Your guide to the City of Greater Bendigo’s new three bin organics, recycling and waste collections.
Introducing organics

There's a new bin in town.

In September 2016, the City of Greater Bendigo will introduce a new, fortnightly organic waste collection service to over 40,000 households in urban Bendigo and Marong, which will involve a major change in the way you currently sort your household waste.

The City is introducing the new organics service because:

- The State Government is urging local Councils to introduce systems that remove organic waste from landfills as part of its Statewide Waste and Resource Recovery Infrastructure Plan.
- An organics service will reduce the current and future financial and environmental liabilities that the City must pay to the State Government each year for every tonne of waste that is put into our landfills. **This currently totals over $3.4 million each year.**
- Kerbside bin audits undertaken by the City found that **over 50 per cent of household waste is organic** (food and garden waste) in nature, which can be composted and reused rather than going straight to landfill.
- Separating out organic waste will extend the life of local landfills.
- Organic waste placed in landfill is the **biggest cause of damaging methane gas and other greenhouse gases.**
- **Around 12,000 tonnes of organic waste will be turned into reusable compost** each year, which is a great outcome for the environment.
- Removing organic matter from landfill is simply **the right and smart thing to do!**
In September 2015, the City commenced a trial of fortnightly organics and waste collections for approximately 2,700 households in parts of Kennington, Strathdale, East Bendigo, White Hills and North Bendigo. The trial was an opportunity for the participants to experience using the organics bin and a fortnightly waste collection, and to provide their feedback to the City.

The City was pleased that 45 per cent of the participants completed a comprehensive survey about their experiences during the trial. A further survey was also sent to trial participants to gain an insight into their views on what combination of frequency and cost of service best met their household’s needs.

The surveys found that 92 per cent of the trial participants were using their organics bin, with 75 per cent finding the organics system very or extremely easy to use. Seventy-eight per cent also said they were satisfied with a fortnightly organics collection. A full summary of the survey results is available to view at www.bendigo.vic.gov.au/organics

In March 2016, Council formally resolved to introduce a fortnightly organics collection but retain a weekly waste collection, after analysing both the feedback from trial participants and the results of the surveys that were undertaken.

This guide has been produced to provide you with information about your fortnightly organics, fortnightly recycling and weekly waste collection services. The guide contains a great deal of information that you need to know, so please take the time to read it and keep it as a handy reference for the future.

If you have any questions or would like further information, visit www.bendigo.vic.gov.au/organics or phone Customer Service on 5434 6000.

And remember what you throw away can grow another day!
What is the new three bin system and how is it going to work?

The new three bin kerbside collection will now consist of:

- **Fortnightly** collection of your lime green lid organics bin
- **Fortnightly** collection of your yellow or blue lid recycling bin
- **Weekly** collection of your red or dark green lid waste bin

What can I put in my new lime green lid organics bin?

You **can** put all your food scraps into the new organics bin, including vegetable peels, fruit scraps, fish, bones, meat, tea bags, coffee grounds and cooked foods. Garden waste such as prunings, grass clippings, sticks, weeds and flowers can also go in this bin. Pizza boxes, paper towels and tissues can also go in your organics bin. For more detail refer to page 8.

You **cannot** include plastic bags, dirty nappies, general household waste, packaged food, treated or laminated timber or old clothing.

⚠️ **Remember if it didn’t grow, it doesn’t go in your organics bin!**
When will my organics, waste and recycling bins be collected?

Your weekly waste and fortnightly recycling bin collection days will not change. Your new organics bin will be collected on the opposite week to your recycling collection.

Will our recycling system change?

No, it will not change. You can continue to put paper, cardboard, glass bottles and jars, steel and aluminium cans, empty aerosol cans, plastic bottles and containers into your yellow or blue lid recycling bin.

Will the collection of my red or dark green lid waste bin change?

No, it is not changing. Your red or dark green lid waste bin will continue to be collected on the same day each week.

What if I don’t produce any garden waste?

The lime green lid organics bin is for a combination of garden, food and other kitchen material like paper towel, tissues and even hair. You can use the lime green lid organics bin for just food and kitchen organic waste even if you don’t have any garden waste.

Remember to put your organics bin out for fortnightly collection even if it’s not full.

I already compost my organics at home or have a worm farm. Can I continue to do this?

Yes, please do. People may find that the lime green lid organics bin allows them to compost a greater variety of food organics (e.g. egg shells, meat bones, citrus and seafood) that are sometimes difficult to compost at home. It doesn’t matter how much or how little you have to put in your bin, as it doesn’t need to be full for collection. It is important to remember that every little bit counts, even just a few bags each fortnight.
**What will happen to the food and garden organics I put in my organics bin?**

*Food and garden scraps collected in the lime green lid organics bin will be taken to an organics processing facility operated by Biomix in Stanhope to be turned into compost for re-use.*

**Why do we have to send the organic material to Stanhope for processing?**

*Biomix won the tender to process Greater Bendigo’s organic waste. They are also the closest facility to Bendigo licenced to accept the food and garden waste that our municipality produces.*

**How much will the new organics collection cost the ratepayer?**

*The new organics collection charge for the 2016/17 financial year is $86 for a full year. However, as the new service will not commence until September, ratepayers will not be charged for a full year only part of the year. The pro rata cost will be $71.*

**Are there any exemptions from the organics service?**

*Yes, an exemption is available for those households that can demonstrate they are effectively managing all food and garden material on their property. The exemption application forms are available online at [www.bendigo.vic.gov.au](http://www.bendigo.vic.gov.au) or from the City’s main office in Lyttleton Terrace.*

**What’s the difference between the City’s new organics service and the service provided by Greenaway?**

*The Greenaway Service is for garden waste only, it does not include food waste. Recent kerbside audits have found that a significant portion of what residents put in their waste bin is food waste.*

For more information go to [www.bendigo.vic.gov.au/organics](http://www.bendigo.vic.gov.au/organics) or contact our Customer Support Centre on 5434 6000.
Organics bin

Your new 240 litre lime green lid organics bin is the new bin in town!

Recycling organic waste is the right and smart thing to do. By separating out organic waste, the City will extend the life of local landfills and reduce current and future financial and environmental liabilities. The City currently pays more than $3.4 million each year to the State Government in the form of a levy for every tonne of waste that goes into our landfills. In addition, what you put in your organics bin will be recycled into compost for re-use.

ORGANICS BIN COLLECTIONS

Your organics bin will be collected fortnightly on the opposite week to your recycling bin. Organics collections will commence in September 2016, please ensure your organics bin is kerbside by 6am on collection day.

Q Who collects my organics?
A Your organics are collected by a contractor to the City.

Q What happens to the organics after it is collected?
A The contents of your organics bin will be taken to an organics processing facility operated by Biomix in Stanhope to be turned into compost for re-use.

Q Can I get a different size organics bins?
A The City understands that people living in flats, units or smaller homes may not need a 240 litre organics bin. If you think a 240 litre bin is too large for your household, you can request a smaller 140 litre bin once the service is introduced in September by contacting our Customer Service Centre on 5434 6000 or by visiting www.bendigo.vic.gov.au/organics
What can I put in my organics bin?

A combination of garden and kitchen waste (food scraps, tissues and paper towel) can be put into the lime green lid organics bin. The full range of food and garden organics that can be placed in the new organics bin is shown below.

**Food waste**

✓ Cooked or uncooked food
✓ Food wrapped in newspaper

- Fish and other seafood, including oyster shells (cooked or raw)
- Meat, poultry and bones (cooked or raw)
- Dairy products including cheese, yoghurt and cream
- Vegetable peels
- Fruit scraps
- Bread, rice, pasta, or cereal
- Eggs and egg shells
- Coffee grounds
- Tea bags and tea leaves
**Garden waste**

- **lawn clippings**
- **weeds, leaves and small plants**
- **timber (unpainted, unstained)**
- **prunings and small branches (less than 100mm diameter and less than the height of your bin)**
- **bark**
- **sawdust**

**Other**

- **paper towels and tissues**
- **hair and animal fur**
- **vacuum cleaner dust and dirt (not disposable vacuum bags)**
- **shredded paper, soiled paper and cardboard (pizza boxes, fish and chips wrapping)**
- **wooden skewers and toothpicks**
What can’t I put in my organics bin?

- Household garbage
- Plastic bags, or wrapping such as cling wrap
- Magazines, catalogues and waxed cardboards
- Nappies, incontinence products and aids
- Baby wipes and makeup removal wipes
- Kitty litter and animal droppings
- Liquids (e.g. cooking oil)
- Plant pots, garden tools, garden hose, garden furniture
- Treated / painted timber, laminates or MDF
- Coffee pods
- Large logs, stumps, or branches (greater than 100mm diameter / greater than the height of the bin)
- Dead animals

- Food packaging (recycling bin, refer to page 14)
- Biodegradable bags (only the compostable bags provided can be used)
**Why is it important to put the right things into my organics bins?**

According to the City, any general waste or recyclable materials placed in the organics bin must be manually removed by staff prior to composting. This is not a pleasant task and ends up costing the ratepayer extra money to remove. Putting non-organic items into your organic bin also affects the quality of the end product, so remember to place the right things in the right bin!

**Where should I put my kitchen caddy?**

The kitchen caddy has been designed to sit in your kitchen to help you separate your food waste for placement into the lime green lid organics bin. Here’s how to use your new kitchen caddy and compostable caddy liners:

1. Line your kitchen caddy with one of the compostable bags supplied by the City. (Compostable bags are made only from corn starch and vegetable oil, they contain no plastic and are different to biodegradable bags.)
2. Place your organic kitchen waste into the compostable bag.
3. After two or three days, tie the top of the bag to seal and remove.
4. Place the compostable bag in your lime green lid organics bin along with any other garden waste you may have.

Remember, the kitchen caddy belongs to the property just like your organics bin. If you are moving you will need to leave the caddy and the liners.
What are the compostable caddy liners made of?

The compostable caddy liners are made from corn starch and vegetable oils that breakdown in around 30 days when commercially composted. As the bags are designed to breakdown readily they need to be stored in a dark, cool, dry place, so they last for the full year.

Here are some important tips to keep the caddy liners from splitting:
- Store caddy liners in a dark, cool, dry place.
- Allow any hot food to cool before placing it in the caddy liner.
- Place paper towel in the bottom of the caddy liner to soak up any liquid.
- Allow wet food to drain prior to placing in the caddy liner.

How do I get additional caddy liners?

Additional compostable caddy liners can be obtained free of charge from the City’s Lyttleton Terrace office, by phoning Customer Service on 5434 6000 or by ordering online at www.bendigo.vic.gov.au/organics

Can I use other types of bags to line my kitchen caddy?

NO! Only liners clearly marked as compostable and supplied by the City are suitable to place in your organics bin. Plastic bags and bags that are labelled bio-degradable are not suitable, as they don’t break down in the composting process.

To avoid contaminating your compost, please only use the caddy liners supplied by the City and closely follow the composting guide.

HANDY HINTS:
- Remove little stickers from fruit peel and skins – these aren’t compostable.
- A roll of 150 compostable liners should last you around 12 months.
- A large amount of food scraps can be placed directly into your bin without a bag.
- Wait until hot food has cooled down before placing it into the kitchen caddy.
- Small amounts of cooking liquids, once cool, may be wiped up with a paper towel and placed either directly into the organics bin or into the kitchen caddy.
Recycling bin

Your 240 litre yellow or blue lid recycling bin is for materials such as paper, cardboard, glass, aluminium and steel cans, rigid plastics such as plastic containers, bottles and meat/biscuit trays. Recycling reduces the amount of waste that we send to landfill each year and is significantly cheaper than sending waste to landfill. It helps reduce our reliance on new raw materials, saves energy and water, and also helps create jobs in Bendigo.

**RECYCLING BIN COLLECTIONS**

Your recycling bin is collected fortnightly, please ensure your recycling bin is kerbside by 6am on collection day.

**Who collects my recycling?**

Recycling is collected by Ellwaste Pty Ltd, a company contracted by the City.

**What happens to recycling once collected?**

Material collected from your recycling bin is sent to the Endeavour Foundation Materials Recovery Facility in East Bendigo. The items are sorted into different groups such as glass, paper, plastics and steel, and then sold to manufacturers for use as raw material to create new products.

**Can I get a larger recycling bin?**

If you find your recycling bin is often full, then you can change over to a larger 360 litre yellow lid recycling bin. Please contact our Customer Service Centre on 5434 6000 or visit www.bendigo.vic.gov.au to request a larger recycling bin. There is a once-off charge to cover the cost of the new bin, however you will continue to be charged the same amount on your rates as a 240L recycling bin.
**What can I put in my recycling bin?**

- Plastic bottles, tubs, containers and lids including yoghurt, ice cream, margarine, meat/biscuit trays, empty plant pots, detergent, shampoo and spray and wipe bottles
- Glass bottles and jars
- Paper and cardboard
- Aluminium, steel and tin cans
- Clean aluminium foil or trays
- Empty aerosol cans
- Takeaway coffee cups
<table>
<thead>
<tr>
<th>Item</th>
<th>Recycled in</th>
<th>Example(s)</th>
</tr>
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<tbody>
<tr>
<td>Household garbage</td>
<td>not recycled</td>
<td>![Image of black bag]</td>
</tr>
<tr>
<td>Recycling in plastic bags</td>
<td>not recycled</td>
<td>![Image of blue bag]</td>
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<tr>
<td>Nappies, incontinence products and aids</td>
<td>not recycled</td>
<td>![Image of diapers]</td>
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<tr>
<td>Plastic bags, cling film and other soft plastics</td>
<td>not recycled</td>
<td>![Image of colorful plastic bags]</td>
</tr>
<tr>
<td>Broken glass, crockery and Pyrex</td>
<td>not recycled</td>
<td>![Image of broken glass]</td>
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<tr>
<td>Old clothes and fabric</td>
<td>not recycled</td>
<td>![Image of clothes]</td>
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<tr>
<td>Timber</td>
<td>not recycled</td>
<td>![Image of wood]</td>
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<tr>
<td>Scrap metal (metal sheeting, wire, car parts, gas bottles)</td>
<td>not recycled</td>
<td>![Image of metal sheeting, wire, car parts, gas bottles]</td>
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<tr>
<td>Sharps and sharps containers</td>
<td>not recycled</td>
<td>![Image of sharps]</td>
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<tr>
<td>Food waste (organics bin, refer to page 8)</td>
<td>not recycled</td>
<td>![Image of food waste icon]</td>
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<tr>
<td>Garden waste (organics bin, refer to page 9)</td>
<td>not recycled</td>
<td>![Image of garden waste icon]</td>
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*Reference guide*
Handy Hints

- Plastic bags, including shopping bags, are not recyclable using the kerbside recycle bin. Used shopping bags can be recycled at a number of supermarkets. Please see your local store for more information.

- **Please don’t put recyclables inside plastic bags.** This means it won’t be recycled at the materials recovery facility and will go straight to landfill.

- The plastic containers used for a wide range of cleaning products (e.g. spray and wipe, detergents) and personal hygiene products (e.g. shampoo, hair conditioner, deodorant) are recyclable and can be put into your recycle bin.

- Remember cans, plastic tubs and glass jars only have to be scraped clean to be put in your recycling bin.

- Flatten cardboard boxes to create more space in the recycle bin.

- Old clothes and fabric that are still in good condition can be taken to a charity bin or charity shop. Please do not place these in the recycling bin.

- **Sharps and plastic sharps containers cannot be recycled.** They also pose a safety risk to the employees at the materials recovery facility. Please do not place these in the recycle bin.
Waste bin

All household waste that is not recyclable using either the lime green lid organics bin or the yellow or blue lid recycling bin should go in your red or dark green lid waste bin. In 2014/15 we sent 29,600 tonnes of waste to landfill. Waste sent to landfill costs more than recycling or composting, due to the landfill levy paid to the State Government ($60.52 per tonne in 2015/16) and the increasingly strict design and rehabilitation requirements of the EPA to meet community expectations.

WASTE COLLECTIONS

Your waste bin is collected weekly, please ensure your waste bin is kerbside by 6am on collection day.

Who collects my waste?

A Your red or dark green lid waste bin is collected by local drivers who work for the City.

Can I get a different size waste bin?

A If you have a 240 litre waste bin and find that it is often only half full then you can change over to a smaller 140 litre bin. Please contact our Customer Service Centre on 5434 6000 or visit www.bendigo.vic.gov.au to request a smaller waste bin. There is a reduced charge for a 140L waste service.
**What can I put in my waste bin?**

- **Polystyrene foam and trays (marked number 6)**
- **Plastic bags, garbage bags, cling film and other soft plastics**
  - Plastic bag recycling bins are available at some supermarkets, please check your local store for more information.
- **Small broken household items such as crockery and glassware**
- **Rags and clothing that aren’t suitable for charity shops**
  - Old clothes and fabric that are still in good condition can be taken to a charity bin or charity shop. Please do not place these in the waste bin.
- **Non-recyclable plastic and food packaging**
- **Wine bladders**
- **Nappies, incontinence products and aids**

**Handy Hints**
- Take electrical items to the Eaglehawk Recovery Yard to see if they can be recycled or reused.
- Paint and oil can be taken to the Eaglehawk Recovery Yard.
- Dispose of unwanted household and garden chemicals at the Detox Your Home site located at the Eaglehawk Recovery Yard.
- **Put the right things in the right bins!**
What can’t I put in my waste bin?

- Bricks and rubble
- Soil
- Electrical items
- Hazardous / medical waste
- Chemicals and poisons
- Batteries
- Paint
- Barbecue gas bottles
- Automotive / cooking oils

**The Eaglehawk Eco Centre in Upper California Gully Road accepts TVs, computer monitors and other electronic waste free of charge.**

**The Eaglehawk Eco Centre also accepts batteries, paint, oils, barbecue gas bottles, and compact fluorescent lights and tubes free of charge.**

- Food waste (organics bin, refer to page 8)
- Garden waste (organics bin, refer to page 9)
- Recyclable materials (recycling bin, refer to page 14)
For further information visit www.bendigo.vic.gov.au or contact our Customer Support Centre on 5434 6000.

**DAMAGED OR STOLEN BINS**

Waste and recycling bins, the organics bin and kitchen caddy remain the property of the City of Greater Bendigo and must not be taken from the property when relocating.

Please check your bins regularly for worn or damaged hinge pins and lids. If repairs are required, the City of Greater Bendigo will carry this work out free of charge.

To report faulty, damaged or stolen bins please contact our Customer Service Centre on 5434 6000 or e-mail requests@bendigo.vic.gov.au

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Can’t remember when your bins are due for collection?

**COMMUNITY COMPASS CAN HELP!**

The City of Greater Bendigo now has an online mapping service designed to simplify residents access to Council information. Called Community Compass and prominently linked on the City’s website www.bendigo.vic.gov.au, the new service allows users to type in their addresses and then readily access a range of information such as:

- Organics, recycling and waste bin collection days
- Planning zones and overlays
- Maternal and Child Health Centre locations
- Nearby playgrounds, pre-schools, primary and secondary schools, and tertiary institutions
- Designated maternal and child health centres

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