

# NetWaste

## Customer Service FAQ Factsheet - Council Bin Inspections



Question	Answer
I got a tag and sticker on my bin, what does it mean?	Council is conducting a bin inspection education program to inform residents of what items can or cannot be placed in recycling bins.
Did the inspectors come onto my property?	No, inspectors only look inside bins that have been placed on the kerb for collection.
I don't like the idea of people rummaging through my bin.	The inspectors do not rummage through bins. They only observe material at or near the top and may move a few items from the top surface where it is practical to do so, only to be able to provide feedback on the contents more accurately.
I still don't like it, do I have to participate?	No. If you are not comfortable with the process, your property can be removed from the list if you say you no longer wish to be included in future rounds.
How long will the program be running for?	This round of inspections will be conducted over a one week period, so the program will be finished by Friday of this week.
What time of the day do the inspections occur?	The inspections take place roughly between 5:30-10am.
What are the tags and stickers for?	<p>After a bin has been inspected it will have either a 'thank you' or a 'contamination' tag placed on the bin. If a bin is considered 'clean', meaning there was no contamination and all items observed were correct, the resident will receive a 'thank you' tag. If there are items that aren't accepted, residents will receive a 'contamination' tag. The tag has a list of common contaminants, and the inspector will have marked the item/s found incorrectly placed in their recycling bin.</p> <p>You will have also received a smaller 'No soft plastics' sticker, regardless of whether your bin did or did not contain these items. These items are common contaminants and the stickers are just a friendly reminder to all households not to place these in their Recycling bins.</p>
I got a contamination tag, will I be fined or penalised in any way?	No, the program is for education purposes only and program results look at the area as a whole, not individual properties.
Do I have to keep the tag and sticker on the bin?	Council encourages you to keep the sticker on the lid and retain the tag as an ongoing reminder to others in the household of what items can and cannot be placed in the Recycling bin.
<b>Recycling bins</b>	
What <b>can</b> go in recycling bins?	Newspapers, magazine, junk mail, cardboard, glass bottles and jars, steel/tin and aluminium cans, aluminium foil/trays, empty aerosols (like bug spray, deodorants, air fresheners), all hard plastic containers from the kitchen, bathroom or laundry (like ice cream containers, margarine tubs, fruit and vegetable punnets, salad dressing and sauce bottles, shampoo/conditioner bottles, dishwashing liquid and laundry powder/liquid bottles). <i>(Refer to full list if necessary)</i>
What <b>can't</b> go in recycling bins?	Recycling in plastic bags, plastic bags, food scraps, polystyrene (foam), plastic wrapping and cling film, plastic packets (chip packets, pet food bags, lolly and ice cream wrappers, muesli bar wrappers, bread bags, rice and pasta bags, etc.), electronics, clothing/textiles (including shoes, backpacks, sheets and towels), toys (hard or soft), garden waste, tissues/serviettes/face wipes/paper towel, shredded paper, nappies, medical waste, chemicals, building materials. Also, you can only recycle <b>packaging</b> items made of paper and cardboard, plastic, steel, aluminium and glass. Therefore, no hard plastic items such as toys, furniture, washing tubs, buckets, plastic pots, etc. can go in recycling. No plastic or metal coat hangers, scrap metal or 'other glass' such as window glass, drinking glasses or light globes can go in recycling. <i>(Refer to full list if necessary)</i>
But tissues, serviettes and shredded paper are made from paper so why can't they go in the recycling bin?	Every time things are recycled the quality is reduced. Paper products like tissues and serviettes may be contaminated so they should not go in the recycling bin. However, even if they haven't been used, they are still not worth recycling as the quality is so low. Shredded paper causes problems at the recycling facilities as it gets caught in machinery. Put these items in your garbage bin or home compost instead.
There's so many different plastics, how do I know if a plastic item can be recycled or not?	Try to scrunch it up in one hand. If you can scrunch it into a ball without much effort and using only one hand, then it is considered 'soft plastic' and should not be put in the recycling bin, as these plastics get caught in machinery at recycling facilities. Some examples of soft plastics are chip packets, pet food bags, lolly and ice cream wrappers, muesli bar wrappers, bread bags, rice packets and pasta bags.
There is a number inside the recycling symbol on plastic items. Does this mean it can be recycled?	The number inside the recycling symbol seen on a lot of plastic packaging refers to the type of plastic that it is made from – this does not necessarily mean that it is recyclable. For example, polystyrene is a type 6 plastic and this is frequently marked on polystyrene items, however, it cannot be recycled via the yellow lid recycling bin and must be disposed of in the red lid general waste bin. It is best to look for the Australasian Recycling Label (ARL) on products as this label tells you how to dispose of each part of a product's packaging. If you are still in doubt whether something can be recycled, place the item in your red lid general waste bin.
<b>Further Information</b>	
How do my bins have to be presented for collection?	Please place your bins out on the evening prior to your collection day. Bins should be spaced at least 0.5m apart, not weigh more than 75kg and be clear from trees, cars and other obstructions. Lids should be fully closed and the lid opening should be facing the road.
Where can I get more information?	Visit Council's website for more information.