

Why are we making these changes?

- We want to divert an additional 3,500 tonnes per year of organic material from landfill and thus reduce our generation of greenhouse gas by up to 25%. If we can save 50,000 tonnes of landfill space over 10 years we can save \$3 million.
- Reaching our community target of 70% diversion from landfill we can save \$3 million over 10 years in State Government waste taxes. We also want to reduce the Council's (and therefore ratepayers') exposure to the carbon tax.
- The new system will produce approximately 5,000 tonnes of valuable compost every year.
- The investment provides us with long-term recycling and organics processing facilities and creates short and long term local employment opportunities.

70%

Clarence Valley
recycling target

66%

State Government
recycling target

40%

Clarence Valley current
recycling rate (2011)

Questions & Answers

- Q:** If I have a problem with the waste service including missed services, damaged or stolen bins, who should I contact?
- A:** Contact the Waste Call Centre on **1800 33 55 99**
- Q:** Can I put meats, bones and seafood in the green bin?
- A:** Yes, all food waste and garden waste can go in the green bin and is collected weekly.
- Q:** Can I use plastic bags to put food waste in?
- A:** No, food waste should be wrapped in newspaper or emptied directly into the green bin. Plastic bags are not compostable and must go into the red bin.

Questions & Answers (cont.)

- Q:** What is the small kitchen green bin for?
- A:** The kitchen green bin can sit on your kitchen bench and is used to collect kitchen food waste. This kitchen waste can then be emptied into the green organics bin.
- Q:** Why is the red bin collected fortnightly?
- A:** The average red bin in the Clarence Valley is put out for collection less than 50% full and the content of the average red bin is 30% food waste. By now using the green bin for food waste, the red bin will only need to be collected fortnightly.
- Q:** Won't the red bin smell if collected fortnightly?
- A:** Neighbouring Councils with the same service have found that if all food waste is placed in the green bin and any other smelly waste is appropriately wrapped, smell is not a major problem.
- Q:** I have a lot of nappies that have to go in the Red bin; these will smell after 2 weeks.
- A:** If possible, the contents of disposable nappies should be emptied into a toilet before the nappy is double wrapped and placed in the red bin.
- Q:** Can I get more than one red, yellow or green bin?
- A:** Yes, if your situation warrants it, however there will be an additional cost.
- Q:** If I don't want a red, yellow or green bin, can I return it and get a reduced waste charge?
- A:** No, the standard annual charge applies whether the service is used or not.
- Q:** I live on a rural property; do I get a green bin service?
- A:** The green bin service is only available to urban, village and rural residential areas.
- Q:** If I don't get a green bin service, do I pay the same price as those that do?
- A:** No, your costs will be lower, as those who receive a green bin service pay the additional cost of rendering the green bin service.
- Q:** What happens if the wrong stuff is placed in the wrong bin?
- A:** Contamination is a safety issue for sorters and it increases the processing cost. All collection trucks are fitted with hopper video cameras which enable contamination to be identified. The collection service maybe cancelled if contamination is ongoing.