

A photograph of two women participating in recycling. In the foreground, an older woman with short white hair and glasses, wearing an orange short-sleeved top and striped pants, is smiling and pouring a white plastic pitcher into a dark green recycling bin. Behind her, a younger woman in a blue t-shirt and jeans is also smiling and holding a green plastic jug. The background shows a building and flowering plants. The right side of the image has a blue overlay with white text.

Yarra City Council

Waste & Recycling Toolkit for Building Management

To help building managers, owners' corporations and other representative bodies know how to set up an effective waste management system for residents who live in apartment buildings.

2020



Introduction

We're here to help you and your residents get waste and recycling right. We know that apartment buildings require more complex waste management systems than households, and that each apartment complex is set up differently. Yarra City Council has developed this toolkit to help you set up an effective waste management system.

Effective waste management in apartment buildings relies on good infrastructure and clear communication, so it is important that you have a system in place to ensure your residents know and understand what is required of them.

Yarra Council will be rolling out a new four-bin service – recycling, glass, rubbish, and food and green waste - over 2020 and 2021, which will have very different requirements to the previous collection service. This toolkit has been developed to assist you to prepare for the new service, and improve how waste is managed into the future.

Many of Yarra's residents live in apartment buildings, so how you look after your building's waste and recycling can make a real difference. Reducing, reusing and recycling resources is vital to achieve a greener, more liveable city.

This figure sets out the process for becoming a Waste-Wise building, and also how this toolkit is structured.



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Section 1: Looking at the Bigger Picture

Introducing a four-bin system.

The Victorian Government has announced that a [four-bin waste and recycling system](#) (rubbish, recycling, glass, and food and green waste) will be rolled out across Victoria between 2021 and 2030, so all buildings will need to accommodate new waste streams in the near future.

In line with the new state government requirements, the Yarra City Council will introduce a new glass bin in **November 2020**. We will also introduce a new food and green waste bin in the future. This document includes guidance to help you prepare for both services, even though the **food and green waste service won't be coming until 2021**.

We will also be changing the frequency of collections – recycling and glass bins will be collected fortnightly, on alternate weeks.

Rubbish bins will be collected weekly, however this may change once the food and green waste service has been introduced.



What's wrong with recycling today?

Australia's recycling industry is struggling right now; we produce more recycling than we have places for it to go. We need to change how we recycle as individuals, as a community and as a municipality.

We want to help fix the recycling industry, create local jobs and use waste as a resource, instead of sending it to landfill.

Contaminated recycling

Contamination occurs when the wrong items are placed in the recycling bin. These items are difficult to remove and often end up ruining the quality of other recyclables, making them difficult to recycle into new products.

Examples of contamination are plastic bags, clothing, non-recyclable plastics and broken glass. Glass breaks when it is collected and as it is sorted. The broken glass mixes with paper, cardboard and plastic products, further decreasing the quality of all the recycling.

Contaminated recyclables are low quality and it is hard to find markets for them to be made into new products.

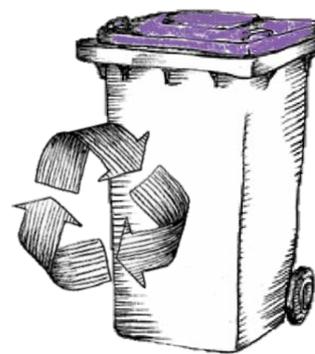
Traditionally, low grade recyclables were sent primarily to Asia (China in particular), where there was a great demand for resources. But recently, China decided that it would only accept high quality, low contamination recyclables. This meant that much of the recycling from Australia was now even more difficult to find markets for.

We are now looking to rely on local workers, local businesses and local ideas to process our waste and give it a new life!

How we're fixing the problems

We're collecting only items that we know are valuable to the Australian recycling industry, ensuring that they'll find a new life as a new product and not end up in landfill or overseas.

We're collecting glass separately, so that it doesn't break and contaminate our general recycling and turning it into new glass products. Any glass which can't be recycled back into bottles will be used in road resurfacing works here in Yarra.



Why fortnightly collections?

We will be collecting recycling and glass bins fortnightly to reduce the number bins on the street at one time, and also the number of vehicles in the streets each week, which in turn reduces emissions.

We understand that for apartment buildings, fortnightly collections will be particularly challenging, but we will work with you to help get it right.

With your help, the Yarra Waste Revolution will:

- Make Yarra cleaner, greener, and its economy more circular.
- Create new Victorian jobs, support our recycling industry and boost our local economy.
- Make our recycled materials cleaner and more valuable, ensuring that they get a new life.
- Result in less waste going to landfill, where we are very quickly running out of space.
- Reduce our emissions as a community and lessen our contribution to climate change.



Note: More changes in legislation will require multi-unit developments to change how they deal with existing or new waste streams, so systems that can adapt are essential.

Section 2: Using Yarra's Services

This section outlines what you can expect from our rubbish and recycling collection service.



Prior to the roll out, your building will receive additional bins to accommodate the new waste streams: you will receive purple-lidded bins for glass in October, and lime green-lidded bins for food and green waste in 2021.

Bin allocations

The number of bins your building will receive will be based on the number of dwellings in the building and the space available to store them. The allocation allowance, which is the standard allocation for all residential dwellings is as follows:

- Up to 80L of **rubbish** per dwelling collected **weekly**
- Up to 120L of **recycling** per dwelling collected **fortnightly**
- Minimum 5L and up to 80L of **glass** per dwelling collected **fortnightly**

Council is still determining the capacity allocations for the future food and green waste service. Please also note that once the food and green waste service is introduced, waste may move to a fortnightly collection schedule.

This will be the maximum capacity allocation however each development will be reviewed on a case by case basis so that the appropriate configuration of bins is provided. Many multi-unit dwellings may not require this capacity under a shared service, nor may they have space to accommodate the increased number of bins.

Larger bins such as skip bins can be used for the rubbish and recycling streams, however, due to OH&S requirements, 240L is the maximum bin size for the glass stream and 120L will be the maximum bin size for food and green waste stream. This will need to be factored into the space requirements.

For the initial glass bin roll out, a general formula will be used to allocate bins to each building based on the number of apartments, using 240L size bins. This will be as follows:

3 - 9 units: 1 bin	28 - 36 units: 4 bins	55 - 63 units: 7 bins	82+ units: 10 bins
10 - 18 units: 2 bins	37 - 45 units: 5 bins	64 - 72 units: 8 bins	
19 - 27 units: 3 bins	46 - 54 units: 6 bins	73 - 81 units: 9 bins	

Some of your yellow-lidded recycling bins may need to be removed or upsized to ensure that the capacity allocation is correct, and you may want a different number of glass bins than the allocated number listed above.

Property managers can contact Council to organize capacity changes if required. Please note however that there may be a waiting period due to the logistical demands of rolling out a new service.

Additional capacity

All residential properties may request additional capacity for their glass and recycling and food and green waste bin allowances – up to 240L per dwelling for each of these streams. Additional rubbish capacity will only be available to properties on a temporary basis and will only be provided where a need exists due to medical conditions, children in nappies and other similar requirements, and where all efforts have been made to maximise resource recovery and minimise waste.

Should the allocated capacity and collection frequency be unsuitable, the relevant property manager will be provided with 1 months' notice to secure an independent commercial collection.

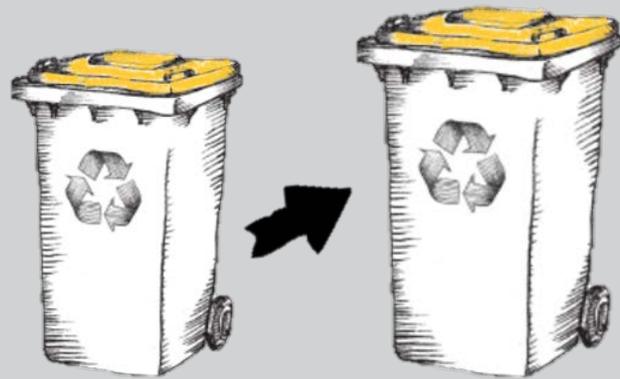
As the four-bin system will be rolling out across Victoria from 2021, new bins will still need to be accommodated at some point, however there is the option for more frequent collections with a private company. This will of course have cost implications.

Investing in an educational/behaviour change program for your residents may be a more cost effective initiative.

All properties using Yarra's service must use them correctly, ensuring that no bins are contaminated.

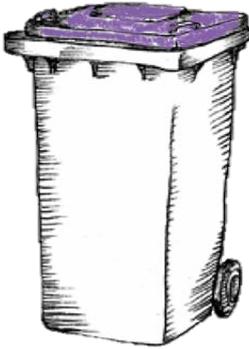
Properties can choose to get additional capacity from private waste collectors in addition to Yarra's allocation.

Any property that chooses to move their service completely to a private operator can do so by having their bins removed but there will be no reduction in their rates payments.



What goes in each bin?

Glass bin – purple lid



Only clean glass bottles and jars, without their lids, can go in this bin.

Any other glass item that is **not** a bottle or jar, must go in the rubbish bin (red or dark green lid).

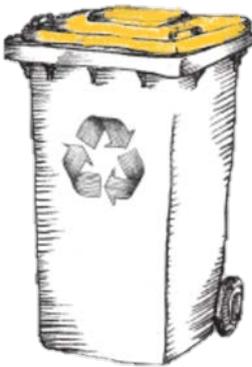
Glass bins will be collected fortnightly, on alternate weeks to the recycling bins.



Any glass bins containing anything other than clean glass bottles and jars will not be collected until the wrong item/s have been removed.

Yes please		No thanks			
Spirit and wine bottles, with no lid	Beer bottles, with no lid	Bottle and jar lids Metal lids can go in the recycling bin	Drinking glass, crystal glassware, mirrors and window glass	Glass with food residue or cigarette butts	Broken crockery, bakeware or glass storage containers, such as Pyrex
Pasta, sauce or condiment jars, with no lid	Olive oil bottles, with no lid				

Recycling bin – yellow lid



As we have a new recycling processor, what is accepted in the recycling bin has now changed. We can no longer accept liquid paper board products such as milk and juice cartons (including long-life, soy or lactose-free milks) and several previously accepted plastics. We're only accepting materials in the recycling bin that have recycling markets in Australia.

Getting what goes in the recycling bin right will be the main change for residents and they will need your support to get it right.

Recycling bins will be collected fortnightly, on alternate weeks to the glass bins.



All recyclable items must now be clean with no traces of food residue, and not in plastic bags.

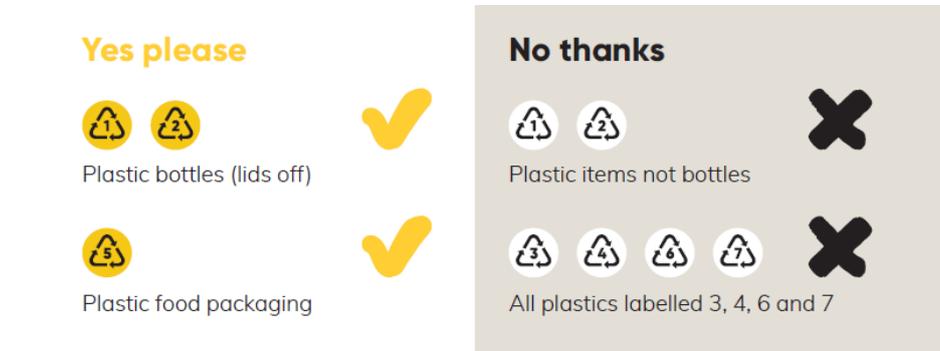
Yes please		No thanks			
Paper, cardboard and junk mail	Aluminium cans, crunched foil and metal lids	Glass bottles and jars can go in your purple glass bin with lids off	Coffee cups, milk and juice cartons including Tetra Paks	All plastic items labelled 1 and 2 that are not plastic bottles	All plastic items labelled 3, 4, 6 or 7
Plastic bottles labelled 1 and 2 only with lids off	Plastic food packaging labelled 5 only e.g. ice cream, yoghurt and butter tubs, meat trays				

More about plastics

It's really important to know that the triangle symbol often found on plastic items does not mean the item is necessarily recyclable.

It's actually a 'plastic identification code' which tells us what type of plastic it is.

At Yarra, we can only recycle plastic bottles labelled 1 and 2, and food packaging labelled 5.



Please check the symbol on each plastic item before putting anything in the yellow-lidded recycling bin.

Rubbish - dark green or red lid

Rubbish bins will be collected weekly. When the food and green waste service is introduced in 2021 this may change to a fortnightly collection. Most rubbish bins have a dark green body and a dark green lid. Over time, the bin lids will be changed to a red lid.

The rubbish bin is for anything that cannot go into the other two bins.



Other items that **CANNOT** go in the rubbish bin include:

- **Electronic waste:** take to an electronic waste drop off point.
- **Hard waste:** organise a hard waste collection
- **Hazardous waste:** Take to [Detox Your Home](#) drop-off points
- **Hot ashes** (they can cause bin fires): wait until they are completely cool, then place in the bin inside a sealed bag or container
- **Unwrapped vacuum dust** (as this can be a health hazard for the people emptying the bins): place in a sealed bag or container
- **Liquids:** empty non-hazardous liquid first
- **Oil, paint and solvents:** take to [PaintBack](#) and [Detox Your Home](#) drop-off point
- **Syringes and needles:** these need to be disposed of safely in a dedicated sharps container
- **Timber or other building materials:** take to a [transfer station](#).

What can and can't go in each bin? A quick reference guide.

If in doubt – leave it out! Or visit [the A-Z guide](#) on Yarra's website for further details.

Glass		Recycling		Rubbish	
Yes	No <i>(These items should go in your rubbish bin, unless otherwise specified)</i>	Yes	No <i>(These items should go in your rubbish bin, unless otherwise specified)</i>	Yes	No <i>(These items will need to be taken elsewhere)</i>
Clean glass bottles – no lids	Bottle and jar lids <i>(metal lids can go in the recycling bin)</i>	Aluminium foil <i>(scrunched in a ball)</i>	Glass of any kind <i>(Glass bottles and jars go in the glass bin - all other glass goes in the rubbish bin)</i>	Bagged rubbish	Electronic waste: take to an electronic waste drop-off point.
Clean glass jars – no lids	Glass bottles or jars with food or liquid residue <i>(clean out the residue, and then they can go in)</i>	Aluminium and steel cans <i>(squashed where possible)</i>	Aerosols <i>(even though they are aluminium)</i>	Food scraps <i>(until the new food and green waste service starts)</i>	Hard rubbish: organise a hard rubbish collection
Broken glass bottles and jars – no lids	Drinking glasses, crystal glassware, mirrors, and window glass	Paper and flattened cardboard <i>(always flatten cardboard. Remember bins are shared!)</i>	Milk and juice cartons Coffee cups Tissues and paper towel	Soft plastics	Hazardous waste: Take to Detox Your Home drop-off points
	Glass bottles or jars containing cigarette butts or lids <i>(empty out any cigarette butts, remove the lids, and then they can go in)</i>	Plastic bottles labelled 1 & 2 only, with lids removed <i>(squash where possible)</i>  PETE HDPE	Any plastic items labelled 1 & 2 that are NOT bottles	The items listed in in the NO columns for the glass and recycling bins	Hot ashes <i>(they can cause bin fires): wait until they are completely cool, then place in the bin inside a sealed bag or container</i>

What can and can't go in each bin? A quick reference guide.

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Glass		Recycling		Rubbish	
Yes	No <i>(These items should go in your rubbish bin, unless otherwise specified)</i>	Yes	No <i>(These items should go in your rubbish bin, unless otherwise specified)</i>	Yes	No <i>(These items will need to be taken elsewhere)</i>
	Pyrex, ceramic or other bakeware	Plastic food packaging labelled 5 only 	Any plastic items labelled 3, 4, 6, 7 and other		Unwrapped vacuum dust (as this can be a health hazard for the people emptying the bins): place in a sealed bag or container
		Metal lids from glass bottles and jars	Soft plastics like plastic bags and cling wrap		Liquids: empty non-hazardous liquid first
			Foam and polystyrene/ Styrofoam		Syringes and needles: these need to be disposed of safely in a dedicated sharps container
			Anything that is NOT on the yes list!		Timber or other building materials: take to a transfer station
					Oil, paint and solvents: take to PaintBack and Detox Your Home drop-off points

Contamination

Contamination is a big problem for recycling and resource recovery. If recyclables are not kept clean in the disposal and collection processes, they may not be high-quality enough for our processors to recover or reuse. Ensuring that your residents get it right is essential if we want to support the longevity of the recycling industry in Australia. Yarra is committed to protecting the recycling industry, so we will not empty contaminated bins until the contamination has been removed.

Keeping bins free of contamination is the responsibility of property management. As the property manager, it is your responsibility to ensure that your residents know exactly what is expected of them.

Prior to emptying the bins, our contractors check what is inside. If they see items that should not be in there, they will place a sticker over the lid, and mark off on the sticker what the wrong item is. **This bin will not be emptied.**

If your bin has been stickered, it is because it has items in it that should not be there. It is your responsibility as the property manager to remove the contamination from the relevant bin/s.

(If the property manager is not on site, then they will need to nominate a responsible person, whether that is a resident or caretaker, who understands what their responsibilities are, and is able to manage any waste management issues).

Once the contamination has been removed, you can contact Yarra by emailing info@yarracity.vic.gov.au or calling **9205 5555** to arrange for the bin to be emptied. This must be done within 72 hours of the original collection day, otherwise you must wait until the next collection cycle.

If additional assistance is required, or if the bins are repeatedly contaminated, waste education can be provided to residents by Yarra. After the third contamination issue, there may be compliance action required. This may be in the form of bin removal or a withdrawal of service



What does Council expect of me?

Local Laws

Just like Yarra all Yarra residents, residents of multi-unit developments who use the Council service are expected to abide by Yarra's [General Local Laws](#) that apply to waste. This means that you:

- Must use Council provided bins for the Council service
- Must ensure bin lids are fully closed when the bin is placed out for collection
- Are responsible for cleaning your bins
- Must store your bins on private land except when they are placed out for collection
- Must ensure that your bins are placed out for collection not more than 24 hours before the scheduled collection and by 5am on the day of collection at the latest
- Must ensure that your bins are returned to private land not more than 24 hours after the scheduled collection
- Must place your bins on the footpath or nature-strip outside your property, unless you have been instructed otherwise by an authorised Council officer
- Must remove any litter that has spilled from your bins onto any Council land, road or footpath

State Legislation

According to Victorian legislation, you are also expected to ensure that all waste and recycling you present for collection is contained within your Council bins. It is an offence under the [Environmental Protection Act 1970 Section 45E](#) to not place all your waste/recyclables into a receptacle for the purposes of depositing the waste/recyclables.

If you cannot fit your rubbish, recycling or glass into your existing bins, you will need to store it on your private property until you can dispose of it legally.

Remember, we have larger bin sizes available for recycling and glass in case what you have isn't meeting your needs.



Section 3: Setting up your building for success

This section outlines all the things you need to know to set up an effective and easy-to-use waste management system in your building.

Setting up your waste management system

What is a good waste management system?

A good waste management system includes both the physical infrastructure and operational activities that control, or connect, how waste and recyclable materials flow through a building. This process includes the point of waste disposal by the tenant/resident to the collection zone where waste is collected by a truck for off-site disposal or recovery. Reviewing every step in the process, and removing potential barriers is necessary to make each stage efficient and ensure the whole system works effectively for everyone.

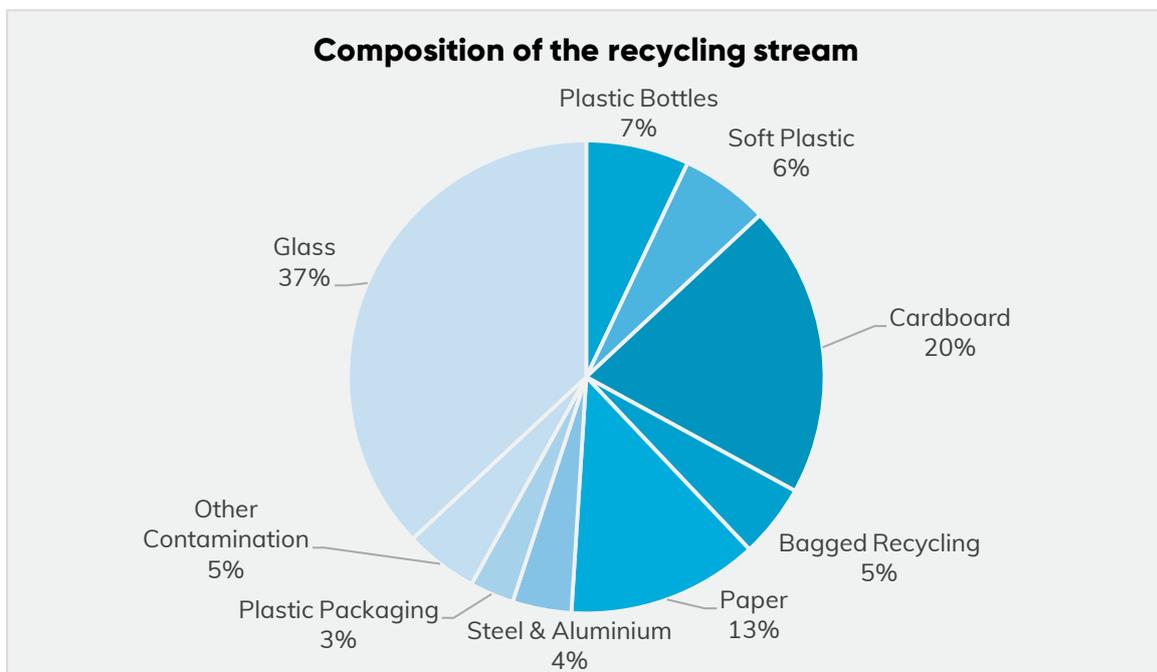
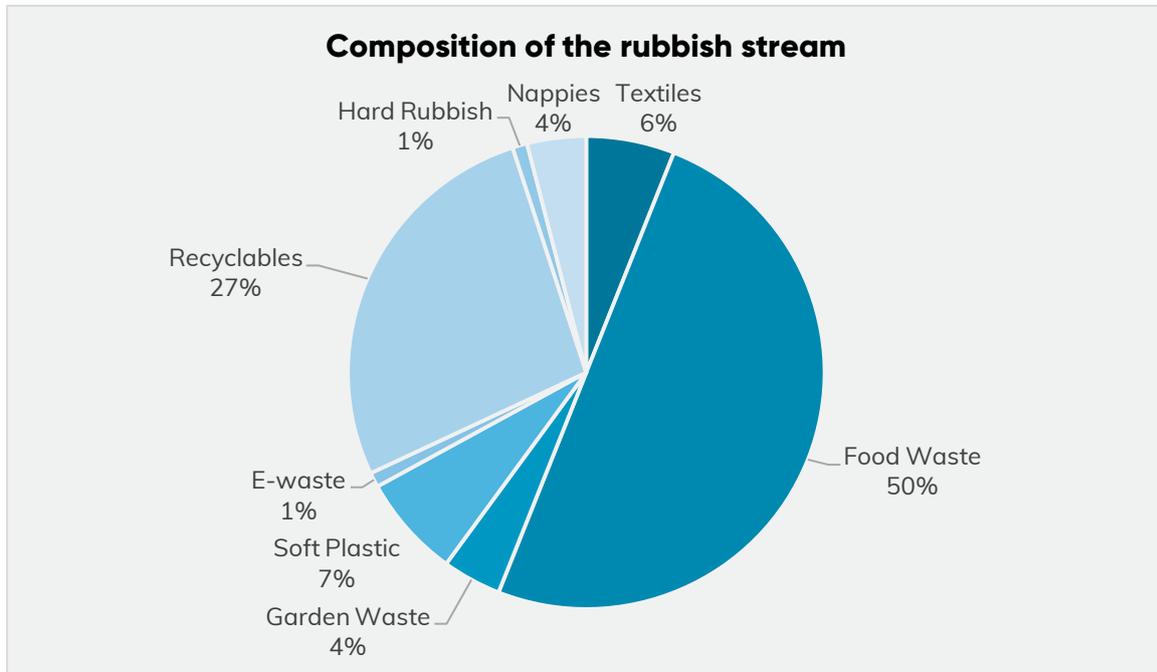
Stage	Activity	Physical Infrastructure	Common issues	Potential Solutions
Unit / dwelling / kitchen	Separating out rubbish and recyclables into the correct streams by residents	Storage bins and areas in the dwelling, educational material and signage. Residents will need four different bins or containers to collect the different waste streams in and know exactly what goes into each container.	<p>Only one or two bins in the kitchen.</p> <p>Not enough space in the kitchen/unit to have multiple bins.</p> <p>Residents confused about what goes in what bin.</p>	<p>Provide residents with receptacles for each stream – whether this be bags, crates, boxes or caddies.</p> <p>Bags are useful as they can fit into small spaces, or hang on the back of doors.</p> <p>Provide educational material to all residents, and communicate with them regularly. Provide posters to put on the inside of cupboard doors, or stickers to go on their internal bins.</p>
Transfer path – Initial	Transfer of collected waste by residents to collection points where applicable. If not, then transfer path directly to the main bin room/area	Access routes, transporting vessels, educational material and guidelines	<p>Disposal points are a long way away from the dwelling.</p> <p>Bins are spread out, so residents have to walk to different bins/chutes for different waste streams.</p> <p>Residents don't have a convenient way to carry their waste to disposal points.</p>	<p>Make sure there are enough disposal points on each floor to be convenient to all residents. Research has found that 30m is the maximum distance people will walk to a disposal point.</p> <p>Ensure that bins are grouped together, or else in close proximity.</p> <p>Provide vessels to residents to carry their waste to disposal points (these are the same vessels provided for storing their wastes).</p> <p>Provide residents with a map of where all the disposal points are, and how to use the waste management system.</p>

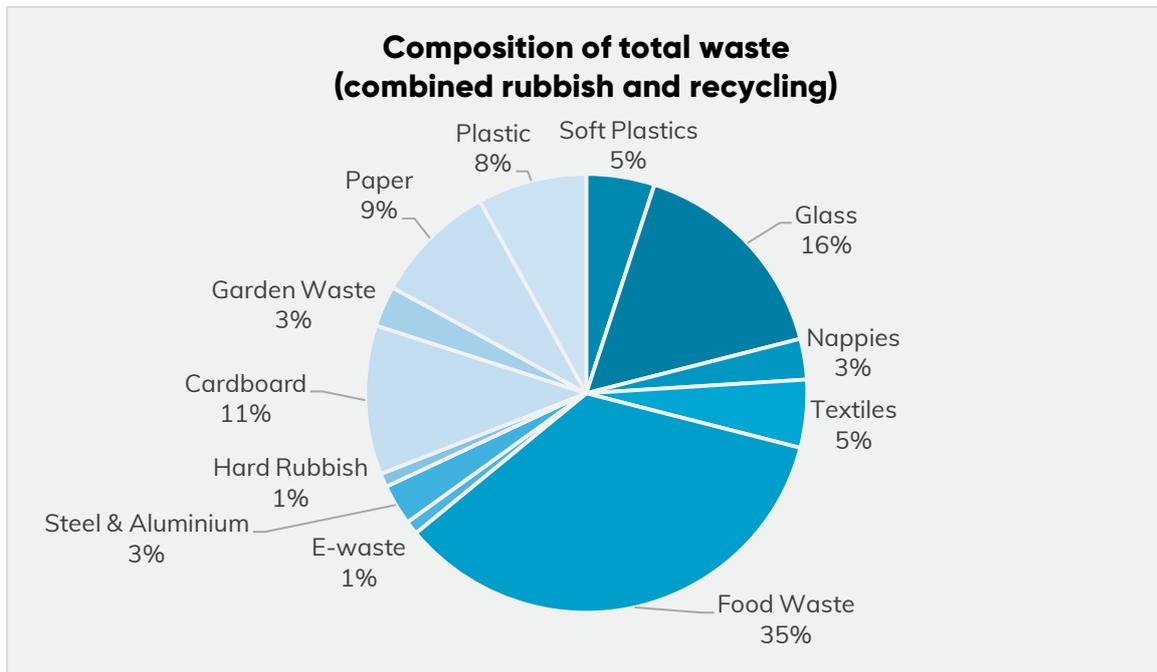
 <p>Disposal point/s</p>	<p>Disposal of wastes into larger bins or chutes by residents – putting the right items in the right place.</p>	<p>Bins, chutes, disposal or storage rooms or areas, educational material and signage. These need to be convenient, and easy to use. Residents will need to know exactly what can and can't go in each bin.</p>	<p>Bins are spread out, so residents have to walk to different bins/ chutes for different waste streams.</p> <p>Residents confused about what bin is for what.</p> <p>Residents dump everything into the one bin/chute.</p>	<p>Ensure that bins are grouped together, or else in close proximity, and are in convenient locations. Make sure all disposal points are located in areas that people will walk past, as otherwise one area will fill up, and, rather than walk to a different disposal point, residents will simply over fill the bins.</p> <p>Ensure bins are colour coded, and there is clear educational signage above or on each bin explaining what can go in.</p> <p>If there is a chute system, have clear signage about how the chutes need to be operated.</p> <p>Have processes in place to provide regular communication to residents about how to use the waste management system, and consequences for if they don't use it correctly.</p>
 <p>Transfer path - secondary</p>	<p>Transfer of collected waste to the storage room, and bringing empty bins back to the disposal points, where applicable</p>	<p>Access routes, lifts, trolleys, OHS guidelines, system and procedural guidelines</p>	<p>Bins at disposal points need to be emptied too frequently</p> <p>There is no system in place/person responsible for managing this.</p>	<p>Ensure that bin stations are sized appropriately – this may take a bit of trial and error to determine.</p> <p>Have a clearly defined management system, and ensure the person/s responsible are aware of their roles and responsibilities.</p>
 <p>Storage: bin rooms/areas</p>	<p>Storage and/or volume reduction in larger bins and or using equipment</p>	<p>Bins, compactors, balers, storage rooms or areas, educational material and signage. These need to be convenient, and easy to use. Residents will need to know exactly what can and can't go in each bin.</p>	<p>Not enough space in the bin room to store all the bins</p> <p>People place hard rubbish in the bins so they fill up too quickly.</p> <p>Residents confused about what goes in each bin.</p> <p>No one responsible for managing contamination</p>	<p>Look at other areas in the development that could be used for bin storage – perhaps a car park or storage room. Physical changes may need to be done to manage the new service.</p> <p>Have a defined (internal) area for hard waste collections. If there is no room internally, then organise regular collections, and ensure residents are aware when these are, and what is required.</p> <p>Have clear educational signage and colour coded bins.</p> <p>Organise for someone to be responsible for managing contamination issues.</p>

 <p>Transfer path - final</p>	<p>Transfer of stored waste to the collection site, and bringing empty bins back after collection</p>	<p>Access routes, lifts, trolleys, OHS guidelines, system and procedural guidelines</p>	<p>Overflowing / heavy bins are difficult to manoeuvre.</p> <p>There is no system in place/person responsible for managing this.</p>	<p>Clearly communicate with residents about their responsibilities to use the waste service correctly, which means not overloading the bins, and making efforts to squash/flatten any items that are able to be.</p> <p>Have a clearly defined management system, and ensure the person/s responsible are aware of their roles and responsibilities.</p> <p>Ensure the appropriate physical infrastructure is available to meet OHS requirements.</p>
 <p>Bin presentation</p>	<p>Dedicated collection site for collection of all waste streams on collection day</p>	<p>Truck access, access routes, turning areas, loading areas, presentation rooms or areas</p>	<p>No room on the street front for number of bins</p>	<p>A private collection will need to be organised</p>
 <p>Collection</p>	<p>Collection or emptying of bins for disposal or recycling.</p>	<p>Collection vehicles, access roads, turning areas, loading areas</p>	<p>Bins not collected due to contamination, or being overloaded</p>	<p>Have a clearly defined management system, and ensure the person/s responsible are aware of their roles and responsibilities. Clearly communicate with residents about their responsibilities to use the waste service correctly.</p>

What's in your bins?

Based on waste audits of multi-unit developments, this is the average composition of the waste and recycling streams. While there is some seasonal variation and differences between sites, this is, on average, what is found in bins in multi-unit developments.





Data averaged from waste audits conducted at three large multi-unit developments in the Yarra municipality. Please note that the hard waste section only includes hard waste (incorrectly) placed in the rubbish and recycling bins, not hard waste that has been separated out for a hard waste collection.

These charts demonstrate that a significant proportion of the waste stream is food waste, which is why we will be introducing a food and green waste collection service. Additionally, there are still large numbers of recyclables ending up in the waste stream, and a significant amount of contamination in the recycling stream.

Putting in place appropriate systems to ensure that recyclables are sorted correctly will significantly reduce the amount of waste being sent to landfill.

These chart also give an indication on how buildings could allocate bins per waste stream.

At a minimum, bins should be provided for:

- Recycling (paper, cardboard, plastic bottles and containers, aluminium and steel cans).
- Glass bottles and jars.
- Food and green waste (service to be provided by Council in the near future).
- General household waste (rubbish that can't be reused or recycled).

Additional streams to be considered include:

- Hard waste (like mattresses and furniture).
- Electronic waste.
- Textiles/clothing.
- Cardboard and paper.
- Soft plastics.

Advice on the best ways to manage these items will be discussed in more detail later.

Setting up your bin room for success

Having a well-structured bin room with clear, educational signage is an important step to enabling residents to do the right thing. If your residents take their waste to disposal points within the building, rather than taking it to the bin room, then the same principals apply.

The biggest factor in ensuring good waste management is convenience. Making each step convenient and clear will help your residents use the services correctly. Residents are more likely to recycle in clean, well-organised bin and chute rooms. This can also reduce cleaning and maintenance costs, as people are less likely to dump rubbish if the site is clean.



- ! Make sure that each waste stream is grouped together, rather than intermingled.
- ! If possible, paint the walls/floor where the bins are located red for rubbish bins, yellow for recycling bins, purple for glass bins, and lime green for food and green waste bins. This gives a clear visual cue that the bins are different.
- ! Mark out each bin area on the floor with tape or paint, so that others know where to return bins to after emptying.
- ! Rubbish bins should be placed closer to the entrance than the other streams. That way, if a person decides to just dump their rubbish in the nearest bin, they don't contaminate the other streams.
- ! Educational signage about what can go in each bin must be put up in all waste and recycling storage areas, including chute rooms.
- ! Ensure the space is well-lit, tidy and odour-free.
- ! Check that bins are in good condition, that they are not cracked or broken, and that their wheels are working properly.
- ! Place educational stickers on bin lids to act as an additional prompt. Yarra can provide these.

Find out more

Contact us at info@yarracity.vic.gov.au or call us on **9225 5555** to organise replacement bins for your building, and to report missed bin collections.

You can also order signage and bin stickers.

Signage

We have developed the following signage to help your residents easily identify the correct items that go into the recycling and rubbish bins and provide advice on what to do with unwanted items.

We also have the first four signs pictured below available in Arabic, Chinese (simplified), Chinese (traditional), Greek, Italian, Somali, Spanish, and Vietnamese. They can be [downloaded and printed from our website](https://www.yarracity.vic.gov.au/yarra-waste-and-recycling-revolution/multi-unit-developments).

We recommend you download and print all signs in a size that is appropriate for your building and have them laminated before putting them up. This signage could also be provided to all residents for inside their apartments, to help reduce contamination by sorting their waste correctly from the beginning.

Download all signage from our website: <https://www.yarracity.vic.gov.au/yarra-waste-and-recycling-revolution/multi-unit-developments>



The four smaller signs above are bin stickers, which can be ordered via Council's website.

On request, we can provide you with:

- Large (size A1, A3 or A4) plastic corflute poster versions for recycling, rubbish, glass, food and green waste, cardboard and paper, and unwanted items.
- Bin stickers for your recycling, glass and rubbish bins.

If you would like to order this signage for your apartment complex, please email info@yarracity.vic.gov.au and include the following information:

- Which sort of signage or sticker you would like.
- How many of each poster and / or sticker you need.
- Your postal address and the contact details of the person who will collect and install the signage.

We will then contact you to organise pick up or delivery. We do not deliver corflute signage due to their size, but we can post out the bin stickers. Signage must be collected from Yarra's Depot at **168 Roseneath St, Clifton Hill**. We will require photographic proof that the signage has been installed within one month of collection.

Chute disposal points

Chutes must have clear signage as to what can be put in each stream, with clear instructions provided, and colour coded: red for waste and yellow for recycling. Clear signage must also be placed above all additional collection bins: glass (purple) and, in the future, food and green waste bins (lime green).

While convenient, chutes do not usually lead to good source separation outcomes, and often result in higher contamination rates in the recycling stream. Skip bins below chutes often fill up more quickly, as residents throw down large items more suited to hard rubbish, and boxes that have not been flattened. Glass placed in recycling chutes will mean that the recycling bins will not be emptied.

If there is a chute system in your building, consider the possibility of closing it, and introducing disposal points on each floor instead. If this is not possible, there needs to be options for the disposal of all four waste streams located near the chute inlet, or in a convenient location nearby.

For example you could have bin stations or rooms for the collection of recyclables, glass bottles and jars, and food waste in close proximity to the rubbish chute. One 240L for recycling, one 120L for glass and one 120L for food waste per 10 residences serviced by that chute is the recommendation, but this will be determined by the space available and the make-up of the waste stream in your building. There may be other locations on each floor to set up additional collection points.

It is likely that you will need to make changes in your building to accommodate the new service, so planning early for this is essential. Remember to focus on convenience for your residents, and make sure instructions are clear and simple.

You will also need to determine who will take these bins to the bin room and develop clear guidelines on how and when this will take place.

Bin washing

It is highly recommended that all bins are cleaned on a regular basis (especially when the food and green waste service is introduced). There are a couple of options available:

- **Set up a bin washing station:** This involves a water supply, a drainage system, and a suitable place to do it. Long-handled, hard-bristle brooms are useful to remove residue on the bottom of bins, and around the rim, which is where most residue tends to build up.
- **Pay for a bin washing service:** This could be done monthly, or you could work out a frequency that works best for you that ensures the bins are not left too long. There are a lot of bin washing services available.
- **Freshen up:** Have a bucket of bi-carb soda available for people to sprinkle on top of the food waste between collections to minimise odours.

Section 4: Engaging your residents

Apartment buildings leading in waste avoidance, reuse and recycling regularly engage residents about their building's waste and recycling services. This section contains some helpful tips to help you educate and empower your residents.

Provide signage and educational material

Council has developed educational material to help your residents get it right. This includes signage, bin stickers, the Waste Revolution Kit, collection calendars, newsletter articles, translated material, and we also have a translation service. You can find these resources [on our website](#).

Tip 1: Make sure you have a system in place to ensure that all new residents receive educational material, and that existing residents get ongoing education and feedback on waste and recycling.

At the end of this toolkit there is a letter you can put in each resident's letterbox to advise them of what can go in each bin. You can adapt this letter to your needs.

Getting waste from A to B

One of the main contaminants in the recycling streams is plastic bags - people often collect and carry their recyclables in a plastic bag/bin liner, and then place the whole lot in the recycling bin.

Tip 2: Provide residents/tenants with a strong, reusable bag or container to collect and transport their waste to the disposal point.

This has been found to significantly reduce contamination and increase recycling, and is a relatively small upfront cost. Also provide clear, easy to follow instructions about what they need to do.

Heavy duty reusable bags and light weight crates are low cost options that could be considered for recyclables, and kitchen caddies for the transporting of food waste when this service is rolled out. Additionally, place a small bin or tube next to the recycling bin, with signage saying "please empty your recyclables into the recycling bin loose, then place your empty plastic bag here".



Images sourced Source Separation Systems, Ecobin and Waverly Council.

Reduce contamination

It is your responsibility to ensure that residents are aware of what can and can't go in each bin, and are sorting their waste correctly.

Here are some things you can do to help reduce contamination:

- Educational signage in and around communal bins.
- Providing posters or stickers to all residents to help them sort their waste streams correctly at home (the posters shown earlier could be printed and given to each household).

- Door knocking residents or running regular education sessions in communal areas.
- Checking bins and leaving educational contamination stickers.
- Setting up cameras in bin rooms to catch repeat offenders.
- Fining residents who repeatedly contaminate.
- Feedback contamination issues (and successes) via Facebook pages or other communication channels if these are available.

Council have a range of tools available to support you. These can be found on our website
<https://www.yarracity.vic.gov.au/yarra-waste-and-recycling-revolution/multi-unit-developments>



It may be wise to purchase heavy duty, sharps-proof gloves, so that contamination can be removed when required.

Resources on how to support Behaviour Change in your building

Investing time and resources in running a comprehensive education and behaviour change program in your building is highly recommended to reduce contamination rates and improve understanding of recycling and waste minimisation.

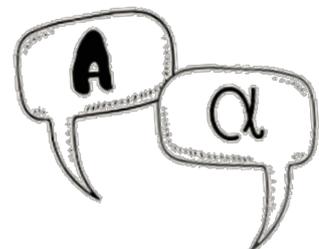
There are many excellent resources out there to help you bring about change in your apartment building, and these are a few of them:

- [The War on Waste Action Toolkit](#) – a free toolkit developed by the ABC and Good for the Hood to help power community groups and waste warriors across the nation. A handy tool to use for improving recycling in your building.
- [A Palette of Possibilities for environmental Action Projects](#) – a fabulous and comprehensive guide to designing change projects. It has excellent behaviour change strategies and design processes.
- [Goodies for practitioners](#) – a comprehensive suite of practical tools for communicating and facilitating change.

If you are a resident and would like to help your building recycle better, please email us at info@yarracity.vic.gov.au – we would love to know more about what you are doing, and see how we can support you to do it.

Other languages

We have information about Yarra's recycling service available in Arabic, Greek, Italian, Simplified/Traditional Chinese, Somali, Spanish, and Vietnamese. You can find translated signage [on our website](#).



If you would like more information in your own language about any of our services, you can contact us to access our interpreter service, or visit yarracity.vic.gov.au/translation

Find out more

If you need information in a language other than English, Arabic, Chinese (simplified), Chinese (traditional), Greek, Italian, Somali, Spanish, and Vietnamese, please contact us at info@yarracity.vic.gov.au or call us on 9280 1940.

Section 5: Diverting other resources from landfill

Encouraging reuse

Facilitating residents to share resources and give their unwanted items a new life is recommended to take the pressure off the hard waste collection and keep good quality goods out of landfill. This can be done by:

- Setting up a “**reuse area**”, where no longer wanted items that are still in good condition can be stored, and other residents can come and take them.
- Setting up a **Good Karma Network** (via a Facebook group) for the apartment building. Good Karma Networks are site-specific online communities that provide members with the opportunity to connect, share and collaboratively solve problems.
- Providing residents with **information about local charities** that will come and collect their good quality items for free, and also encourage them to post on sites like Facebook Marketplace, Gumtree and eBay.

Clothing and charity collections



Given that approximately 5% of the waste stream is textiles, it is recommended that all residential multi-unit developments with more than 50 apartments provide space for one charity bin. Charity bins are available in various sizes, however 1m² is adequate for most developments. This space should be in or attached to the storage area.

Most charities offer a free service, including bin supply and collection, and will generally collect clothing, used furniture and homewares in good condition. Council does not provide this service.

Developments with fewer than 50 apartments should provide residents with a periodic textile collection service. Many charity organizations offer this service.

Electronic waste

Electronic waste (or e-waste) is anything with a battery, plug or power chord. Items include phones, laptops, kitchen appliances and toys.

As of July 2019, the Victorian Government banned all electronic waste from going to landfill, therefore e-waste items cannot be disposed of in kerbside waste or recycling bins. Electronic waste contamination in your kerbside bins will result in your bins **not being collected**.

If you find you have large amounts of electronic waste, you could provide your complex with a bin specifically for electronic waste. E-waste should be stored on an impermeable surface and protected from the weather.

Council does not provide a collection service, however many private companies do. Alternatively, residents can take electronic waste to our drop-off point at **168 Roseneath Street, Clifton Hill**. To find out what items are accepted or where your closest local drop-off point is, visit our **website**.

Hard rubbish



Yarra Council provides a maximum of 2 hard rubbish collections per calendar year for eligible properties. Please see your Town Planning Permit for details on your building's eligibility.

If your property is eligible, each collection can be up to a standard trailer load (or 2 cubic

metres). Items must be no longer than 1.5 metres and must be able to be easily lifted by 1 or 2 people (excludes mattresses, fridges and couches). It is important that hard/large waste like furniture and mattresses are not dumped in the street, so providing storage facilities - such as a room, screened area or cage - for between collections is highly recommended.



This could be within or adjacent to the bin storage area, or in a dedicated enclosure outside. Access to the room, cage or enclosure should have a minimum width of 1.5m, but wider is recommended.

It is highly recommend that this area is adjacent to the street to allow for easy collection, and to reduce the quantity of illegal dumping onto booked hard waste collections.

Example enclosure for bulky waste. (Note, the door for this is too narrow, which makes emptying the waste more difficult).

Encouraging residents to give useful items to charity (some even offer a collection service), or advertise them online, or to take accepted items to Yarra Council's drop-off point at **168 Roseneath Street, Clifton Hill** (see below for details) is recommended to reduce the quantity of waste requiring collection.

Items that **CANNOT** be included in a hard rubbish collection:

- Garden waste, large tree stumps, dirt or soil
- Rubble, concrete or stones
- Hazardous material like chemicals or asbestos
- Large car parts
- Waste generated from business activities
- Building and renovation materials
- Household rubbish and recycling

- Items that weigh more than 50kg
- 4WD or truck tyres

If you're not sure where to put something, visit yarracity.vic.gov.au/waste or call us on **9205 5555**.

Recycling drop-off points

Yarra's Recycling Drop-Off Centre in Clifton Hill is a great way to recycle items that can't go into the home recycling bin – or if you have excess items to recycle.

It is located at **168 Roseneath St, Clifton Hill** and is for Yarra residents only. Additionally, search Google for **Yarra's Zero Waste Map**, to find local drop-off points closer to your building.

Opening hours are:

- Monday to Friday 8:30am to 3:45pm
- Saturday and Sunday 9am to 4:45pm

Some of the items accepted at the Recycling Drop-Off Centre include:

- | | | |
|--------------------------------------|---|--|
| • Batteries (household & car) | • Glass jars and bottles | • buckets, laundry baskets, toy sandpits/swimming pools, milk crates |
| • Cameras and photographic equipment | • Light bulbs | • Plastic bottles |
| • Cardboard | • Mobile phones and accessories | • Polystyrene |
| • Comingled recycling | • Paint | • Printer and toner cartridges |
| • Electronic waste | • Plastic like garden pots, storage containers, | • X-rays and film |

Sharps and medical waste



It is not permitted to dispose of sharps and medical or clinical waste in any of Council's bins.

You must ensure that any items that have come into contact with body fluids, through the diagnosis, treatment or immunisation of humans and has the potential to spread diseases and viruses and potentially cause outbreaks, will need to be managed in a manner that protects both people and the environment.



This can include sharps, needles, catheters that contain any human blood or bodily fluid, paper towels, wipes, gloves, syringes without needles, bandages/dressings with small amounts of dry blood or fluid, and any other material from medical care.



Please provide at least one sharps bin for your residents, and, if there are residents in the building receiving home care, please provide at least one clinical waste bin (yellow body and yellow lid, clearly marked as clinical waste).

Soft plastics



Soft plastics make up a significant proportion of the waste stream. Providing a receptacle for clean, dry, soft plastic recycling is recommended, so long as it is able to be managed effectively. There is currently no collection service for soft plastics, so they will need to be taken to a drop off point for recycling.

Alternatively, encourage your residents to collect their own soft plastics, and to take these to drop off facilities themselves and to Coles and Woolworths that have REDcycle collection points.

In summary



Effective waste management in apartment buildings relies on **good infrastructure** and **clear education**, so it is important that you have a system in place to ensure your residents know and understand what is required of them.

Setting up an effective waste management system to support positive waste behaviours associated with source separation and contamination management is essential. Setting up additional structures to support waste minimisation and recycling will set your building apart as a leader in sustainability.

Thank you again for your commitment to improving waste management in your building. We wish you great success!

Find out more

If you have any questions please call us on **9205 5555** or email **info@yarracity.vic.gov.au**

Letter to residents

If you are experiencing issues with contamination, here is a letter you can print out and send to your residents to encourage them to sort their waste correctly. Please also print and send [Council's bin posters](#) as a quick reference guide to what can and can't go in your recycling and glass bins.

Dear resident

It has come to our attention that our apartment building has been having difficulties with sorting waste correctly.

The Australian recycling market relies on waste and recycling being sorted correctly in order to turn it into new products. The best way to control this is at the source – your home – and putting the right thing in the right bin.

Contaminated bins – glass, soft plastics, recyclables placed inside plastic bags, coffee cups, nappies, and polystyrene in the recycling bin create real problems in the sorting process, so minimising contamination is critical.

Council will not collect our bins if they are contaminated. We may need to organise a private collection to empty the contaminated bins, which will be at an additional cost to you. If bins are repeatedly contaminated, Council will no longer service our building, and therefore we will need to engage a private collector on an ongoing basis. This means our waste service fees will increase, and these costs will be passed on to all residents.

Overflowing bins – where the bins are so full the lids cannot close – can cause litter issues, particularly on windy days, and can be too heavy for the bin collectors to manoeuvre.

Remember that our bins are shared between everyone in the building. Please do your bit to reduce how much you are throwing away. There are also things you can do to help make sure our shared bins are not overflowing:

- Do not put large items in the bin – save them for a hard waste collection.
- Flatten plastic bottles, cans and other squash-able containers.
- Rip up and flatten cardboard boxes – including pizza boxes, as they can get stuck in the bin and take up a lot of space.
- Make sure recyclables are empty and clean. No food or liquids please.
- Put recyclables in the recycling bins (yellow lid), glass bottles and jars in the glass bin (purple lid), and non-recyclables in the rubbish bins (red or dark green lid).
- Reduce the amount of packaging you are purchasing, and therefore throwing away.

Plastic bags – make sure your recyclables are placed in the bin loose – not in plastic bags. If you put plastic bags in the bin, the whole bin load will not be recycled.

If you do need to carry your recyclables to the bin room in a plastic bag, empty the recyclables into the recycling bin (yellow lid), your glass bottles and jars into the glass bin (purple lid), and then place the empty plastic bag in the rubbish bin (red lid).

Thank you for taking the time to sort your waste correctly in the future. If you have any questions about what can and can't be recycled, please contact your building manager/owners corporation on **[insert your details here]**.

Yours sincerely

[Insert your details here]