



Your recycling and waste 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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Household bins

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 information on the amount of waste and recycling collected, recycling composition and contract performance:
whitehorse.vic.gov.au/waste-reduction-recycling



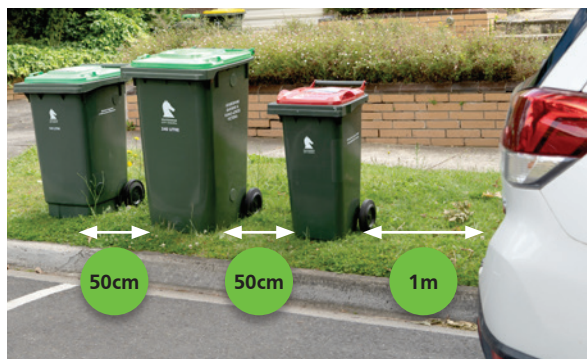
Council offers different bin sizes to suit your needs:

- 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 or call Customer Service on 9262 6333. Additional charges apply.

Bin collection day

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

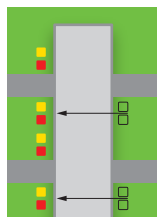
Ensure your bins are put out correctly.



Correct bin placement

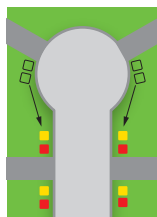
- Place bins side by side leaving **at least 50cm between bins** and **keep clear of obstructions** (poles, trees, overhead wires etc.).
- Bins should be placed **at least 1m clear from cars** next to the kerb, with **handles facing away from the road**.

Place your bins correctly for your street type:



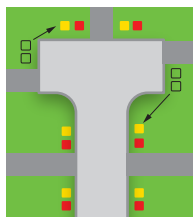
Dead end

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.

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



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 **Recycle Mate** 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 may not be collected.

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



Accepted



Fruit, vegetables, tea leaves & coffee grounds



Lime green compostable liners

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



Seafood, meat & bones

Including raw meat and crustacean shells such as prawn and crab



Takeaway & leftovers



Human & animal hair



Egg shells & dairy



Pasta, bread, rice & cereal



Small amounts of paper towels, shredded paper, napkins, tissues, and food soiled paper

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.



FOGO materials are turned into compost for gardens and farms. Please 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 can receive a 140 or 240 litre bin, and are provided with a 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](#).



Garbage

垃圾服务
Υπηρεσία Απορριμμάτων
Servizio rifiuti
Dịch vụ Rác thải



Accepted



Disposable nappies



General waste



Animal waste
(bagged)



Biodegradable and compostable packaging



Wet wipes & makeup wipes



Vacuum dust
(bagged)



Broken crockery & glassware
(bagged)



Plastic bags & soft plastic packaging



Polystyrene
Avoid jamming in bins



Waxed cardboard

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



Not accepted

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



 **Recyclables**



 **Electronic items**



 **Fire extinguishers**



 **Syringes & medical waste**



 **Oil & paint**



 **Household chemicals**



 **Organic waste**



 **Building waste**



 **Household batteries**



 **Hot ash**



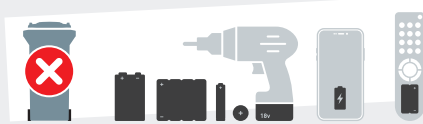
 **Gas bottles**



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
- 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)

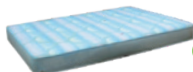


Household furniture



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



Unwrapped glass



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.

Compost at home and reduce waste

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 composting 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 compostrevolution.com.au/whitehorse for more information and to order your discounted system.

**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.

Recycling & Waste Centre

For bulky non-hazardous waste

白馬回收利用和廢料中心

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)

📱 Scan for more information
or contact 9262 6236.



**No chemicals, asbestos
or hazardous materials**

See page 13 for disposal options

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)



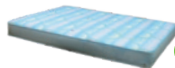
\$ **Rubbish**
(includes food waste,
furniture & hard waste)



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



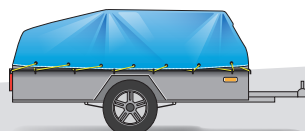
\$ **Clean concrete**
(includes bricks & ceramics)



\$ **Mattresses & bases**



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



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

Other waste disposal options

其他回收利用和废料处理选择方案

Άλλες Επιλογές Ανακύκλωσης και Απόρριψης 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 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 at specified drop-off points. Visit recyclemate.com.au to find your closest point.

Batteries

Accepted for free at the hubs at our Customer Service Centres and at B-cycle drop-off points. Visit the Recycle Mate 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 for more information.



Light globes

Light globes can be recycled at our Recycling and Waste Centre, the hubs at our Customer Service Centres, and at Vermont South Library.

Fluorescent lights are accepted at our Recycling and Waste Centre.

X-Rays

Small quantities can be recycled at our Recycling and Waste Centre, the hubs at our Customer Service Centres, and at Vermont South Library.



For more recycling and disposal options visit our website or download the **Recycle Mate** app.



Pharmaceuticals

Unwanted medicines can be returned to selected pharmacies.

Visit returnmed.com.au for more information.



Reusable household goods & clothing

Reusable items like household goods and clothing, can be reused, repaired, given away or donated to a friend, charity or op shop.

Visit whitehorse.vic.gov.au/reduce-reuse-recycle for more information on how to reduce, reuse and repair your items.



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.

**Snap
Send
Solve**

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 for more information on how you can help put a stop to illegal dumping and litter.



ACKNOWLEDGEMENT OF COUNTRY

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

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

Chinese 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。
Greek Ελληνικά	Για δωρεάν βοήθεια με διερμηνεία τηλεφωνήστε στο 9262 6333. Αναφέρετε τη γλώσσα που ομιλείτε και ζητήστε να συνδεθείτε με το Δήμο του Whitehorse.
Italian 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.
Vietnamese 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