



# Your Household Recycling and Waste Services Guide

你的居家回收利用和废料服务指南

Οδηγός Υπηρεσιών Ανακύκλωσης και Απορριμμάτων Οικιακής Χρήσης

Guida ai servizi per il riciclaggio e la raccolta dei rifiuti domestici

Hướng dẫn về các Dịch vụ Đồ Phế thải và Rác Tái sử dụng Gia đình



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# Kerbside services

路肩服务

Υπηρεσίες Δίπλα στο Πεζοδρόμιο

Servizi di raccolta a domicilio

Các Dịch vụ Lượm rác bên Lề đường

**Council provides weekly garbage and fortnightly recycling bin collections. The Food Organics and Garden Organics (FOGO) bin is an optional user-pays fortnightly collection.**



## Garbage

Collected weekly

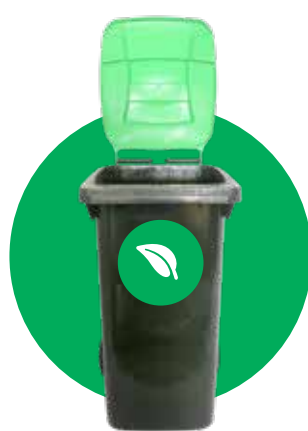
80L, 120L or 240L



## Recycling

Collected fortnightly

240L



## FOGO (Optional)

Collected on alternate

fortnight to recycling

140L or 240L



## Track your waste

Visit our website for a breakdown of the amount of waste and recycling collected, recycling composition and waste contract performance:

[whitehorse.vic.gov.au/waste-reduction-recycling](http://whitehorse.vic.gov.au/waste-reduction-recycling)



**Council offers different bin sizes to suit your needs:**

- A standard service includes **one 80 litre red-lid garbage bin** and **one 240 litre yellow-lid recycling bin**.
- If you require extra or larger bins visit [whitehorse.vic.gov.au/order-bin](http://whitehorse.vic.gov.au/order-bin) or call **Customer Service on 9262 6333**. Additional charges apply.
- If you don't already have one, we encourage you to order a 140 or 240 litre **FOGO bin**.

# On bin collection day

在垃圾桶收集日  
Ημέρα Συλλογής Κάδων  
Il giorno di raccolta dei bidoni  
Vào Ngày Lượm Rác

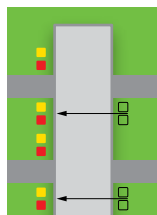
**Ensure your bins are collected by placing your bins out correctly.**



## Correct bin placement

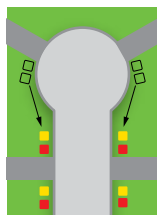
- Place bins side by side leaving **at least 50cm between bins** and **keep clear of obstructions** (poles, trees, overhead wires etc.).
- Bins should be placed **at least 1m clear from cars** next to the kerb, with **handles facing away from the road**.

## Place your bins correctly for your street type:



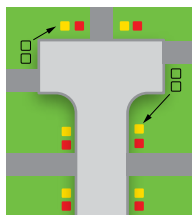
### Dead end

Place all bins on one side of your street.



### Court bowl

Do not place your bin in the court bowl end of your street.



### Hammerhead

Do not place your bin in the corners of the hammerhead of your street.

## No overfilled bins

- Do not place rubbish on or next to your bin, these will not be collected.
- Do not overfill your bin, the lids must close.
- The maximum weight for all bins is **70kg**.



## Be on time

Place bins out **the night before** collection day. Once collected, return them back to your property within 24 hours.

For further information on your collection day, **missed collections and to report damaged or missing bins**, visit [whitehorse.vic.gov.au/bin-services](http://whitehorse.vic.gov.au/bin-services).

# Recycling

回收利用服务  
Υπηρεσία Ανακύκλωσης  
Servizio di riciclaggio  
Dịch vụ Rác Tái sử dụng



## Accepted



### Paper

Newspapers, magazines, phone books & office paper



### Cardboard

Flatten boxes to save space in your bin



### Glass jars & bottles

Lids & labels left on



### Aluminium & steel

Empty aerosols, foil, cans & trays



## Container Deposit Scheme (CDS)

Receive a 10-cent refund for every eligible container through CDS.

- For more information visit [cdsvic.org.au](http://cdsvic.org.au)



### Plastic bottles & containers

Hard, rigid plastic bottles and containers from the kitchen, bathroom and laundry with their lids and labels left on

## Recycling tips:

- Empty contents of items before placing them in the bin – no need to rinse.
- Squash bulky containers down to save space.



- If you are unsure if something can be recycled, visit our website or download the RecycleMate app.

Your recycling is sorted at a facility and sent off to be recycled into new products.



Keep your recycling loose  
**Don't put items in plastic bags.**

## **Not accepted**



### **Plastic bags, soft plastic packaging, food wrappers & clear film**

Soft plastics may be recyclable at a location near you. Visit our website for more information



 **Takeaway cups & coffee pods**

 **Electronic items**

 **Batteries**

 **Foam & polystyrene**



 **Tissues, paper towels & napkins**



 **Nappies**



 **Plastic toys**



 **Hazardous waste**



 **Drinking glass, pyrex & crockery**



 **Plastic-lined cartons & takeaway containers**



 **Clothing & textiles**



 **Building waste**



 **Garden waste**



 **Food scraps**



**Bins containing the wrong things might not be emptied.**



# Food Organics and Garden Organics (FOGO)

花园有机物服务

Υπηρεσία Βιολογικής Κηπευτικής

Servizio rifiuti organici da giardino

Dịch vụ Rác Hữu cơ từ Vườn



## ✓ Lime green compostable liners

Liners must be coloured lime green and have the Australian Standard 4736 and seedling logo.

### When you run out of liners, you can:

- Pick up a roll from customer service (limits apply).
- Use paper towel or newspaper to line your caddy.
- Place items loose in your caddy (rinse regularly).
- Purchase compostable lime green liners from selected supermarkets, garden supply stores or online suppliers.

## ✓ Accepted



### ✓ Fruit, vegetables, tea leaves & coffee grounds



### ✓ Seafood, meat & bones

Including raw meat and crustacean shells such as prawn and crab



### ✓ Egg shells & dairy



### ✓ Pasta, bread, rice & cereal



### ✓ Takeaway & leftovers



### ✓ Paper towels, shredded paper, napkins, tissues, food soiled paper & cardboard



### ✓ Human & animal hair

## TIPS TO KEEP YOUR CADDY & BIN FRESH

- Keep meat, dairy and seafood scraps in the fridge or freezer until just before collection.
- Replace your liner every few days to avoid breakage.
- Don't overfill your caddy or your bin – ensure the lid can close.
- Store your bin and caddy out of direct sunlight.
- Alternate garden waste and food waste layers in your bin.

**FOGO materials are turned into compost for gardens and farms. It is important to ensure the correct materials go in the bin.**



**Prunings & small branches**



**Leaves**



**Weeds**



**Grass clippings**



**Loose branches**

Up to 7.5cm in diameter and 1m in length



**Not accepted**



**Packaging, plastic wrap & bags**

Including biodegradable or compostable packaging, food stickers, or liners that aren't compostable and lime green in colour



**Soil & rocks**



**Logs & stumps**



**Oyster & clam shells**



**Liquids**

Cooking oil, fats or grease



**Animal waste**

**Save food waste from landfill - order your FOGO bin**

Eligible households receive a bin, kitchen caddy, roll of compostable liners and info pack to get started



To order or for more info, contact **Customer Service** on 9262 6333 or visit our **website**.



240L

# Garbage

垃圾服务  
Υπηρεσία Απορριμμάτων  
Servizio rifiuti  
Dịch vụ Rác thải



## Accepted



**Disposable nappies**



**Animal waste**  
(bagged)



**Wet wipes & makeup wipes**



**Broken crockery & glassware**  
(bagged)



**Polystyrene**  
Avoid jamming in bins



**General waste**



**Biodegradable and compostable packaging**



**Vacuum dust**  
(bagged)



**Plastic bags & soft plastic packaging**



**Waxed cardboard**

**AVOID,  
REDUCE,  
REUSE &  
RECYCLE**

- Buy items in bulk, with minimal packaging that is reusable or recyclable.
- Donate or sell used goods that are in good condition.
- Buy quality items that are going to last.
- Plan your meals to reduce food waste.
- Grow your own food, such as fruit, vegetables and herbs.
- Invest in reusable items e.g. bees wax wraps, drink bottle and coffee cup or reuse what you have, such as glass jars for storage.
- Compost your organic waste at home or use the food and garden organics service.



The garbage bin should be your last resort. Everything placed in the bin goes to landfill, where it is never used again.



Please bag all garbage to reduce pests and wind-blown litter.

## ✗ Not accepted



✗ Recyclables



✗ Electronic items



✗ Fire extinguishers



✗ Syringes & medical waste



✗ Oil & paint



✗ Household chemicals



✗ Organic waste



✗ Building waste



✗ Household batteries



✗ Hot ash



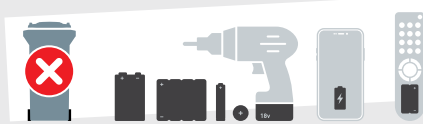
✗ Gas bottles



See page 13 for disposal options of hazardous items



**Batteries start fires!** Never dispose of batteries or items containing batteries in any of your bins – they can start fires and harm the environment.



# Hard waste

回收利用服务  
Υπηρεσία Ανακύκλωσης  
Servizio di riciclaggio  
Dịch vụ Rác Tái sử dụng

If you live in a unit or apartment block of six or more dwellings, please get in touch with your property manager to organise your collection.

**Council provides two free hard waste collections each financial year. Additional bookings are available at a cost.**

## Book your collection

- Visit [whitehorse.vic.gov.au/hard-waste](http://whitehorse.vic.gov.au/hard-waste)
- Call our service provider on **9780 6120**

**Bookings close at 5pm on Wednesday for collection the following week. This may be longer in busy times.**

- Bookings will be confirmed by email and/or SMS informing you of your collection week.
- Once your booking has been confirmed you will be mailed out an information pack with an orange '**BOOKED**' sticker.
- Place the '**BOOKED**' sticker on an item that is unlikely to be taken by someone else and can be clearly seen from the road.

## Neatly present your collection

Place accepted items on the nature strip **no earlier than** the weekend before, and **no later than 6am** on the Monday of your collection week.

- Please ensure your booking is within the correct size limits.
- Where only a single booking is made, excess items will be counted as two collections.
- Items should be no heavier than 55kgs and no longer/wider than 2 metres (smaller limits apply for certain items).
- Unaccepted items will not be collected.



## ✓ Accepted



### ✓♻️ Household appliances & whitegoods

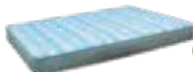
Including washing machines, stoves & fridges (doors removed)



### ✓♻️ Household furniture

### ✓♻️ Mattresses & bed bases

Maximum two items per collection



### ✓♻️ Carpet

Maximum of 1 roll, no wider than 1.5m and able to be carried by 1 person



### ✓♻️ Timber

No longer than 1.5m and no more than 10 pieces



### ✓♻️ Scrap metal & car parts

Small items only

### ✓♻️ Lawn mowers

### ✓♻️ Branches & prunings

Up to 7.5cm in diameter and no longer than 1.5m. Bundled and tied with string or twine and no wider than 30cm



### ✓♻️ Polystyrene

Solid polystyrene or plastic foam packaging (no beans, balls, etc.) securely bagged, boxed or tied and weighted down



### ✓♻️ Broken glass & crockery

Glass items, ceramics and crockery (wrapped and labelled 'glass' or 'crockery')



### ✓♻️ Christmas trees

Plastic

### ✓♻️ Bicycles

Donated to Brainwave Bikes



### ✓♻️ Empty paint tins

Lids removed



### ✓♻️ Hot water systems

Empty of water and maximum weight of 55kgs



Items with the green recycling symbol will be recycled



Items with the red garbage symbol are sent to landfill



## Not accepted



### ✗ General garden waste

Other than bundled branches



### ✗ Car tyres & batteries

See page 12 for disposal options



### ✗ Household waste



### ✗ Motor oil & engine blocks



### ✗ Building & renovation waste



### ✗ Gas cylinders



### ✗ Hazardous waste

Including chemicals, paint, asbestos and soil. See page 13 for disposal options



If your items are in good condition, consider donating or selling them first.

# Home composting

家庭堆肥

Κομποστοποίηση στο Σπίτι

Compostaggio domestico

Làm Phân hữu cơ ở nhà

**Composting your organic waste can reduce your waste to landfill.**



 **Most fruit, vegetable scraps and garden materials**

**Composting is an inexpensive way to turn organic waste into fertiliser for your garden, while reducing emissions and waste sent to landfill.**

**Choose the right option for you**

Options to choose from include Bokashi Buckets, worm farms, compost bins and more. Choosing the right system for you will depend on what materials and space you have.

**Unsure which composting system is suitable for you?**

 Visit [whitehorse.vic.gov.au/composting-and-foodwaste](http://whitehorse.vic.gov.au/composting-and-foodwaste) for more information.

**ShareWaste**

**No space for home composting?**

ShareWaste connects people who wish to recycle their organic waste with neighbours composting nearby.

 Visit [sharewaste.com](http://sharewaste.com) for more information.

**Residents can receive compost subsidies to compost at home.**

 For more information visit [whitehorse.vic.gov.au/composting-and-foodwaste](http://whitehorse.vic.gov.au/composting-and-foodwaste)



# Recycling & Waste Centre

## For bulky non-hazardous waste

白马回收利用和废料中心

Κέντρο Ανακύκλωσης και Απορριμμάτων Whitehorse

Centro per il riciclaggio e lo smaltimento dei rifiuti di Whitehorse

Trung tâm Đồ Phế thải và Rác Tái sử dụng Whitehorse

### Drop off for free



✓ **Cardboard**



✓ **Batteries**  
(household & vehicle)



✓ **Fluorescent tubes & light bulbs**



✓ **Glass bottles & jars**



✓ **Aluminium** (pots, pans & window frames)

✓ **Steel** (whitegoods, guttering, roofing & appliances)



✓ **Other metals**

✓ **Paint** (up to 100 litres and max of 20 litres per container)



✓ **Electronic waste**



✓ **X-rays**

✓ **Bikes** (donated to not-for-profit Brainwave Bikes for reuse)

**Address:** Corner of Burwood Highway and Morack Road, Vermont South

**Phone:** 9262 6236

**Open:** 7 days a week  
from 6:30am-4:00pm  
No weighed vehicles after 3:45pm

**Closed:** Christmas Day and Good Friday



### Charges apply (\$)

(View Council website for latest pricing)



\$ **Rubbish**  
(includes food waste, furniture & hard waste)



\$ **Clean green waste**  
(includes timber, fencing, tree prunings & small branches)



\$ **Clean concrete**  
(includes bricks & ceramics)

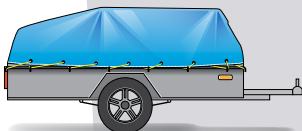


\$ **Mattresses & bases**



\$ **Gas bottles**  
(up to 9kg)

➤ For more information visit [whitehorse.vic.gov.au/recycling-and-waste-centre](http://whitehorse.vic.gov.au/recycling-and-waste-centre) or contact 9262 6236.



Cover and secure your load properly to prevent roadside litter and improve road safety.



**No chemicals, asbestos or hazardous materials**

See page 13 for disposal options



# Other waste disposal options

其他回收利用和废料处理选择方案

Άλλες Επιλογές Ανακύκλωσης και Απορρίψης Αποβλήτων

Altre opzioni per il riciclaggio e lo smaltimento dei rifiuti

Các Lựa chọn Khác cho việc Vứt bỏ Đồ Phế thải và Rác Tái sử dụng

## Asbestos

Have asbestos removed by a professional and disposed of safely.

- Visit [www.asbestos.vic.gov.au](http://www.asbestos.vic.gov.au) for more information or contact EPA on 1300 372 842.



## Electronic waste (E-waste)

E-waste is any unwanted item with a plug, battery or cord. **E-waste must not go in your bins.**

**Large items** can be recycled for free at our **Recycling and Waste Centre**.

**Small items** such as cords, computer devices and mobile phones, can be recycled for free at our **Customer Service Centres** or visit [whitehorse.vic.gov.au/other-recycling-options](http://whitehorse.vic.gov.au/other-recycling-options) for other drop off options.

## Batteries

Accepted for free at the **Recycling and Waste Centre** and at **B-cycle** drop-off points. Visit the **RecycleMate** app or website to find your nearest location.



## Household chemicals

Paint (up to 100 litres) can be recycled for free at our **Recycling and Waste Centre**.

Dispose of chemicals safely through Sustainability Victoria's free **Detox Your Home** drop off events or sites.

- Visit [sustainability.vic.gov.au/detoxyourhome](http://sustainability.vic.gov.au/detoxyourhome) for more information.



## Light globes

**Light globes** can be recycled at our **Recycling and Waste Centre** and **Customer Service Centres**.

**Fluorescent lights** are accepted at our **Recycling and Waste Centre**.

## X-Rays

Small quantities can be recycled at our **Recycling and Waste Centre** or **Customer Service Centres**.



- 🗑️ For more recycling and disposal options visit our website or download the **RecycleMate** app.



## Pharmaceuticals

Unwanted medicines can be returned to selected pharmacies.

- 🗑️ Visit [returnmed.com.au](http://returnmed.com.au) for more information.



## Reusable household goods & clothing

Reusable items in good condition can be given away or donated to a friend, charity or op shop.

- 🗑️ Refer to [whitehorse.vic.gov.au/reusable-items-collection](http://whitehorse.vic.gov.au/reusable-items-collection) for information on our Reusable Items Collection Service.



## Sharps

Sharps container units are available from our

**Customer Service Centres**. Full containers can only be returned to our **Nunawading** and **Box Hill Customer Service Centres** for safe disposal.

# Preventing litter & dumped rubbish

防止乱扔乱倒垃圾

Πώς να αποτρέψουμε το πέταγμα σκουπιδιών και απορριμμάτων

Prevenzione del getto dei rifiuti e dell'abbandono della spazzatura

Ngăn chặn vứt rác và xả rác bừa bãi

**We want to put a stop to litter and dumped rubbish. It is illegal and costs our community and environment.**

**Our Community Laws Officers are authorised to issue on-the-spot fines to people who dump rubbish or drop litter.**

## See it, Report it, Stop it

Keep Whitehorse clean and report dumped rubbish or litter via the **Snap, Send, Solve** app or by calling Customer Service on 9262 6333.



**Please provide as much information as possible, such as:**

- Location
- Date and time
- Car registration
- Any other information about the person.

- 📞 Report litter from a vehicle or trailer by contacting the EPA on **1300 372 842**.

- 🗑️ Visit [whitehorse.vic.gov.au/litter-dumped-rubbish-and-hazardous-waste](http://whitehorse.vic.gov.au/litter-dumped-rubbish-and-hazardous-waste) for more information on how you can help put a stop to illegal dumping and litter.






## ACKNOWLEDGEMENT OF COUNTRY

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Whitehorse City Council acknowledges the Wurundjeri Woi-wurrung people of the Kulin Nation as the Traditional Owners of the land. We pay our respects to their Elders past, present and emerging.

## CONTACTING COUNCIL

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|                        |   |
|------------------------|---|
| <b>Postal Address:</b> | Whitehorse City Council<br>Locked Bag 2, Nunawading 3131  |
| <b>ABN:</b>            | 39 549 568 822  |
| <b>Telephone:</b>      | 9262 6333 (including language support)  |
| <b>NRS:</b>            | 133 677 then quote: 9262 6333<br>(Service for hearing impaired people)  |
| <b>Service Centre:</b> | Whitehorse Civic Centre<br>379-399 Whitehorse Road, Nunawading 3131   |
| <b>Website:</b>        | <a href="http://www.whitehorse.vic.gov.au/contact-us">www.whitehorse.vic.gov.au/contact-us</a>  |
| <b>Email:</b>          | <a href="mailto:customer.service@whitehorse.vic.gov.au">customer.service@whitehorse.vic.gov.au</a>  |
| <b>Social Media:</b>   | Connect with Whitehorse City Council<br>   |
| <b>Subscribe:</b>      | <a href="http://www.whitehorse.vic.gov.au/subscribe">www.whitehorse.vic.gov.au/subscribe</a><br>(Stay up to date with Council news on topics that you are interested in)  |

|                              |  |
|------------------------------|--|
| <b>Chinese</b> 中文            | 如需免费口译协助，请致电 9262 6333。电话接通后，请说出 你说的语言，并要求转接白马 市政府。  |
| <b>Greek</b> Ελληνικά        | Για δωρεάν βοήθεια με διερμηνεία τηλεφωνήστε στο 9262 6333. Αναφέρετε τη γλώσσα που ομιλείτε και ζητήστε να συνδεθείτε με το Δήμο του Whitehorse.      |
| <b>Italian</b> Italiano      | Per assistenza di interpretariato chiama il 9262 6333. Indica la lingua che parli e chiedi di essere messo in contatto con il Whitehorse City Council. |
| <b>Vietnamese</b> Tiếng Việt | Để được hỗ trợ thông dịch miễn phí hãy gọi số 9262 6333. Hãy nói tên ngôn ngữ của quý vị và yêu cầu được kết nối với Hội đồng Thành phố Whitehorse     |