

Waste services update and managing household waste during COVID-19.

Customer service & website FAQs

Question/Comment	Response
<p>Will my kerbside waste collection be affected by the COVID-19 shutdown?</p>	<p>Kerbside waste collection is an 'essential service' and will continue as normal. Please place your general waste (red lid), recycling (yellow lid) and green waste (green lid) bin out for collection on your normal collection day.</p> <p><i>Alternate response:</i> To safeguard drivers, kerbside waste collections have changed. [Council to complete details]</p>
<p>Should I continue to separate my waste?</p>	<p>As all waste industry operations are continuing as normal, it is essential – now more than ever before – to continue to correctly sort and separate your waste.</p> <p>A number of workers are involved in the disposal or recycling of your waste. Council and the waste contractors have put many measures in place to safeguard the health and safety of their workers. As individuals, there are some simple actions residents can take to further reduce the potential risks posed to those working in the waste industry.</p> <p>Go to Council's website and under the 'Everyday living' tab, click on 'Waste and Recycling' to refresh your knowledge about what is accepted in each of your household bins: (https://www.gunnedah.nsw.gov.au/index.php/everyday-living/waste-recycling).</p>
<p>What can I do to safeguard my health and the health and safety of waste industry workers?</p>	<p>The most effective way to keep yourself and our waste workers safe is to make sure you know how to properly dispose of waste materials.</p> <p>Some simple steps you can take to safeguard everyone's health and safety in the current environment:</p> <ul style="list-style-type: none"> • No loose garbage! Line all household garbage bins with bags and ensure these bags are firmly secured (tied) before being placed in your garbage bin (red lid) • Place all disposable paper, tissues, wipes, paper towels and hand towels etc. in a bag/ liner and secure all bags prior to placing them in your household garbage bin • To enable you to effectively sort and separate your garbage from your recycling, make sure you use an unlined receptacle for your recyclable materials to keep them separate from general waste materials • Refresh your knowledge on what is accepted in each of your household bins
<p>Who is involved in collecting my waste?</p>	<p>A number of workers are involved in the disposal or recycling of your waste. All of your kerbside bins are emptied by waste collection drivers. Your garbage (red lid) is taken to landfill, while your recycling (yellow lid) is taken to the Recyclit Materials Recovery Facility (MRF) and your green waste (green lid) is taken to the Gunnedah Waste Management Facility where it is mulched – both are on Quia Rd.</p> <p>At the Materials Recovery Facility (MRF), recyclable materials are sorted ready for reprocessing and remanufacturing. MRF workers there are continuing to do their jobs to ensure your recycling efforts still make a difference. It is therefore as important as ever to ensure that you separate general waste materials from those that can be recycled, and only put the right materials in your recycling bin (yellow lid).</p> <p>For a full list of acceptable materials for each bin, go Council's website and under the 'Everyday living' tab, click on 'Waste and Recycling', to refresh your knowledge about what is accepted in each of your household bins: (https://www.gunnedah.nsw.gov.au/index.php/everyday-living/waste-recycling).</p>
<p>How can I work on reducing my waste while I'm at home?</p>	<p>Rethink, Reduce, Reuse, Recycle</p> <p>Despite recent changes to our daily routines, it is still important that we continue to make an effort to reduce our waste. By working to reduce the amount of waste we produce, we can reduce the amount of waste sent to landfill and conserve finite resources and energy.</p>

	<p>Why not use any extra time you may be spending at home to take further steps towards reducing waste?</p> <ul style="list-style-type: none">• Home composting or worm farming is an easy way to recycle food waste, get the family involved and teach kids about turning food and garden waste into a valuable resource• Swap paper towels for reusable rags made from old material or clothes. These can be rinsed/ washed and dried ready for reuse• Shop smart: Plan meals before you go shopping, make a list and buy only what you need to ensure you use all the food when you get home, and remember to take your reusable bags!
<p>Who can I contact if I have any further concerns?</p>	<p>For more information about any of Council's waste services, contact Council's Manager of Waste, Sheridan Cameron on the normal Council number (02 6740 2100).</p>