

WASTE AND RECYCLING HUB ACCESS FEES

FACT SHEET

The City of Melbourne provides communal waste and recycling hubs. Garbage is disposed of in compactors which are located in five precincts:

- Bullens Lane (Chinatown)
- Kirks Lane (near Hardware Lane)
- Lacey Place (Chinatown)
- Balcombe Place (off Little Collins Street)
- Caledonian Lane (off Little Bourke Street)

Mixed recycling disposal options are also available within these precincts.

How much is the waste and recycling hub service fee?

The waste and recycling hub service fee is charged on the basis of low, medium, high and very high usage levels depending on how often the garbage compactor is opened.

USAGE LEVEL	FEE PER QUARTER (INCLUDING GST)	MAXIMUM FREQUENCY OF USE
Low	\$426.40	Up to seven times per week
Medium	\$1583.60	Up to three times per day
High	\$2523.30	Up to seven times per day
Very High	\$3440.30	Over seven times per day or over 1000kg deposited weekly
ADDITIONAL FEES		
Replacement Compactor Access Card	\$64.30	n/a
Late Payment Fee	\$105.40	n/a

Access and additional fee pricing may be adjusted.



Do I have to pay to use the waste and recycling hubs?

Residents – No, you do not need to pay to use the service.

Businesses – Most businesses need to pay for the service, including all hospitality businesses.

Occasionally, small office and retail businesses with a very small amount of garbage less than 120L garbage per week, with the need to use the service only once per week, maybe be eligible to access the service at no cost (conditions apply).

Who decides what my usage level will be and therefore, how much I will pay?

Each business will have their waste management practices assessed by a City of Melbourne officer to determine the required garbage compactor usage level. This will set the usage level for the first quarterly fee payment. The waste compactor network provides the ability to monitor the frequency and weight of deposits deposited by the customer and these usage levels are reviewed regularly and fees charged accordingly.

How are the waste and recycling hub fees charged?

Waste and recycling hub service fees are invoiced quarterly. Payment terms are 30 days from the date of issue of the invoice. Failure to pay by the due date will result in both a late payment fee and the de-activation of your compactor access card, preventing use of the garbage compactor.

Refunds and pro-rata payments

Payments are required to be made prior to the commencement of each quarter. Businesses who register for the service in the first month of the quarter will be required to pay for the entire quarter. Businesses who register in the second or third month of each quarter will be billed for the remainder of the quarter upfront. Payments are non-refundable. Please note, no full or partial refund of fees will be made.

What are the benefits of using the waste and recycling hubs?

Businesses who use the service avoid the need to arrange separate garbage and recycling collections, which also means that less space is needed inside the premises for storing and maintaining bins. Businesses and residents can also access the recycling hubs to reduce the amount of material that they are sending to landfill. The utilisation of the service also helps to improve the overall amenity of the City by minimising the number of bins stored and presented for collection in the public realm and reduces the number of waste trucks moving throughout the City.

Do I have to use the waste and recycling hubs?

You do not have to use the waste and recycling hubs. If you wish to make your own arrangements for your garbage and recycling you are welcome to do so. Under the City of Melbourne's Activities Local Law, waste containers can only be placed in or on a public place for collection and must be brought inside within three hours after collection unless the bin is within an area prescribed by the Council for the storage of waste containers.

Can I have an extra access card for my business?

Businesses on the high and very high usage levels may be provided an additional compactor access card in some circumstances. Other businesses and residents receive a single access card.

What happens if I lose or damage my access card?

Contact us immediately on 9658 9658 to arrange for your card to be cancelled and for a replacement card to be provided. It is the responsibility of the card holder to immediately report both lost and faulty cards to City of Melbourne. Replacement cards will incur a \$64.30 fee. After reporting the lost or damaged card, the replacement card can be paid for and collected from Melbourne Town Hall Administration building - 120 Swanston Street, during standard business hours. Payment is via card only.

There is no card fee when a business first signs up to the service.

Restrictions on use of the garbage compactor access card

Access cards must only be used by the business or household that it has been provided to by the City of Melbourne. Cards remain the property of City of Melbourne and must be returned if no longer required.

How does City of Melbourne manage illegal dumping?

Waste and recycling hub laneways, as well as those lanes and streets in surrounding areas are monitored regularly. Illegally dumping of garbage or recyclable materials is an offence and penalties apply.

It is also an offence to place hard rubbish, soft plastics, toxic materials, bagged items and garbage into the recycling hub bins.

Each business must ensure there is a thorough induction process to show staff how to appropriately sort garbage/recyclables. It is recommended businesses review staff practices regularly.

**For more information contact us on 03 9658 9658
or visit melbourne.vic.gov.au/waste**



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