

# Garden (Green Lid) Bin Rollout

Frequently Asked Questions | Effective July 2026

## DELIVERY & GETTING STARTED

### Why is my property receiving a garden bin?

Council is standardising bins for freestanding houses to improve recycling and reduce waste going to landfill.

### When will my bin be delivered?

Bins are delivered between 11 May and 30 June 2026. If you haven't received yours by 19 June 2026, contact Council Customer Service on 8757 9000.

### What comes with the bin?

You will receive: a sticker showing what can and cannot go in the bin, a waste services guide, and a collection calendar.

### When does the service officially start?

Collections commence from the week of Monday 6 July 2026.

## COLLECTION SCHEDULE

### How often is the garden bin collected?

The garden bin is collected fortnightly, on the alternate week to your recycling bin. Your usual collection day does not change.

### How do I know when my bin will be collected?

You will receive a collection calendar with your bin, and you can also check your schedule on Council's website at any time.

### Who collects the bin and where does the waste go?

Council's contractor United Resource Management (URM) collects the bin. Garden waste is processed into compost and mulch for reuse — keeping it out of landfill entirely.

## CHARGES & BIN SIZES

### Will my rates change because of this service?

Yes. From 1 July 2026, properties move to a charge that includes garden waste. The 140L service is \$710/year and the 240L service is \$858/year — both include red, yellow, and green bin services.

### Can I downsize my 240L bin to pay less?

Yes. Property owners can submit the Bin Standardisation form by 1 August 2026. Lower charges apply from 1 July 2026 if the form is received in time. Bin changeovers begin Monday 15 June 2026.

### Can I choose a different bin service?

Yes. Property owners can select from available options using the Domestic Waste Service Form 2026, found on Council's main webpage.

### I rent my home — can I choose the bin size?

No. Bin changes can only be requested by property owners as they affect rates charges. Ask your landlord to contact Council if a change is needed.

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## FOOD WASTE & FOGO

### Why isn't food waste included in the garden bin?

The garden bin is a deliberate step toward a future Food and Garden Organics (FOGO) service required by 2030. For now, all food scraps should go in your red lid general waste bin.

## EXTRA BINS & SPECIAL SITUATIONS

### Can I get an extra garden bin for a granny flat or second dwelling?

Yes, provided a second domestic waste charge is paid and an application is submitted to Council via the online form or by calling Customer Service.

### I live in an apartment or unit — will we receive a garden bin?

Apartments and unit complexes are not included in this rollout due to small garden areas, contractor-managed gardening, and contamination risk. Some townhouses with their own bins may apply. Each request is assessed individually. Other options may be available through Commercial Waste Services.

## 2026–27 SERVICE CHARGES

140L Red Lid Bin

**\$710 / year**

Includes red, yellow & green services

240L Red Lid Bin

**\$858 / year**

Includes red, yellow & green services

## WHAT GOES IN THE GREEN LID BIN

### ✓ YES — put these in

- Grass clippings
- Prunings
- Flower cuttings
- Small branches
- Leaves

### ✗ NO — keep these out

- Food or fruit scraps
- Pet waste
- Asbestos
- Building materials
- Batteries
- Chemicals
- General rubbish

## Still have questions?

Contact Council Customer Service on 8757 9000