**Pre-transition and transition stage – Fact sheet (print version)**

**Version 1**

**Updated: 20 August 2021**

This fact sheet is to help your customer service team answer questions from residents about new services.

You can use this material throughout your campaign.

Customise the fields highlighted in grey and adapt the content to suit your needs.

**Note:** The list of items that can or cannot be put into each bin is provided here as an example only. It is your responsibility to check and update the item lists for these bins based on what is currently accepted by your council.

# Fact sheet

## The changes

* Our council is changing the way residents recycle at home for the better.
* We will have a new [*Se*l*ect:* purple bin *OR* drop-off service] for glass only, and a new [*Select*: green bin *OR* drop-off service] for food and garden organics.

### Key dates

* New bins will be delivered starting [*Insert:* Date]
* New service/s is/are set to commence on [*Insert:* Date].

### Benefits

* By 2030, all households in Victoria will be using the same waste and recycling system and separating their waste and recycling into four streams: food and garden organics, glass, mixed recycling, and general rubbish.
* This will ensure that more of our recyclables can be recovered and turned into something new.

## How to use the bins or services

### Glass recycling [*Select:* bin *OR* drop-off service]

| **Why we need it** | **Collection schedule or service location** | **What can go in**  *[Reminder: Update this list as per note]* | **What must not go**  *[Reminder: Update this list as per note]* | **If relevant, remind the resident of the following** |
| --- | --- | --- | --- | --- |
| When glass breaks, it can contaminate paper and cardboard.  This means that if collected together, both the glass and the other materials cannot be recycled properly.  By separating glass, old glass bottles and jars can be turned into items like new glass bottles. | Collected [*Insert:* Frequency – *such as* weekly *or* fortnightly] from [*Insert:* Date]  OR  Drop-off points located at:  [*Insert:* Locations] | Glass bottles and jars for food and drinks:   * Soft drink, juice, water, milk bottles * Beer, wine, spirits bottles * Sauce, condiments, oil bottles and jars   Glass bottles and jars for medicine and toiletries:   * Medicine bottles * Vitamin and supplement bottles * Bottles and jars for toiletries and cosmetics such as lotions, gels, creams | * Loose lids and caps from bottles and jars * Corks, pumps, sprays, droppers * Bottles and jars with non-glass items inside such as cigarette butts, food, liquids * Glass kitchenware – such as drinking glasses, crockery and ceramics, glass storage containers * Glass household items – such as vases, mirrors, light bulbs, fluorescent tubes * Plastic bags or plastic packaging | Empty and lightly rinse the items.  Place them loose in the bin, not bagged.  If lids and caps can be reattached, they can stay on.  Lids that can’t be reattached, and bottle closures (such as corks, pumps, sprays or droppers) go in the rubbish bin. |

### Food organics and garden organics (FOGO) [*Select:* bin *OR* drop-off service]

| **Why we need it** | **Collection schedule or service location** | **What can go in**  *[Reminder: Update this list as per note]* | **What must not go**   * *[Reminder: Update this list as per note]* | **If relevant, remind the resident of the following** |
| --- | --- | --- | --- | --- |
| When food waste is sent to landfill, it breaks down and produces harmful greenhouse gases.  By separating food and garden waste from general waste, it can be turned into nutrient-rich compost and mulch. | Collected [*Insert:* Frequency – *such as* weekly *or* fortnightly] from [*Insert:* Date]  OR  Drop-off points located at:  [*Insert:* Locations] | Food organics:   * Coffee grounds, loose leaf tea * Dairy products – such as cheese, butter * Eggs and egg shells * Fruit and vegetable scraps, including from citrus fruit * Meat, bones, seafood (cooked or raw) * Out-of-date and mouldy food   Garden organics:   * Grass and lawn clippings * Hay or straw * Plants, flowers, weeds, twigs, sticks | * Any liquids * Coffee pods and tea bags * Fruit and vegetable stickers * Kitty litter, animal droppings * Nappies, wet wipes * Large branches, tree stumps * Plastic bags or plastic packaging of any kind, including biodegradable and non-certified compostable plastic | Remove any stickers from fruit and vegetables.  You can use [*Insert: Acceptable materials* – *such as* newspaper, paper towels or AS4736-certified compostable bags] to wrap or hold your food waste.  To minimise smells:   * Layer food scraps with garden waste. * Store the bin in a shaded area. |

### Mixed recycling bin

| **Why we need it** | **Collection schedule or service location** | **What can go in**   * *[Reminder: Update this list as per note]* | **What must not go**   * *[Reminder: Update this list as per note]* | **If relevant, remind the resident of the following** |
| --- | --- | --- | --- | --- |
| (This is not new.) | Collected [*Insert:* Frequency – *such as* weekly *or* fortnightly] from [*Insert:* Date] | * Aluminium and steel cans, foil * Cardboard, cereal boxes, egg cartons * Paper, newspapers, magazines, paper envelopes * Plastic milk and juice bottles * Other accepted hard plastics such as [*Insert:* Examples] | * Clothing, shoes, textiles * Coated or waxed cardboard – such as coffee cups * Electronic waste and batteries * Glass, crockery * Plastic bags, other soft plastics * Polystyrene (styrofoam) | Empty and lightly rinse the items.  Flatten cardboard boxes.  Place items in the bin loose, not bagged.  Remember, glass recycling now goes in the purple bin. |

### General rubbish bin

| **Why we need it** | **Collection schedule or service location** | **What can go in**   * *[Reminder: Update this list as per note]* | **What must not go**   * *[Reminder: Update this list as per note]* | **If relevant, remind the resident of the following** |
| --- | --- | --- | --- | --- |
| (This is not new.) | Collected [*Insert:* Frequency – *such as* weekly *or* fortnightly] from [*Insert:* Date] | * Broken glassware, crockery, mirrors * Hair and vacuum dust * Nappies, wet wipes * Kitty litter, animal droppings * Old clothing, shoes, or textiles that can’t be repaired or donated | * Anything recyclable – food and garden organics, glass bottles and jars, accepted hard plastics * E-waste, batteries * Household chemicals * Soil, building materials | Use the general rubbish bin as a last resort and only for items that can’t be reused or recycled. |

## E-waste (electronic waste), household chemicals, soft plastics

Residents may be confused about these items.

### E-waste

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| **What these are** | **How to dispose of them correctly** | **If relevant, remind the resident of the following** |
| Any item with a plug, battery or power cord that’s no longer working or wanted  Examples:   * Batteries * Computers * Fluorescent light tubes * Phones * Refrigerators * Toasters | Take it to a drop-off point.  To find closest location visit:  [*Insert:* Relevant webpage].  Cost: Fees may apply at some transfer stations. | E-waste is banned from landfill.  Do not put it in the mixed recycling or in the general rubbish bin. |

### Household chemicals

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| **What these are** | **How to dispose of them correctly** | **If relevant, remind the resident of the following** |
| Examples:   * Cleaning products, disinfectants * Fertilisers * Nail polish, nail polish remover * Pesticides | Take the item to a Detox your Home collection event or drop-off site.  Cost: Free  To find out when and where Detox Your Home events are happening, visit: <https://www.sustainability.vic.gov.au/detoxyourhome>  To find out about the closest drop-off site, visit:  [*Insert:* Webpage link] | Do not put it in the general rubbish bin.  Do not pour it down the drain.  It can harm your family and your pets, release toxic fumes and pollute the environment. |

### Soft plastics

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| **What these are** | **How to dispose of them correctly** | **If relevant, remind the resident of the following** |
| Plastic packaging that you can scrunch with your hand and doesn’t bounce back to its original shape  Examples:   * Cling wrap, plastic films * Plastic bags | You can recycle certain soft plastics using the REDcycle Program. Drop them off at supermarkets that take part in it.  To find your nearest drop-off point, visit: [www.redcycle.net.au/where-to-redcycle](http://www.redcycle.net.au/where-to-redcycle) | If you can’t drop it off at a participating supermarket, put it in the rubbish bin. |