

FACT SHEET

Kerbside Waste Services - Frequently Asked Questions



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General Questions

What time do I need to have my wheelie bin out on the kerbside?

Your bin is required to be presented by 6:00am on your wheelie bin day, as the contractor can change the collection route at any time. It is recommended that your bins be presented the night before.

How should my bins be presented?

Your bin should be presented within one metre of the kerb, with the lid opening facing the street. Ensure your bin is at least two metres from any structures or vehicles. Where there is more than one bin, space them one metre apart. Ensure the lid is closed and no rubbish is overflowing.

How are the wheelie bins collected?

Cleanaway operates a fleet of split-body trucks, which means that one truck can service both your general waste and recycling bins, depositing each into a separate compartment.

My bins are presented in a one way street/laneway. Which side do I need to present them?

Your bins need to be presented on the truck's left-hand side in the direction of travel.

Who owns the wheelie bins?

Council owns the wheelie bins. Ratepayers pay rates to receive a garbage collection service which is provided by Council.

I am moving house. Should I take my wheelie bin with me?

No, wheelie bins must remain with the property they are assigned to.

What should I do if my wheelie bin is damaged?

An Application for Replacement Wheelie Bin form should be completed by the property owner and submitted to Council. If you are renting, contact your real estate or landlord to organise a replacement or repair. Council provides the first replacement per property free of charge – Council's Waste Services team will advise you if any charges apply.

What should I do if my wheelie bin is stolen?

As the bins are Council property, Council requires a police report number for stolen bins. An Application for Replacement Wheelie Bin form should be completed by the property owner, including police report number and submitted to Council. If you are renting, contact your real estate or landlord to organise a replacement or repair. Council provides the first replacement per property free of charge – Council's Waste Services team will advise you if any charges apply.

I have just moved and there is no bin at my new property. What should I do?

An Application for Replacement Wheelie Bin form should be completed by the property owner and submitted to Council for assessment. If you are renting, contact your real estate or landlord to organise a replacement or repair.

My wheelie bin was presented prior to 6:00am on my collection day and was missed. What should I do?

Please phone Council to advise as soon as possible. The wheelie bin contractor will review camera footage from the truck to determine why it may have been missed, and if necessary organise a return to service as soon as possible.

My wheelie bin was presented after 6:00am on my collection day and was missed. What should I do?

Unfortunately if your bin was not presented at the time the truck passed you will not receive a wheelie bin service that week and you will be required to either wait until the next collection day or take your waste to your nearest transfer station for disposal.

What does my garbage service charge on my rates entitle me to?

Each garbage service charge entitles you to one weekly general waste (red lid) collection and one fortnightly paper and cardboard (blue lid) collection.

Can I change how many wheelie bins I have?

Yes, an Application for New or Amended Service form must be completed by the property owner to increase or decrease the number of services you are rated for. If you are renting, please contact your landlord or real estate to discuss.

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General Waste (Red lid) Wheelie Bin Questions

What can I put into my general waste bin?

You can put household rubbish such as plastic, food scraps, small amounts of green waste and other household waste that will not damage the compactor in the truck.

What cannot go into my general waste bin?

- Bricks, rock, soil, concrete;
- Large metal items;
- Large green waste off-cuts;
- Batteries, fluorescent tubes or mercury lamps;
- Hot materials or ash;
- Hazardous waste such as asbestos and sharps;
- Liquids such as paint, motor oil or solvents;

See the A-Z of Waste and Recycling fact sheet on our website to find out where you can recycle or dispose of these items.

How much waste can I put in my general waste bin?

The wheelie bin truck's arm is able to pick up a maximum of 75kg. If your bin is too heavy the driver will place a sticker on your bin indicating why it was unable to be serviced. It is your responsibility to remove some of the waste to make the bin lighter prior to your next week's service.

My wheelie bin lid was not closed fully and rubbish fell out onto the road. Who will clean this up?

It is your responsibility to make sure that any rubbish that has fallen out onto the ground or the road as a result of the wheelie bin lid not being fully closed is picked up and disposed of properly.

Cardboard Recycling (Blue lid) Wheelie Bin Questions

Why do Banana Shire's recycling bins have a blue lid?

The blue lid is to indicate that the bin can only be used for cardboard recycling. This is consistent with the Australian Standard for *Mobile Waste Container Colours, Markings and Designation Requirements* (AS4123.7-2006).

What can I put into my cardboard recycling bin?

- Cardboard boxes and cartons;
- Cardboard packaging;
- Paper and envelopes;
- Newspaper and magazines.

What cannot go into my cardboard recycling bin?

- Products with wax coating or shiny surfaces, including laminated paper;
- Food wrappers;
- Cardboard heavily contaminated with food or grease, including pizza boxes;
- Facial tissues and paper towel;
- Plastic film, clingwrap, shrink or stretch wrap and polystyrene;
- Food scraps and liquids;
- Bottles, cans and other plastics.

If the bins are contaminated with the above prohibited materials, then the content of your bin cannot be recycled which will inevitably lead to increased costs over time.

Why can't I put bottles, cans and other recyclables into my recycling bin?

Unfortunately there are no recycling facilities within close proximity of the Banana Shire which can handle other types of recyclables. The cost of transporting recyclables to the nearest recycling facility is too prohibitive for Council to be able to provide this to service to ratepayers. Planned upgrades to Council's waste transfer stations include the provision of large bins for recyclables. Council is committed to increasing the future recycling opportunities around the Shire where possible.

How do I know whether I am a Week 1 or a Week 2 collection?

Please check the Collection Days by Street Name list available on our website or contact Council to confirm.

Should I use bin liners in my recycling bin?

No, bin liners are plastic and cannot be recycled. Please ensure you are only putting paper and cardboard into your blue-lid bin.

**How can you contact us?**

banana.qld.gov.au
click on 'Contact us'



email enquiries@
banana.qld.gov.au



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