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Waste review underway

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An independent external review is currently underway to investigate the circumstances surrounding the kerbside waste collection issues that occurred following the appointment of Council's new kerbside waste services contractor, Citywide, who commenced delivery of these services on 3 July 2023.

Following completion of the review, Council anticipates that a draft report will be provided to Councillors for review before the end of 2023.

The review intends to determine what led to the significant number of bins being missed. Following the review, a report will be provided that will make recommendations on any changes and other learnings that may be implemented to avoid similar issues occurring again in the future.

While 90 per cent of kerbside bin collections were operating normally during the period immediately following Citywide's assumption of this service, the number of missed bins and repeated missed collections, and time taken to rectify the issues, were unacceptable. The frustration of our residents who were impacted by these waste collection issues is completely understandable, and we look forward to receiving the results of the review and embracing the recommendations accordingly.

Once the review is completed it is envisaged that a report will go to Council in February, when Council meetings resume after the summer break. The report findings are expected to be publicly available at that time for our community to view. We will provide further updates once the review process is completed.