is in dispute
- review your bill and inform you of the outcome of our review within 30 business days of your request

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- inform you about our independent external dispute resolution body where you remain dissatisfied following our review

You will:

- pay any portion of your bill that is not in dispute while your bill is being reviewed or any future bills that become due

### **6.7.3 Overcharging**

We will:

- inform you within 10 business days of becoming aware of you being overcharged as a result of an act or omission by us and credit the overcharged amount to your next bill
- pay the overcharged amount directly to you within 10 business days if you have ceased to purchase a sewerage service from us

### **6.7.4 Undercharging**

We will:

- in relation to unmetered services, limit the amount we recover from you to the amount undercharged in the 12 months prior to the error being advised to you in writing
- list the undercharged amount as a separate item in a special bill or in your next bill with an explanation of that amount and, if requested, offer you an extended time to pay the amount
- not charge you interest on the undercharged amount

### **6.7.5 Debt Recovery**

We will:

- only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date and you have not contacted us to discuss a payment extension or other flexible payment arrangements (including eligibility for our Hardship Program).
- not undertake debt collection activity where we have installed a flow restriction device.

You will:

- contact us if you are having difficulty paying your bills prior to the due date

## **6.8 Entry to Your Property**

We will:

- provide you with at least 24 hours if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service

You will:

- ensure safe access to our infrastructure (including but not limited to the meter) located at your supply address

## **6.9 Disconnections**

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect your sewerage service if:

- you request the disconnection

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- there is a public health, environment or safety risk to our services from your connection point (e.g. backflow risk or unauthorised industrial waste discharge)
- you are found to be using the services illegally or have refused entry to person authorised to read your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments.
- Where you request a disconnection (and it is not prohibited), we will use our best endeavours to issue you with a final account in accordance with your request. We will inform you if you are still required to pay our “service availability charge” when you request the disconnection.

### 6.10 Termination of Contract for Sewerage Services

We will:

- confer on you the right to terminate your contract with us for the supply of sewerage services
- inform you of any relevant fees or charges payable as a result of your termination
- You will:
- provide at least 3 business days’ notice of your intention to terminate your contract with us for the supply of sewerage services
- pay any relevant fees or charges

### 6.11 Complaints and Dispute resolution

We will:

- respond or acknowledge your complaint or enquiry within 10 business days
- refer you to our Works Manager if you are not satisfied with our initial response or resolution or, if required, escalate you to our Chief Executive Officer
- advise you of your option to escalate your complaint to our nominated independent dispute resolution body and provide you with the details of that organisation

Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at [www.goyder.sa.gov.au](http://www.goyder.sa.gov.au) or by visiting our office at 1 Market Square Burra. We will provide you with a copy of our procedures upon request.

## 7. KERB SIDE WASTE COLLECTION

### 7.1 Donations

That the following organisations pay for their own wheelie bins but the service charge be regarded as a donation:

- Town Halls** - Terowie, Whyte Yarcowie, Hallett, Booborowie, Mt. Bryan, Burra, Farrell Flat, Robertstown, Eudunda and Point Pass.
- Sport and Recreation Grounds** - Terowie, Hallett, Booborowie, Burra, Farrell Flat, Robertstown (inc. Netball and Tennis Club), and Eudunda.
- Other Organisations** - Hallett Bowling Club, Booborowie Bowling Club, Burra Golf Club, Burra Pony Club, Burra Tennis Club, Burra Dog Obedience Club, Leighton Cricket Club, Burra Bowling Club, Farrell Flat Tennis Club, Farrell Flat Golf Club, Robertstown Bowling Club, Eudunda Golf Club, Eudunda Bowling Club, Brady Creek Tennis Club, Hallett Pool, Burra Pool, Eudunda Pool.

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## 7.2 Pro Rata

For any person wanting to participate in the Kerb Side Waste Collection, (wheelie bin) the Council service charge will be pro rata based on the number of months remaining in the financial year.

## 7.3 Collection Route

Kerbside collection of household and recyclable wastes will be provided to all households in the following townships

- Booborowie
- Burra
- Eudunda
- Farrell Flat
- Hallett
- Mt Bryan
- Point Pass
- Robertstown
- Terowie
- Whyte Yarcowie

Roadside collection will be considered, upon application, to rural properties only where the collection point compliments the existing collection route as determined by the Director of Infrastructure and Technical Services

## 8. DRUMMUSTER

That the DrumMuster collection be conducted all year round at the Burra, Hallett and Eudunda Waste Transfer Stations.

Non DrumMuster Drums

- a. That Council agree to accept non-DrumMuster labeled drums from landholders under the same terms and conditions as those set down by DrumMuster.
- b. That Council not charge landholders for non-DrumMuster drums returned.

## 9. TRANSFER STATIONS

Service Charge – Government Agencies

That all Federal and State Government agencies be required to pay the usual dump charges when accessing the sites.

A full list of fees are listed in the Fees and Charges Policy

## 10. RECORDS

All records should be treated in accordance with Local Government GDS40.

## 11. REVIEW

This document shall be reviewed by Council every two (2) years (or on significant change to legislation or aspects included in this policy that could affect the health and safety of workers).

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## 12. REVIEW HISTORY

Document History	Version No:	Issue Date:	Description of Change:
		20/02/95	Refer minute 430/95
		30/05/00	Refer minute 241/00
		16/01/01	Refer minute 13/01
		20/03/01	Refer minute 110/01
		18/12/02	Refer minute 587/01
		18/11/03	Refer minute 603/03
		15/03/05	Refer minute 107/05
		19/07/05	Refer minute 308/05
		18/05/15	Refer minute 167/15
		20/02/18	Refer NCOR-22018-1012
	3.0	20/04/21	Refer minute 051/21
	3.0	20/09/22	Refer minute 183/22
	3.1	17/04/23	Refer minute 050/23