

STRATEGIC SERVICE PLAN

Waste Services

2023-2027

Council's Waste Service provides a residential waste collection that includes garbage, recycling and food and garden organics collections and disposal. As part of the State Government's kerbside reforms, a separate glass service will be introduced in the future. Council also provides hard waste collection and litter management services across the Casey community.

Community education programs focus on supporting waste reduction and correct use of Council's kerbside bin services, to improve the effectiveness of the services and in turn deliver better environmental outcomes through improved resource recovery and reduced contamination.

The Waste Strategic Service Plan describes how Council's waste management and resource recovery services will contribute to a clean, liveable and sustainable environment and support a circular economy.

Waste sub-services

The Waste strategic service consists of three sub-services: Hard Waste, Litter Management Services and Residential and Commercial waste collection.

Sub service	Purpose	How this is achieved
Hard Waste	Allows residents to dispose of larger items. Resource recovery where possible.	• Provision of hard waste contract to residential properties. • Pre-fire season branch collection service for Harkaway and coastal villages.
Litter Management Services	Provides litter bins in public spaces, collects windblown litter and dumped rubbish.	• Delivery of litter bin service contract. • Investigate report of dumped rubbish and litter. • Manual litter collection in designated hot spot areas. • Cigarette litter collection service • Street sweeping. • Pit cleaning. • Dumped rubbish collection from council roads and land. • Litter pick-up prior to mowing servicing (roadside and parks).
Residential and commercial waste collection	Collect waste to contribute to a clean, liveable and sustainable environment and support a circular economy.	• Kerbside bin collection services (garbage, recycling, food and garden organics). • Disposal and processing contracts for landfill, recycling and food and garden organics. • Community education on waste reduction and recycling. • Delivery of commercial waste service. • Reviewing of waste management plans submitted as part of planning applications.

Waste Strategic Service Goals

Goal 1: Achieve high level of customer satisfaction by providing consistent and efficient service to the community.

- Missing or unrepairable bins are replaced within three working days of request being received.
- Bins are provided to new residents within three working days of a request being received.
- Collection of missed bins due to driver error within one day of report received.

Goal 2: Provide services that meet the needs of community, provide value for money and align with State Government requirements.

- Hard rubbish is collected within six days of booking.
- Complete lid replacement for all red garbage and yellow recycling bins
- Introduce glass kerbside collection service to all households by 2027.
- Introduce food and garden organics kerbside collection to all households by 2030.

Goal 3: Provide efficient and future-ready services that transition towards a circular economy.

- Divert 48 per cent of kerbside collected waste from landfill by 2027.
- Divert 30 per cent of hard waste from landfill by 2027.

Goal 4: Improve recycling efforts through education programs and accessible services.

- Provide ongoing community waste education in line with Recycling Victoria mandates.

Goal 5: Provide services that improve public amenity and protect the natural environment.

- Dumped rubbish is removed from council land within five working days.
- Review and optimise litter bin service levels to sporting clubs and unstaffed facilities.