



CUMBERLAND  
CITY COUNCIL



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# Waste Services Guide

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Cumberland City Council



Cumberland City Council recognises that encouraging the community to reduce consumption of resources, improve recovery and minimise the impacts of waste is critical to ensuring best waste management practice and service standards. Consequently, we're committed to providing our residents with:

- Programs and services that align with local, state and federal policies and strategies; and
- Quality waste management services that meet the needs of the community.

The Domestic Waste and Resource Recovery services provided to the community, include:

- Weekly domestic waste collection (red lid bin);
- Fortnightly recycling (yellow lid bin) and garden waste (green lid bin) collection on alternate weeks;
- Household Clean Up Collection Service;
- Problem Waste Collection Service; and
- Community engagement and education programs.

## • **How is the Service Guide set out?**

This guide outlines the full range of services that we provide for domestic properties.

The layout of the Service Guide is listed below:

- Domestic waste service (red lid bin)
- Domestic recycling service (yellow lid bin) and contaminated bins
- Garden waste (green lid bin)
- Household Clean-Up and additional services including:
  - o Sharps Disposal
  - o Hazardous Waste Disposal
  - o Mobile Problem Waste Service
  - o Asbestos Awareness
  - o Compost Bin Worm Farm Rebate
  - o Domestic Dumped Rubbish

## **Why provide a Service Guide?**

We want to establish a service agreement between Council and the community. We want to provide residents with a clear understanding of services so that you can utilise them effectively and efficiently.





# General Waste (Red Lid Bin) - All Dwelling Types

**Just these things in  
your General Waste bin**



Small bags of household waste



Small broken items



Nappies



Styrofoam and food scraps/waste

**Other waste has a place, but not in here!**  
To find out how to dispose of larger items or problem waste, visit [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au).

**Waste in the Right Place**

To find out more, visit [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au) or call us on 8757 9000.




This project is a NSW Department of Planning, Industry and Environment, Waste Less Recycle More initiative funded from the waste levy.

The red lid bin is for general waste and is used for small, everyday household items that are broken or need to be thrown away. Please throw away as little as possible.

We offer different waste service options with different red lid bin sizes. Refer to Council's Fees and Charges for more information.

On average, a household in the Cumberland City Council area generates about 16kg of waste in the red lid bin a week.

Our waste snapshot audit identified about 27% of materials found in the red lid bin are potentially recyclable through our other services.



Separate House



Attached Dwelling



Flat, Unit, Apartment

# General Waste (Red Lid Bin) - All Dwelling Types



Separate House



Attached Dwelling



Flat, Unit, Apartment



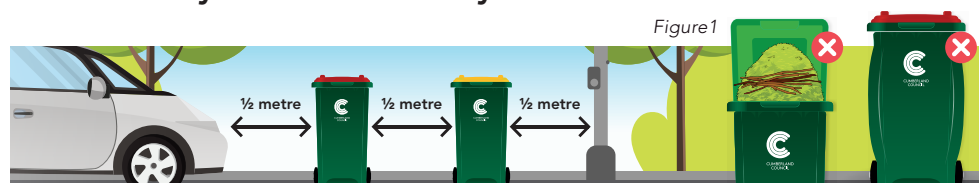
Bin Placement	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	Place your bin(s) on the kerbside adjacent to your premises with wheels facing your property, unless you have a special arrangement with us.
Our Responsibility	We will return your bin(s) to the agreed collection point.
Our Standard	Refer to Figure 1 below.

## Bin Placement

### To ensure your bins are emptied:

- Make sure your bins do not weigh more than 50kg for 120/140 litre bins and 70kg for 240 litre bins.
- Space your bins at least half a metre apart.
- Do not overfill your bins; make sure the lid is closed.
- Place your bins so the Council logo is facing the road.
- Check there are no cars, trees or obstacles blocking access to your bins.
- If possible, please park your car in your driveway on collection night.
- Place your bins out the night before your collection day.
- Remove your bins from the kerb on the day they have been emptied.

Failure to meet these guidelines may mean your bin isn't serviced on your collection day.



Bin Collection	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	Place your bin(s) out the night before your collection day(s). Remove your bin(s) within 24 hours of collection. <i>Note: Refer to Council's Bin Day Map Tool on our website to find your collection day.</i>
Our Responsibility	We will empty your bin(s) on your nominated collection day(s)
Our Standard	Our collection times are from 6am to 5pm Monday to Friday. <i>Note: Heavy traffic areas and other high risk areas may differ. Public holidays and other allocated days may differ.</i>



# General Waste (Red Lid Bin) - All Dwelling Types



Separate House



Attached Dwelling



Flat, Unit, Apartment



<b>Missed Bin</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Leave your bin(s) at the agreed collection point and contact us.
Our Responsibility	We will empty your missed bin(s) when a request is made.
Our Standard	Within 24 hours of the request.

<b>Gross Contamination</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Only place general waste, used for small everyday household items that are broken or need to be thrown away.
Our Responsibility	If the bin is contaminated we may refuse to empty your bin.
Our Standard	Refer to Figure 2 below.

Please **do not** place any of these items in your red lid bin:

Figure 2



These items can be collected and recycled through Council's Mobile Community Recycling Service, see page 13 for more details.

<b>Additional Bin(s)</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Complete the New Domestic Waste Service Form located on our website for an additional bin service. <i>Note: If you are a tenant or the building manager, this request must be referred to the owner.</i>
Our Responsibility	We will deliver your bin(s) when a request is made. <i>Note: We may retrieve additional bin(s) on your property that you are not entitled to and notify you in writing.</i>
Our Standard	Within 3 working days of the request.

# General Waste (Red Lid Bin) - All Dwelling Types



Separate House



Attached Dwelling



House with Porch



<b>Bin Delivery</b>	
<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>	
Your Responsibility	Complete the New Domestic Waste Service Form located on our website for a new, additional or change of service. <i>Note: If you are a tenant or the building manager, this request must be referred to the owner.</i>
Our Responsibility	We will deliver your bin(s) when a request is made. <i>Note: We may retrieve bin(s) on your property that you are not entitled to and notify you in writing</i>
Our Standard	Within 3 working days of the request.

<b>Bin Repair/Lost/Replacement</b>	
<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>	
Your Responsibility	Contact us to arrange for repair, lost or replacement of bin(s).
Our Responsibility	We will repair or provide you with a new bin(s).
Our Standard	Within 3 working days of the request

<b>Bin Spillage</b>	
<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>	
Your Responsibility	Before your bin is collected, place any waste spilt back into your bin.
Our Responsibility	We will clean up any spills caused by the collection vehicle.
Our Standard	Immediately.

<b>Additional Bin Collection</b>	
<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>	
Your Responsibility	Contact us to arrange a one-off bin collection in addition to your standard service. Refer to our website for Fees and Charges.
Our Responsibility	We will provide an occasional bin collection service for residents who require a one-off collection service in addition to the standard service.
Our Standard	Within 24 hours of the request.





# Recycling (Yellow Lid Bin) – All Dwelling Types

**Just these things in  
your Recycling bin**



**Waste in the Right Place** To find out more, visit [cumberland.nsw.gov.au](http://cumberland.nsw.gov.au) or call us on 8757 9000.




This project is a NSW Department of Planning, Industry and Environment, Waste Less Recycle More initiative funded from the waste levy.

Your yellow lid bin is for glass, plastic and metal containers from the kitchen, bathroom and laundry. Please make sure these are empty. If in doubt, leave it out.

On average a household in the Cumberland City Council area generates about 3.6kg of recyclable waste in the yellow lid bin a week.



Separate House



Attached Dwelling



Flat, Unit, Apartment

# Recycling (Yellow Lid Bin) – All Dwelling Types



Separate House



Attached Dwelling



Flat, Unit, Apartment



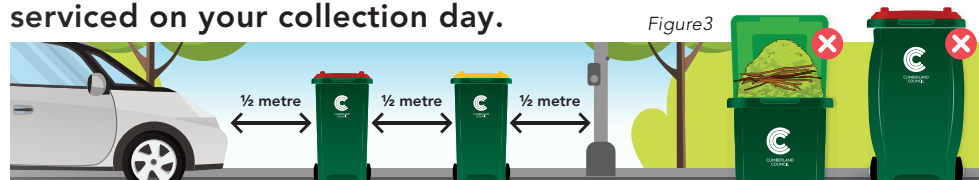
Bin Placement	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	Place your bin(s) out on the kerbside adjacent to your premises with wheels facing your property, unless you have a special arrangement with us.
Our Responsibility	We will return your bin(s) to the agreed collection point.
Our Standard	Refer to Figure 3 below.

## Bin Placement

### To ensure your bins are emptied:

- Make sure your bins do not weigh more than 50kg for 120/140 litre bins and 70kg for 240 litre bins.
- Space your bins at least half a metre apart.
- Do not overfill your bins; make sure the lid is closed.
- Place your bins so the Council logo is facing the road.
- Check there are no cars, trees or obstacles blocking access to your bins.
- If possible, please park your car in your driveway on collection night.
- Place your bins out the night before your collection day.
- Remove your bins from the kerb on the day they have been emptied.

Failure to meet these guidelines may mean your bin isn't serviced on your collection day.



Bin Collection	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	Place your bin(s) out the night before your collection day(s). Remove your bin(s) within 24 hours of collection. <i>Note: Refer to Council's Bin Day Map Tool on our website to find your collection day.</i>
Our Responsibility	We will collect your yellow lid bin fortnightly, no earlier than 6am on alternate weeks to green lid bin (public holidays and other allocated days may differ).
Our Standard	Our collection times are from 6am to 5pm Monday to Friday. <i>Note: Heavy traffic areas and other high risk areas may differ. Public holidays and other allocated days may differ.</i>



# Recycling (Yellow Lid Bin) – All Dwelling Types



Separate  
House



Attached  
Dwelling



Flat, Unit,  
Apartment



<b>Missed Bin</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Leave your bin(s) at the agreed collection point and contact us.
Our Responsibility	We will empty your missed bin(s) when a request is made.
Our Standard	Within 24 hours of the request.

<b>Gross Contamination</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Residents must ensure that only recyclable items are placed in the yellow lid bin as identified in Council's waste education materials to avoid gross contamination.
Our Responsibility	For grossly contaminated yellow bins, a red contamination sticker will be placed on the bin and we will not pick it up until residents remove the non-recyclable items.
Our Standard	We will return to collect the yellow bin after you have removed the non-recyclable and called us to arrange collection.

<b>Bin Delivery</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Complete the New Domestic Waste Service Form located on our website for a new, additional or change of service. <i>Note: If you are a tenant or the building manager, this request must be referred to the owner.</i>
Our Responsibility	We will deliver your bin(s) when a request is made. <i>Note: We may retrieve bin(s) on your property that you are not entitled to and notify you in writing.</i>
Our Standard	Within 3 working days of the request.

# Recycling (Yellow Lid Bin) – All Dwelling Types



Separate House



Attached Dwelling



Flat, Unit, Apartment



<b>Bin Repair/Lost/Replacement</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Contact us to arrange for repair, lost or replacement of bin(s).
Our Responsibility	We will repair or provide you with a new bin(s).
Our Standard	Within 3 working days of the request.

<b>Bin Spillage</b>	<b>Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.</b>
Your Responsibility	Before your bin is collected place any waste spilt back into your bin.
Our Responsibility	We will clean up any spills caused by the collection vehicle.
Our Standard	Immediately.

Please **do not** place any of the items below in your yellow lid bin:

<p><b>Plastic bags</b></p>	<p><b>Electronic waste</b></p>	<p><b>Food waste</b></p>	<p><b>Shoes or clothes</b></p>
<p><b>Recyclables in plastic bags</b></p>	<p><b>Garbage</b></p>	<p><b>Nappies</b></p>	<p><b>Foam or polystyrene</b></p>

Electronic waste can be collected and recycled through Council's Mobile Community Recycling Service, see page 13 for more details.





# Contaminated Bins

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**Under our Contamination Management Plan, there are three categories which include:**

- Gross contamination – visible at the kerbside includes elevated levels of material that do not belong in a particular bin. Materials that may contaminate a recycling bin may include plastic bags, garbage, food waste, fabric, electrical waste, polystyrene and garden waste.
- Contamination – visible at the kerbside. Contains two categories minor and major. Minor contamination is defined as non-conforming materials which do not have any influence on the load and includes pieces of soft plastic, plastic packaging materials and loose plastic bags. Major contamination is defined as non-conforming materials and is usually made up of plastic bags containing garbage, plastic bags containing recyclables and polystyrene.
- Contamination – visible via camera in waste collection vehicle – Operations staff becomes aware of contamination or gross contamination within a mobile bin in the process of emptying the bin into the collection vehicle.



# Contaminated Bins Continued

It is the resident's responsibility to ensure that only recyclable items are placed in the yellow lid bin.

As detailed in the Contamination Management Plan the following measures will be taken in accordance when contamination occurs:

- **1st Occurrence** – A yellow contamination sticker is placed on the bin lid and a contamination postcard is placed in the letterbox informing the resident of the issue.
- **2nd Occurrence** – Contamination is reported a second time, staff issue another yellow sticker on the bin lid and contamination postcard. Staff will also visit the property and provide information about what's recyclable
- **3rd Occurrence** – Same contamination reporting measures are taken (bin stickers, postcard, education material) and a letter is issued to the resident warning them of a possible removal of services should contamination continue.
- **4th Occurrence/ multiple occurrences** – Council will still follow the same reporting measures, however staff will visit the property to educate the resident and inform them of potential suspension to the services. If contamination continues after a 4th occurrence, then Council's collection contractors will suspend the recycling and garden organics services. Council will notify the resident in writing after removal of the service.





# Garden Waste (Green Lid Bin) Separate Houses and Attached Dwellings

**Just these things in  
your Garden Waste bin**



Grass clippings



Pruning and flower cuttings



Small tree branches



Leaves



**Waste in the  
Right Place**

To find out more, visit  
[cumberland.nsw.gov.au](http://cumberland.nsw.gov.au)  
or call us on 8757 9000.

This project is a NSW Department of Planning, Industry and Environment, Waste Less Recycle More initiative funded from the waste levy.




Your green lid bin is for grass clippings, leaves, twigs and small branches. Not for food waste.

Council encourages residents to opt in for a garden waste bin and smaller red bin. There are two green bin options to choose from:

1. A 240 litre garden waste bin, 240 litre recycling bin, 120 litre smaller red bin.
2. A 240 litre garden waste bin, 240 litre recycling bin and larger red bin.

On average a household in the Cumberland City Council area with a green lid bin service generates about 6kg of garden waste a week.

Multi-unit dwellings can access a green lid bin, however this is assessed on a case by case basis.

About 35% of eligible properties own a green lid bin. We are aiming to improve on this service, if you would like access to a green lid bin call Council 02 8757 9000.



Separate House



Attached Dwelling



Flat, Unit, Apartment

# Garden Waste (Green Lid Bin) Separate houses and Attached Dwellings



Separate House



Attached Dwelling



Bin Placement	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Place your bin(s) out on the kerbside adjacent to your premises with wheels facing your property, unless you have a special arrangement with us.
Our Responsibility	We will return your bin(s) to the agreed collection point.
Our Standard	Refer to Figure 4 below.

## Bin Placement

### To ensure your bins are emptied:

- Make sure your bins do not weigh more than 50kg for 120/140 litre bins and 70kg for 240 litre bins.
- Space your bins at least half a metre apart.
- Do not overfill your bins; make sure the lid is closed.
- Place your bins so the Council logo is facing the road.
- Check there are no cars, trees or obstacles blocking access to your bins.
- If possible, please park your car in your driveway on collection night.
- Place your bins out the night before your collection day.
- Remove your bins from the kerb on the day they have been serviced.

Failure to meet these guidelines may mean your bin isn't serviced on your collection day.



Bin Collection	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Place your bin(s) out the night before your collection day(s). Remove your bin(s) within 24 hours of collection. <i>Note: Refer to Council's Bin Day Map Tool on our website to find your collection day.</i>
Our Responsibility	We will collect your green lid bin fortnightly, no earlier than 6am on alternate weeks to yellow lid bin (public holidays and other allocated days may differ).
Our Standard	Our collection times are from 6am to 5pm Monday to Friday. <i>Note: Heavy traffic areas and other high risk areas may differ. Public holidays and other allocated days may differ.</i>

# Garden Waste (Green Lid Bin) Separate houses and Attached Dwellings



Separate House



Attached Dwelling



Missed Bin	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Leave your bin(s) at the agreed collection point and contact us.
Our Responsibility	We will empty your missed bin(s) when a request is made.
Our Standard	Within 24 hours of the request.

Gross Contamination	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Only place garden waste (leaves, small twigs and branches, grass clippings and flowers and prunings).
Our Responsibility	For grossly contaminated green bins, a red contamination sticker will be placed on the bin and we will not pick it up until residents remove the contaminated items.
Our Standard	We will return to collect the green bin after you have removed the contamination and called Council to arrange collection.

Please **do not** place any of the items below in your green lid bin:

Figure 5

Garbage



Food waste



Wood or building waste



Lawn clippings in plastic bags



Garden products



Garden chemicals



Biodegradable plastic bags



Tree stumps



♻️ Garden, household chemicals and hazardous waste can be collected and recycled through household chemical events. Check [cleanout.com.au](http://cleanout.com.au) for dates and locations.



# Garden Waste (Green Lid Bin) Separate houses and Attached Dwellings



Separate  
House



Attached  
Dwelling



Additional Bin(s)	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Complete the New Domestic Waste Service Form located on our website for an additional bin service. <i>Note: If you are a tenant or the building manager, this request must be referred to the owner.</i>
Our Responsibility	We will deliver your bin(s) when a request is made. <i>Note: We may retrieve additional bin(s) on your property that you are not entitled to and notify you in writing.</i>
Our Standard	Within 3 working days of the request.

Bin Delivery	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Complete the New Domestic Waste Service Form located on our website for a new, additional or change of service. <i>Note: If you are a tenant or the building manager, this request must be referred to the owner.</i>
Our Responsibility	We will deliver your bin(s) when a request is made. <i>Note: We may retrieve bin(s) on your property that you are not entitled to and notify you in writing.</i>
Our Standard	Within 3 working days of the request

Bin Repair/Lost/Replacement	Agreement for Separate Houses and Attached Dwellings.
Your Responsibility	Contact us to arrange for repair, lost or replacement of bin(s).
Our Responsibility	We will repair or provide you with a new bin(s).
Our Standard	Within 3 working days of the request.

# Garden Waste (Green Lid Bin) Separate houses and Attached Dwellings



Separate  
House



Attached  
Dwelling

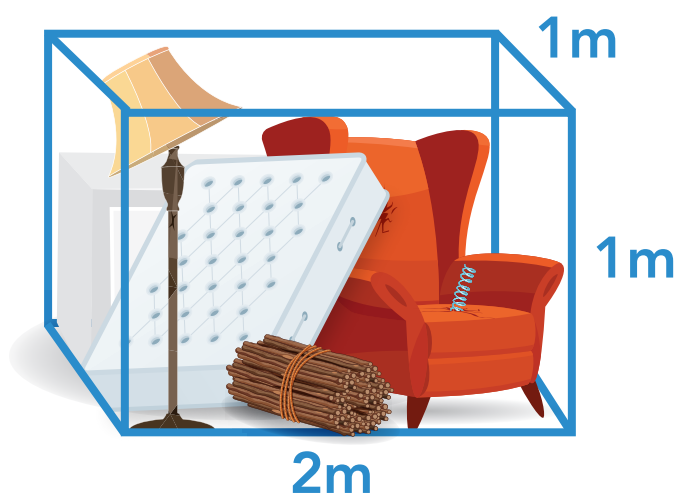


<b>Bin Spillage</b>	
<b>Agreement for Separate Houses and Attached Dwellings.</b>	
Your Responsibility	Before your bin is collected, place any waste spilt back into your bin.
Our Responsibility	We will clean up any spills caused by the collection vehicle.
Our Standard	Immediately.

<b>Additional Bin Collection</b>	
<b>Agreement for Separate Houses and Attached Dwellings.</b>	
Your Responsibility	Contact us to arrange a one-off bin collection in addition to your standard service. Refer to our website for Fees and Charges.
Our Responsibility	We will provide an occasional bin collection service for residents who require a one-off collection service in addition to the standard service.
Our Standard	Within 24 hours of the request.



# Household Clean-Up

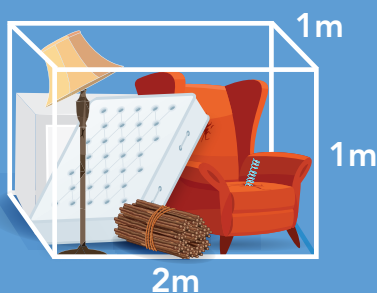


Council provides four free clean-up services each household per year. They can be booked by phoning Council on 02 8757 9000 or by booking online <https://www.cumberland.nsw.gov.au/bookacleanup>

**We will collect material that meets our clean-up requirements. These requirements assist in meeting relevant work, health and safety as well as welfare considerations for our community and our staff.**

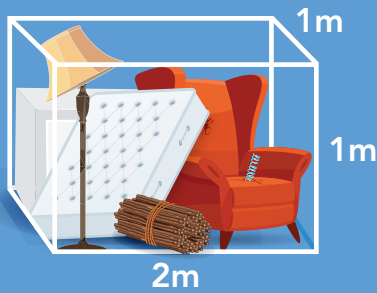


# Household Clean-Up and Additional Services



Household Clean-up	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	<p>Council requires a minimum of 2 weeks' notice when booking a clean-up.</p> <ul style="list-style-type: none"> <li>• Limit the amount placed out for collection to 2 cubic metres.</li> <li>• Items are to be placed in a neat and tidy condition</li> <li>• All loose items must be boxed, bagged, bundled or tied and be manageable by one person</li> <li>• Doors must be tied or removed from fridges or lay fridge down with the doors facing the ground</li> <li>• Furniture such as cupboards must be empty</li> <li>• Do not break up large furniture items</li> <li>• Carpet or underlay must be rolled and tied in lengths no longer than 1.5 metres</li> <li>• Tree clippings must be tied in bundles, no longer than 1.5 metres and no more than 10cm thick.</li> <li>• Thorny branches such as Bougainvillea's or Roses must be wrapped so they are not a hazard</li> </ul> <p>Items should be neatly stacked on the kerbside outside your home the night before collection.</p>
Our Responsibility	<p>We will collect material that meets our clean-up requirements. These requirements assist in meeting relevant work, health and safety as well as welfare considerations for our community and our staff.</p>
Our Standard	<p>4 services each 12 month period.</p> <p>Infringement notices can be issued for waste placed on the footpath without Council's consent.</p>

# Household Clean-Up and Additional Services



Household Clean-up	Agreement for Separate Houses, Attached Dwellings, Flat, Unit and Apartments.
Your Responsibility	If you require an extra pick-up service please fill out the Request for additional Clean – up Service at: <a href="https://www.cumberland.nsw.gov.au/bookacleanup">https://www.cumberland.nsw.gov.au/bookacleanup</a> (and return to Customer Service at Council Chambers with the additional fee).
Our Responsibility	Council provide extra pick-up services at an additional cost. See Fees and Charges on our website for more information.
Our Standard	Price can be subject to change on a yearly basis.







# Additional Services

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# Sharps Disposal

## Community sharps disposal

Cumberland City Council has partnered with local pharmacies to provide a safe needle/syringe disposal service for diabetics and other sharps users in the community.



We provide free needle disposal at selected local pharmacies. Sharps must be taken to a participating pharmacy in an approved sharps container.

A list of all participating pharmacies can be found in Council's website; <https://www.cumberland.nsw.gov.au/mobile-community-recycling-service> under *Disposing of syringes and other 'sharps'* Section.

Sharps Disposal	Agreement
Your Responsibility	Before delivering your syringes make sure they are in a proper plastic sharps container, or at least a rigid plastic drink container with a screw top lid (e.g milk or juice bottle).
Our Responsibility	The addresses of all sharps disposal locations are on our website.
Our Standard	As required.

# Chemical Waste Disposal



## Household Chemical CleanOut



**Waste matters**  
**CleanOut your household chemicals the right way**

For more information call the **Environment Line on 131 555** or visit [www.cleanout.com.au](http://www.cleanout.com.au)

This project is a NSW EPA Waste Less, Recycle More initiative funded from the waste levy. Visit [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au) Environment Protection Authority

FREE SERVICE

**You can drop off these materials:**

**From your home:**  
 Solvents and household cleaners  
 Floor care products  
 Ammonia based cleaners  
 Fluorescent globes and tubes

**From your car:**  
 Car batteries  
 Motor oils, fuels and fluids

**From your garage:**  
 Paint and paint related products  
 Pesticides and herbicides  
 Poisons  
 Gas bottles  
 Fire extinguishers  
 Pool chemicals  
 Hobby chemicals  
 Acids and alkalis

**Including materials with the following logos:**








Only household quantities accepted 20kg or 20L maximum container size. Please transport your materials carefully and remain in your vehicle at the collection site.

In conjunction with the NSW Environment Protection Authority, we offer a chemical clean-out once a calendar year.

For more information visit the website; [www.cumberland.nsw.gov.au/household-chemical-clean-out](http://www.cumberland.nsw.gov.au/household-chemical-clean-out) under *Household chemical clean out* Section.

*This program is for household quantities of specified household chemicals and items (up to a maximum of 20 litres or kg of a single item). Never mix chemicals, label clearly if possible and keep safe during transportation.*

Hazardous Waste Disposal	Agreement
Your Responsibility	Business related and commercial quantities of chemicals are not accepted. Please inquire with a commercial waste operator or visit <a href="https://businessrecycling.com.au">https://businessrecycling.com.au</a> for commercial waste disposal.
Our Responsibility	We will collect material that meets our clean-up requirements. These requirements assist in meeting relevant work, health and safety as well as welfare considerations for our community and our staff.
Our Standard	Twice a year on a specified date. See Council's website for dates.



# Mobile Problem Waste Service



Residents can access the free Mobile Problem Waste Service. The service provides an easy and convenient way for residents to recycle or safely dispose of household problem wastes including:

- Gas bottles
- Fire extinguishers
- Paint, batteries
- Oils
- Fluoro lights
- Smoke detectors
- Electronic waste (E-waste)

Make a booking and find out more information at [www.problemwaste.com.au](http://www.problemwaste.com.au)

*In addition to this, Council has installed Problem Waste Drop-Off Stations for the collection of small problem waste items such as household batteries, X-rays and mobile phones.*



# Mobile Problem Waste Service

Mobile Problem Waste	Agreement
Your Responsibility	<p>This program is for household problem waste and e-waste only; commercial e-waste will not be accepted.</p> <p>This program is for common household problem waste such as gas bottles, fire extinguishers, paint, batteries, oils, fluoro lights, smoke detectors and electronic waste.</p> <p>E-waste items that will not be collected include rear projection TVs, large white goods (fridges, washing machines, freezers etc), CD's, DVD's and video cassettes.</p> <p>The resident must place these items in an easy to collect place within their property boundary the night before collection is scheduled.</p>
Our Responsibility	<p>Once a booking has been made, Council will arrange for the household problem waste and e-waste to be collected and a collection date will be set.</p>
Our Standard	<p>Residents can access the service all year round and can book up to five times each year.</p>



Smoke detectors



Paint cans



Motor oils



Household and car batteries



Fluoro globes and tubes



Fire extinguishers



Electronic waste



Cooking oils



Gas bottles

# Mobile Problem Waste Service

Small Problem Waste	Agreement
Your Responsibility	It is the resident's responsibility to drop these items at the relevant service centres. Commercial quantities are not permitted.
Our Responsibility	<p>The small Problem Waste Drop-Off stations are:</p> <ul style="list-style-type: none"> <li>• Cumberland City Council, Merrylands Customer Service Centre</li> <li>• Merrylands Library</li> <li>• Auburn Library</li> <li>• Auburn Centre for Community</li> <li>• Wentworthville Library</li> <li>• Berala Community Centre</li> <li>• Granville Community Centre</li> <li>• Guildford Community Centre</li> </ul> <p>For more information on Problem Waste Drop off Stations contact Council on 02 8757 9000.</p>
Our Standard	As required.





# Asbestos Awareness

## Asbestos

Cumberland Council offers a range of asbestos awareness initiatives for its residents to assist in understanding asbestos and safe disposal methods. These include information nights, home inspections and collections of small amounts of legacy asbestos. Terms and conditions apply.

We provide several free services to increase local recognition and understanding of asbestos.

These services include:

- Free Asbestos Removal Service
- Asbestos Information Session
- Household Asbestos Inspection

Further information relating to asbestos awareness can be obtained from

[www.asbestosanswers.com.au/general-info](http://www.asbestosanswers.com.au/general-info)



# Asbestos Awareness

Small Problem Waste	Agreement
Your Responsibility	<ul style="list-style-type: none"> <li>• <b>Household Asbestos Inspection and Information Session</b> (once a year during November) Registrations are essential as spaces are limited. To register phone Council on 02 8757 9000 or visit Council's website.</li> <li>• <b>Free Asbestos Removal Service</b> Bookings for this service can be made by calling Council on 8757 9000. Asbestos must be already separated from buildings prior to collection and must not be associated with any recent renovation or repairs.</li> </ul>
Our Responsibility	<ul style="list-style-type: none"> <li>• <b>Free Asbestos Removal Service</b> Council offers a free asbestos removal service for small quantities of loose, non-friable asbestos from residential properties. Council will not collect asbestos if it is more than 10 sqm in quantity or if it was recently removed from a structure as part of a renovation.</li> </ul>
Our Standard	Residents can access the service all year round. Please call Council on 8757 9000.

# Compost Bin Worm Farm Rebate



To reduce organic waste, we offer all households a rebate of up to \$50 when they purchase a compost bin or worm farm

**Residents can apply for this rebate by completing the form at <https://www.cumberland.nsw.gov.au/get-compost-bin-or-worm-farm>**

Compost Bin Worm Farm Rebate	Agreement
Your Responsibility	Residents interested in this service must complete and sign the rebate form within 3 months of purchasing the item. Compost accessories or worms are not included in the rebate. Provide a copy of the receipt and proof of address (this can be a copy of a rates bill, electricity bill or driver's licence).
Our Responsibility	We will provide a maximum rebate of \$50.
Our Standard	One claim per household

# Illegally Dumped Rubbish



Illegal dumping is the disposal of any waste that is larger than litter to land or waters. Council has the right to investigate and fine individuals caught dumping domestic waste. All illegally dumped domestic waste will be reported and investigated.



Illegally Dumped Rubbish	Agreement
Your Responsibility	Residents can book a clean-up online <a href="https://www.cumberland.nsw.gov.au/bookacleanup">https://www.cumberland.nsw.gov.au/bookacleanup</a> or by phoning Council on 02 8757 9000 as seen in the Household Clean-Up section. Residents can report illegal dumping online <a href="https://www.cumberland.nsw.gov.au/report-illegally-dumped-rubbish">https://www.cumberland.nsw.gov.au/report-illegally-dumped-rubbish</a> or by phoning Council on 02 8757 9000.
Our Responsibility	Reported illegally dumped material will be removed once the incident has been investigated. Convicted offenders may be fined up to \$4,000 for individuals and \$8,000 for organisations.
Our Standard	Within 24 hours of the request.



# Glossary of terms

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Asbestos	<p>A silicate mineral that occurs naturally in the environment. It appears as tiny fibres that, on their own, are not visible to the naked eye. Asbestos fibres were added to many building materials because they helped to strengthen them, as well as provide other benefits including improved insulation and heat-resistant properties.</p> <p>Asbestos fibres can cause a range of diseases such as: lung cancer, mesothelioma, asbestosis and asbestos-related cancers of the larynx and ovaries which is why it is essential that asbestos waste must be disposed of properly.</p>
Electronic Waste (E-Waste)	<p>End-of-life electronic equipment, such as televisions, computers, mobile phones, stereos and small electrical appliances (but not white goods).</p>
Green Lid Bin	<p>Refers to the Australian Standard (AS 4123.7-2006 mobile waste containers, bin lid colours for household kerbside waste and recycling bins). The green lid bin is used for the disposal of garden organic materials, including grass clippings, flowers, leaves, pruning's and small branches.</p>
Garbage	<p>See definition for 'residual waste'.</p>
Red Lid Bin	<p>Refers to the Australian Standard (AS 4123.7-2006 mobile waste containers, bin lid colours for household kerbside waste and recycling bins). The red lid bin is used for the deposit of residual waste.</p>
Yellow Lid Bin	<p>Refers to the Australian Standard (AS 4123.7-2006 mobile waste containers, bin lid colours for household kerbside waste and recycling bins). The yellow lid bin is used for the disposal of dry recyclable materials (or co-mingled recycling). Dry recyclable materials generally include paper, cardboard, glass, some hard plastics, and ferrous and non-ferrous metals. The type of recyclable materials collected in the yellow lid bin can vary, depending on the facility that Council has access to for further separation of materials and any contamination, and the availability of downstream markets for the materials.</p>
Resource Recovery	<p>In NSW this currently refers to the recycling of waste material. Recovery may also include extracting embodied energy from waste through thermal processes.</p>



Domestic Waste	All waste generated by households, which includes residual waste, co-mingled recyclables and food and garden organics, that councils collect and receive from households. Council services include kerbside bin collections, kerbside clean-up collections, and household drop-off facilities/mobile services.
Waste	<p>Includes (as defined by the NSW Protection of the Environment Operations Act 1997):</p> <ul style="list-style-type: none"> <li>• any substance (whether solid, liquid or gaseous) that is discharged, emitted or deposited in the environment in such volume, constituency or manner as to cause an alteration in the environment, or</li> <li>• any discarded, rejected, unwanted, surplus or abandoned substance, or</li> <li>• any otherwise discarded, rejected, unwanted, surplus or abandoned substance intended for sale or for recycling, processing, recovery or purification by a separate operation from that which produced the substance, or</li> <li>• any processed, recycled, re-used or recovered substance produced wholly or partly from waste that is applied to land, or used as fuel, but only in the circumstances prescribed by the regulations, or</li> <li>• any substance prescribed by the regulations to be waste. A substance is not precluded from being waste for the purposes of this Act.</li> </ul>
Recycling	Recycling involves the collection, sorting and processing of materials presented for recycling by residents at their kerbside or in public place bins. Materials sorted at a Materials Recycling Facility (MRF) are used in the creation of new recyclable products.
Residual Waste	Any waste that is disposed of in the red lid bin. Residual waste should not include recyclable, compostable or reusable materials. Also referred to as 'general waste'.
Problem Waste	Household products and materials in the waste and recycling stream that pose potential harm to the environment and human health and/ or make the recovery and recycling of other materials more difficult or uneconomic.



**Cumberland City Council**

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