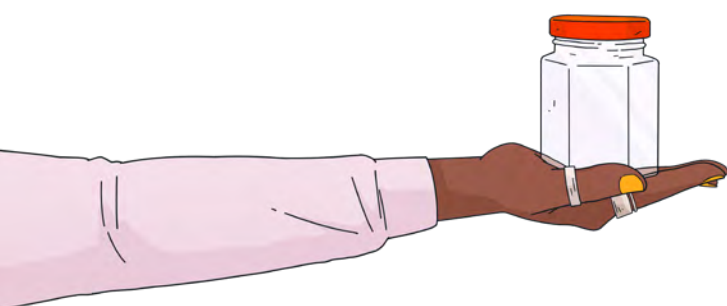




Our new 4-bin waste service

Frequently asked questions



What do I do when my new bins arrive?

Your new bins will have a small sticker on the side with your address printed on it. Please take your bin onto your property once it has been delivered. You can use your mixed recycling and food and garden organics bins straight away. Glass recycling bins will be collected from 1 July 2023.

What happens to my old recycling bin?

Your old bin will be recycled into new bins for other councils. Your new bins are made in Australia using Australian recycled content. They contain up to 80% recycled plastic from old bins.

Can I choose not to have a bin?

In line with State Government policy, the 4-bin service will become the standard service for households in Merri-bek.

You won't be able to opt-out of having a food and garden organics or glass recycling bin, just like you can't opt-out of having a mixed recycling or general rubbish bin now.

Can I change the size of my bins?

From August 2023 you can change the size of your bins, where different bin sizes are available. This will affect your waste charge. Smaller bins cost less and larger bins cost more.

Will this cost ratepayers more?

There will be an increase in the waste charge paid by ratepayers to cover the costs of the new glass recycling service, expanded food and garden organics service, and the increasing landfill levy. We know that keeping costs low is important to the community, so we will be working hard to manage the impact of the increase on ratepayers.

When will I find out how much my waste charge will be?

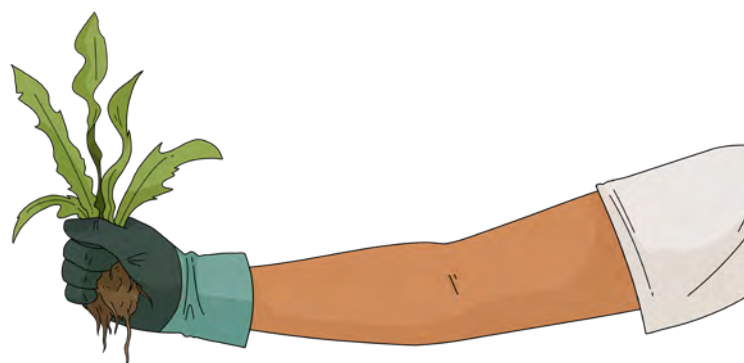
The waste charge is determined as part of the annual budget cycle, which is adopted by Council on 30 June each year.

More information about next year's waste charge will be sent to ratepayers in April/May.

What if I don't have space to store 4 bins?

We know having space to store 4 bins is a concern for some households. But putting glass in the mixed recycling bin will no longer be an option. All Victorian councils must move to a 4-bin system as part of the State Government policy.

You know your property best and may need to rearrange your current bin storage area to fit 4 bins.



Merri-bek Language Link

Italiano	Italian	9280 1911	Türkçe	Turkish	9280 1914
Ελληνικά	Greek	9280 1912	Tiếng Việt	Vietnamese	9280 1915
عربي	Arabic	9280 1913	पंजाबी	Nepali	9280 0751

普通话 Chinese (Simplified) 9280 0750

National Relay Service:
13 36 77 or relayservice.com.au



Why can't we change our bins before August 2023?

We are delivering over 130,000 bins across Merri-bek between March and June!

This is a big and complex task. We are working to make it as easy as possible for our community, while balancing costs, environmental outcomes and a streamlined delivery service.

We encourage residents to try their bins and new collection frequencies from July to help decide what bin sizes work for your household.

What if I have 2 x 120 litre yellow-lidded recycling bins?

We will replace your bins with 1 x 240 litre mixed recycling bin. Once you have your new bin, please leave both of your 120 litre mixed recycling bins out on the nature strip to be removed.

What if I already have a 240 litre yellow-lidded recycling bin?

You will keep the bin you have. We won't deliver a new 240 litre mixed recycling bin to your household.

If you find you need more space for your recycling once the service changes to fortnightly collections, you will be able to order a second 120 litre mixed recycling bin from August 2023.

You can explore ways to reduce your household recycling before the change to fortnightly collections by visiting our website: merri-bek.vic.gov.au/reducingwaste

What if I contacted you about keeping my 120 litre mixed recycling bin?

If you contacted us about your existing 120 litre recycling bin before 31 January 2023 and met our eligibility criteria, we will send you further information in a separate letter.

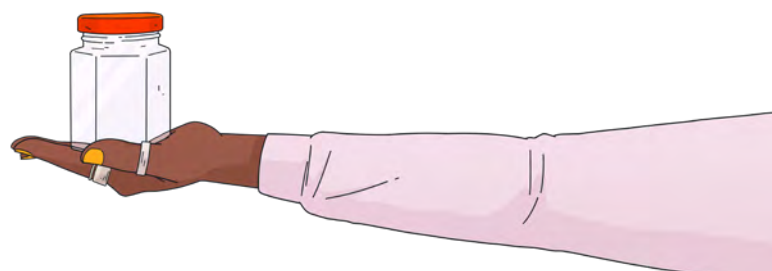
What if I already have a food and garden organics bin?

You will keep the bin you have. We won't deliver a new 120 litre food and garden organics bin to your household. You can use this bin for food scraps as well as garden waste.

Can I get a kitchen caddy for my food scraps?

If you already have a food and garden organics bin (or green waste bin) and don't have a kitchen caddy, you can pick one up from one of our Customer Service Centres. Stock is limited.

If you don't already have a food and garden organics bin, a kitchen caddy will be delivered to your home from July 2023 to help you start using your food and garden organics bin.



More information

If you can't find the answer to your question please:

Visit: merri-bek.vic.gov.au/bins

Email: wasteprojects@merri-bek.vic.gov.au

Or call: 9240 1111