Waste & Recycling Services Guide

JULY 2019-JUNE 2020

Glenorchy City Council
374 Main Road Glenorchy | (03) 6216 6800 | E gccmail@gcc.tas.gov.au

Please refer to calendar on front page for collection week.

GET THE APP
Download the Recycle Coach app which will alert you when it’s collection day, and tell you what you can and can’t recycle!

Glenorchy City Council Areas

WEEK 1
WEEK 2
(Please refer to the back page.) Should public holidays occur on a weekday, waste and recycling collection will take place as normal.

Please Note: Christmas Day Collection will be Saturday 28th December 2019. There are no other changes during Christmas/New Year period.

Map data supplied by: GCC, ©Glenorchy City Council, theLIST, © State of Tasmania.
GENERAL WASTE
All residents have a dark green lid wheelie bin to be used for collection of general household garbage each fortnight. For unit developments you may have a 240L Red Lid bin which will be shared and collected each week. To check your collection day, please use the map on the back page of this brochure. Please observe these requirements to assist with your general waste collection:
- The bins are for domestic waste only. Do not put bricks, heavy timber or steel in the bin. These materials can damage the collection equipment.
- No paint, chemicals, liquids or motor oil.
- Bag all items, especially dust and loose materials to prevent jamming and avoid spillage during collections.

RECYCLABLE WASTE
All residents also have a yellow lid wheelie bin to be used for collection of recycling materials. Recycling collections occur on the same day as garbage collections, fortnightly for household bins. Unit developments with shared bins will be collected on a weekly basis. (Read more about recycling on the dark green Recycling page.)

ORGANIC WASTE
Starting in early 2020, households will also receive a 240L FOGO (Food Organics and Garden Organics) bin. (Read more about this on the light green FOGO page.)

ADDITIONAL SERVICE
For Refuse bins only, there is an option to receive a weekly collection at a cost. Please contact Veolia directly on 03 6244 0000 for further information.

STANDARD SERVICES
- Household General Waste (green lid 140L)
- Household Recycling (yellow lid 240L)
- Household FOGO (lime green lid 240L)
- Units General Waste (red lid 240L)

BIN REPAIRS AND REPLACEMENTS
Bins will be delivered and repaired on Friday each week. Application Forms and Requests must be received by 2pm Thursdays. For more information please contact Glenorchy City Council Customer Service on 03 6216 6800 or www.gcc.tas.gov.au.

DRIVER TO COLLECT
Please note that Glenorchy City Council provides a Driver to Collect Service for some residents. Conditions apply, please contact Glenorchy City Council Customer Service on 03 6216 6800.

BIN AUDIT PROGRAM
Glenorchy City Council runs a program to randomly check garbage/recycling bins for incorrect contents. If your bin has been stickered please remove the incorrect contents.

TIPS TO ENSURE YOUR BINS ARE COLLECTED
- Place your bin out for collection the night before or no later than 6am on collection day.
- Don’t place your bin behind a parked car or other obstacle. Make sure there is a distance of at least 1 metre between your bins and any obstacles such as a pole or tree.
- Bins must face the road with handles facing your house.
- Don’t overfill the bin. The lid should be fully closed. Max 70kg.
- Do not place rubbish beside or on top of the bin.
- Remove your bins from the kerb after collection within 48hrs.
- Number your bin lid to protect against loss or theft.
- Bins remain the property of Glenorchy City Council.
- Bins must remain at the allocated property and not removed.
- Don’t put lawn clippings/garden waste or food waste into your garbage or recycling bins. Please use your FOGO bin.

MISSED BINS
If your bin collection has been missed, please contact Glenorchy City Council Customer Service on 03 6216 6800.

GET THE APP
Download the Recycle Coach app, which will alert you to bin collection days and more.
Recycling collections occur on the same day as garbage collections, fortnightly for household bins. Unit developments with shared bins will be collected on a weekly basis. (Refer to map on back page.)

REMEMBER
• Ensure containers are clean and empty
• Loose items only – do not bag
• NO plastic bags or bin liners
• Remove lids

Please refer to our new Recycle Coach app if you are unsure.

If your bin is blown or knocked over, please pick up the contents and place back in your bin, to prevent it entering the stormwater system and causing litter in the street. Then call Customer Service on 03 6216 6800 for the contractor to return to empty your bin.

KERBSIDE RECYCLING TIPS
• Accidentally or carelessly mixing household waste into a recycling bin can make your recycling efforts a waste of time.
• Non-recyclables put into your recycling bin can contaminate an entire truck load of what could have been recycled but instead ends up in landfill.
• When it comes to recycling, if in doubt - leave it out! Better still find out yourself and visit www.gcc.tas.gov.au or call Council’s Customer Service team 03 6216 6800.
• By recycling, you help to look after the environment.
• Recycling reduces the amount of minerals dug up and trees cut down.
• Recycling saves energy, reduces water use and cuts the amount of pollution and greenhouse gases we create.
• Purchase goods made from recycled material.

NO YOU CAN’T

- Nappies
- Polystyrene
- Batteries
- Plastic bags
- Wood
- String/rope
- Plastic film wrap
- Ceramics
- Whitegoods
- China ware
- Electrical goods
- Clothes
- Old tools
- Paint/cleaners
- Coat hangers
- Building materials
- Green waste
- Furniture
- Car parts
- Shoes
- Glass panes
- Oil
- Computers

YES YOU CAN

Please refer to our new Recycle Coach app if you are unsure.

- GLASS
  - Bottle and jars (lids removed)
- PAPER
  - Newspaper, office paper and junk mail (not shredded)
- CARDBOARD
  - Milk cartons and boxes
- PLASTIC
  - Juice and soft drink containers
- METAL
  - Aluminium and steel cans
**OPENING HOURS:**
- Monday-Friday: 7:30am - 4:15pm
- Saturday: 9:00am - 4:00pm
- Sunday: 9:30am - 4:00pm
- Closed Christmas Day and Good Friday

**JACKSON ST WASTE MANAGEMENT CENTRE**

**DOMESTIC ASBESTOS DISPOSAL**

The Jackson Street Landfill is licensed to accept both commercial and domestic loads of asbestos.

Asbestos products pose a number of health and environmental risks during its removal, transport and disposal.

It is therefore important that asbestos be handled appropriately with minimum exposure to all involved during these operations.

It is also important that all packaging of all waste asbestos products comply with the Work Health and Safety Regulations 2012 and should also adhere to the following guidelines set out by Glenorchy City Council for domestic disposal:

- **Volume limits**
  - Domestic loads must not exceed a height of 1 metre.
  - Anything more than a small trailer load will be deemed a commercial load and therefore commercial fees will apply and the weighbridge must be used. (Please refer to the Guide to measuring the volumes on the Fees and Charges page to calculate your volume.)
  - All dumping of asbestos materials must be disposed of directly into the controlled/hazardous burial area.

**Please Note: Under NO circumstance should asbestos be placed in the Kerbside Waste/Recycling bins.**

- **Free entry** does not apply to waste such as tyres, paints, chemicals, asbestos, other hazardous waste, or commercial waste.

- **Free entry** is for Glenorchy residents only. Only domestic quantities of waste materials will be accepted, such as a standard ute load or box trailer. To gain free entry, show your driver’s licence to the tollbooth operator to verify you are a resident.

**FREE WEEKENDS FOR WASTE DISPOSAL**

**Free general mixed waste** (includes green waste) 19, 20, 21 October 2019

**Free green waste only** 7 and 8 December 2019

**CONDITIONS**

- A driver’s licence or valid ID will need to be presented to the tollbooth operator to receive the residents’ discounted general waste rate.
- Clean fill: maximum particle size of 200mm which is suitable for cover material at the landfill and contains no organic material, steel, wire or timber.
- Brick/concrete/rubble: includes building and demolition waste, rock fill, road pavement material, concrete, bricks but excluding large quantities of timber and clean fill.
- **For more information contact:** Toll Booth 03 6216 6712 or Glenorchy City Council Customer Service 03 6216 6800.
WHAT YOU CAN DO TO MAKE A DIFFERENCE

REDUCE YOUR WASTE GOING TO LANDFILL

• Try to choose items with the least amount of packaging.
• Try to choose items made from recycled material or items that can be recycled.
• Place food scraps into FOGO bin.
• Place a ‘No Junk Mail’ sticker on your letterbox.
• Give unwanted items to charities or hold a garage sale.
• Make lunches for work and school that contain no rubbish and only use recyclable or reusable containers.

SOFT PLASTIC DISPOSAL

You can recycle all your soft plastics at your local major supermarket, look for the large green bins. These items can be made into many products like outdoor furniture and play equipment.

The following items CANNOT be recycled in your household recycling bin. Soft plastic recycling is for DRY, CLEAN soft plastics like:

• Biscuit packets (wrapper only – the tray can go in normal recycling)
• Confectionery bags
• Chip and cracker packets (silver lined)
• Bread bags
• Chocolate and snack bar wrappers
• Snap lock bags/zip lock bags
• Some vegetable packaging – fresh and frozen

For more information visit our website.

Do the scrunch test

✅ If it’s soft plastic and CAN be scrunched into a ball, it can be placed in the soft plastic recycle bin.

❌ It’s not plastic, or hard plastic that CAN’T be scrunched into a ball, it cannot be recycled in the soft plastic recycling bins.

FREE RECYCLING CENTRE

Glenorchy’s Recycling Centre provides a convenient facility for the disposal of recyclables and is located at The Jackson Street Waste Management Centre, Glenorchy.

Items accepted:

• Glass (bottles and jars)
• Paper (newspaper and magazines)
• Cardboard (milk cartons and boxes)
• Plastic (juice and soft drink bottles)
• Aluminium and steel cans

Household Hazardous Waste Facility accepts:

vehicle batteries, paint, gas bottles and motor oil.

All goods are the property of the Glenorchy City Council.

OPERATING HOURS:

Monday - Friday 7:30am – 4:15pm
Saturday 9:00am – 4:00pm
Sunday 9:30am – 4:00pm.

The facility is closed Good Friday and Christmas Day.

For more information please contact Glenorchy City Council Customer Service on 03 6216 6800.

PUBLIC LITTER BINS

There are 540 public litter waste bins throughout Glenorchy, including at sports grounds, parks and reserves, shopping centres, bus stops and main roads. These are either 60L pole-mounted bins or 140L red top bins.

Managing litter is everyone’s responsibility. Not only is it unsightly and costly, it can end up in our storm water systems, streams, rivers and oceans, harming the local fauna and flora.

To help reduce the impact of litter, we can make better choices about the type of packaging we buy, how we dispose of rubbish and what action we take upon witnessing illegal dumping.

If you see anyone littering please do the right thing and contact the Tasmanian Litter Hotline on 1300 135 513. All enquiries regarding Council litter bins please contact Glenorchy City Council Customer Service 03 6216 6800.

GET THE APP

Download the Recycle Coach app, which will give you recycling info, collection day alerts and more.

GO DIGITAL

Reduce paper waste by downloading this guide from our website.
Glenorchy City Council will soon be introducing a fortnightly FOGO (Food Organics and Garden Organics) kerbside collection service.

The new FOGO collection service will provide a convenient and environmentally friendly way to dispose of your organic waste, significantly reducing the amount of waste going to landfill and providing additional waste collection capacity to our residents. This service will greatly reduce the amount of waste that goes into your general waste bin. This will be convenient if you have difficulty fitting your waste into your existing bin.

If you compost for environmental reasons, a FOGO collection will help you to responsibly dispose of material you wouldn’t normally compost at home, like dog poo or meat scraps, which attract vermin.

If you bring green waste to the landfill or pay for a private green waste collection service, you’ll no longer need to make those trips, saving you money and time. If you generate a lot of garden waste, you can spread it across multiple collections.

**WHAT DOES THE FOGO SERVICE CONSIST OF?**

You will receive a 240 litre wheelie bin with a lime green lid, the same size as your recycling bin. If you currently share recycling and waste bins (for example, where there are multiple units), you may receive a shared bin.

Each household will also be provided with a kitchen caddy and a supply of compostable liner bags. The caddy is a small bucket with a lid and a handle that you can keep on your kitchen bench to transfer food waste to your wheelie bin.

The service will operate fortnightly in alternate weeks to your general waste collection.

Details around arrangements for those who have shared bins will be provided between now and the rollout.

For more information please contact Glenorchy City Council Customer Service on 03 6216 6800 or www.gcc.tas.gov.au.

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**NO YOU CAN’T**

If it can’t decompose, don’t put it in. In general, only things that were once alive or were grown should go in your FOGO bin. This means no:

- Plastics (not even degradable plastic bags)
- Nappies
- Fabric (e.g. clothing)
- Hard waste or broken household items
- Plastic take-away containers
- Hazardous or contaminated waste
- Thick branches
- Nothing that is currently allowed to go in your recycling bin.

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**YES YOU CAN**

- **FOOD SCRAPS**
  - Vegetables, seafood, dairy, meat and bones (cooked or raw), teabags, coffee grounds, egg shells
- **LAWN WASTE**
  - Grass clippings, leaves, bark, twigs and weeds
- **PAPER**
  - Shredded paper, paper towels, paper napkins and tissues
- **ANIMAL WASTE**
  - Cat and dog poo, organic kitty litter and soiled paper from bird cages
- **PERSONAL CUTTINGS**
  - Hair, nails clippings and pet hair

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**DO I STILL NEED A FOGO BIN IF I ALREADY HAVE A COMPOST SYSTEM AT HOME?**

We are looking at providing a FOGO collection to all residents, including those who compost. If residents meet certain criteria, they may be able to apply for an exemption of the service. Our bin collection audits have shown us that there are very few residents that currently send no food or garden organics waste to landfill.

A FOGO collection service accepts a greater variety of waste products than a standard home-compost system. For example, you can put meat, seafood and bones into your FOGO bin.

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**WHAT KIND OF BIN BAGS CAN I USE?**

If you want to put bags in the FOGO caddy or bin, they must be compostable. Biodegradable bags should not be used, as these just break down into smaller fragments of plastic. They do not de-compose. As an alternative, line your bin with newspaper or paper towel.

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**WHAT HAPPENS TO THE WASTE?**

The organics will be mulched together and broken down into compost in a system that makes sure there is enough oxygen for aerobic decomposition. This results in a compost product that is suitable for agricultural and domestic garden use.
Please refer to calendar on front page for collection week.

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