



Opt-in Food Organic Green Organic service updates

July 2024

QUESTIONS AND ANSWERS

General queries

What is happening?

From 1 July 2024 more items can be recycled in your Green-lid bin.

Our green-lid bin service now allows recycling of more types of food waste, not just fruit and vegetable scraps. If you have food scraps from leftovers, or are cleaning out your fridge, you can now recycle all your food waste (without packaging) into your green-lid bin.

You can also still add your grass, branches, leaves, and weeds.

Who will be affected?

Wyndham households that use the green waste bin service.

Why are you introducing this service?

By recycling food and green waste, more waste is being diverted away from to landfill. This is beneficial for the environment, as it reduces the creation of harmful greenhouse gases.

The food and green waste is recycled into compost and mulch that is then used on farms or parks and gardens.

How much is this going to cost?

A green waste bin is 240L in size and is collected fortnightly and is an optional service with an annual fee.

You can order a green waste bin by downloading, completing and submitting an [Additional Bin Form](#) to Wyndham City via:

Last updated 2 July 2024

- Email: mail@wyndham.vic.gov.au
- Mail: Wyndham City Council, PO Box 197, Werribee VIC 3030

What are the benefits?

Reduction of Greenhouse Gas Emissions: Composting organic waste instead of landfilling it, helps reduce greenhouse gas emissions, particularly methane, which is the greenhouse gas emitted from decomposing organics in landfills.

Reduce landfill Waste: diverting organic waste from landfills, Food organic green bins help reduce methane emissions and overall environmental impact associated with landfilling organic materials.

Composting and Soil Enrichment: Organic waste collected in green bins is composted, producing nutrient-rich compost, which is used to enrich soil in gardens and farms. This helps improve soil fertility and health.

Will my collection day stay the same?

There is no change to your collection day. Your bin will be collected on your normal green waste collection day. To check your collection day, visit <https://digital.wyndham.vic.gov.au/myWyndham/>

Or download the waste and recycling collection map on our website [About waste and recycling](#)

What do I need to do?

From 1 July 2024, you can start adding the following into your green waste bin:

Citrus, onions, garlic & spicy foods, seafood, dairy products & eggshells, bread, pasta, rice & cereals, meat & bones, branches, twigs & leaves, lawn clippings & weeds, fruit & vegetable scraps, coffee grounds & loose-leaf tea.

For full list of items that are or are not accepted please visit [Household Bin Services](#)

How does a tenant go about getting green waste bin?

If you own your property and use council issued garbage and recycling bins, you can order your Green Waste bin.

Additional or Green bin requests can only be made by the owner or through real estate/managing agents of the property. Managing Agents should provide evidence of their authority to manage the property while applying, such as the service agreement or written confirmation on a letterhead.

Meat, pasta, rice etc... does it have to be cooked to be accepted in the green bin?

Since July 2024, Wyndham City started accepting food scraps into the existing green waste bin. This includes all food items (raw and cooked), as well as meat and bones, in addition to garden waste.

Do we accept shredded paper in the green waste bin?

No, our processor does not accept shredded paper from the green waste bin. Paper can be of varying qualities and breaks down at varying speeds.

Can coffee husks be put into the green waste bin?

Yes. Coffee husks and grounds can go in the green waste bin for composting.

Can animal faeces or kitty litter be put into the green waste bin?

No. Animal faeces or kitty litter cannot be placed into the green waste bin. This is because animal faeces or urine can contain bacteria or disease that can end up in the compost or mulch end product that could end up on farms or gardens.

Why don't you accept tea bags?

The small tag that hangs off the side of tea bags, this is quite often a coated material or a thick cardboard that doesn't break down in the vessel process. This then leaves our processor with colourful little labels that stand out in our compost. The small staple that attaches the string is so small that it also goes through into our end product.

How do you recycle green waste? Where do the contents of green waste bin go?

Green waste is sorted and transformed into rich compost at the Veolia composting facility. This compost can be used in parks and gardens.

Can the green waste bin gets collected weekly?

At this stage, there are no changes to collection frequencies.

The garbage bin will be collected weekly on your normal collection day, and the green waste will be collected fortnightly, alternate to your recycling bin.

If you have concerns about smell, it is recommend placing your green bin in a shade or out of direct sunlight. Also layering your food scraps with garden waste like leaves and grass can help to keep the green waste bin odour free.

Are there plans to give everyone a green waste bin?

At this stage the Victorian Government requires council to implement a food and green waste service by 2030. Wyndham is getting ready to do this earlier and we will communicate with residents when decisions have been made.

Will using green waste bins encourage rats?

Food waste can attract rats and other pests if not managed properly. There are some tips to avoid this when using your green waste bin for food waste:

- Do not overfill the bin and make sure the lid is closed all the time.
- Broken bins mean easy access for rats. Contact council to replace or repair broken bins.
- Freeze food scraps in another container and dispose in your green waste bin the night before a collection.
- Layer food waste in between garden waste.
- Wash your bin out from time to time.
- Clean up any mess or spills around the green waste bin.
- Keep your green bin in the shade with the lid closed.
- Spraying mint around the base of your green waste bin will deter rats and mice as they don't like this smell.

My green waste bin is full of garden waste, how can I add food scraps?

Food scraps should not take up much space in your green waste bin. If you need to make more space in your bin, we recommend cutting your garden pruning into smaller pieces. Ordering a second green waste bin is also an option. To order download, complete and submit an [Additional Bin Form](#) to Wyndham City via:

- Email: mail@wyndham.vic.gov.au
- Mail: Wyndham City Council, PO Box 197, Werribee VIC 3030

I have my own compost bin/worm farm; do I have to use a Council green bin?

The green waste bin is an optional service. If you are already composting or worm farming, please keep using them. For some residents, there will still be some food and garden waste that is unsuitable for home compost or worm farms. A green waste bin is useful for those hard to compost items.

Can I use compostable bags inside the green waste bin?

Compostable bags are not accepted by our processor. Sometimes contamination can be found inside bags. In addition, when compostable bags go through the sorting process and if there is a plastic wrapper, glass bottle, in that bag, it can go through to end product.

If a knot is tied in the bag, the knot can then take a long time to break down. Whole or parts of compostable bags are considered contamination in end product.

We recommend placing food and green waste loose in the green waste bin.

But if you absolutely need to wrap food waste, it can be wrapped in a single sheet of newspaper or paper towel.

Large amounts of paper such as office paper, newspaper, paper towel or tissues are not allowed in the green waste bin. Office paper and newspaper should be recycled loose in your recycling bin and paper towel and issues should be disposed of in the garbage bin.

How should food scraps be collected and stored?

Residents who opt for the green waste service are eligible to obtain a free kitchen caddy for their food waste from one of our collection points. Locations are as follows:

Wyndham City Council Civic Centre - 45 Princes Hwy, Werribee VIC 3030

Manor Lakes Community Learning Centre - 86 Manor Lakes Blvd, Manor Lakes VIC 3024

Tarneit Community Learning Centre - 150 Sunset Views Blvd, Tarneit VIC 3029

Point Cook Community Learning Centre - 1/21 Cheetham St, Point Cook VIC 3030

*Please note we are currently waiting our delivery of kitchen caddies. Please email wastewise@wyndham.vic.gov.au to be notified when they are available to collect.

You can store your caddy on your kitchen bench or under the kitchen sink for easy access. Collect your food scraps in the caddy until it's ready to empty into your green waste bin for collection.

Where are kitchen caddies made? And what are they made from?

Our kitchen caddies are made here in Melbourne, from 100% recycled materials.

How do I report that my bin is damaged?

If your bin is broken, you can report that your bin is damaged and needs to be repaired by visiting our website: www.wyndham.vic.gov.au/services/waste-recycling/bin-requests

Bins are usually repaired or replaced within two business days after your scheduled collection. You will need to ensure your bin is empty so it can be repaired. **How do I report that my bin is missing?**

You can report that your bin is missing and request a replacement by visiting our website:

wyndham.vic.gov.au/form/stolen-missing-bin-request

I need a larger / additional bin. How do I get one / some?

If your household has excessive waste and recyclables, you can order an additional bin. You can order an extra garbage, recycling or green waste bin by downloading, completing and submitting a [Additional Bin Form](#) to Wyndham City via:

- Email: mail@wyndham.vic.gov.au
- Mail: Wyndham City Council, PO Box 197, Werribee VIC 3030

If you have any further questions, contact Wyndham City on 1300 023 411.

Where can I find information about how to recycle correctly?

Wyndham City has an interactive residential waste guide to help you recycle.

Our residents want to do the right thing, but sometimes it's hard to know where your waste should go. The A-Z Interactive Residential Waste Guide is here to help us all keep Wyndham clean.

You can scroll or search the guide for specific items on our website: www.wyndham.vic.gov.au/waste-guide

I want to promote recycling and waste education in my school/work/community group. Do you have resources to support me?

Wyndham City has developed several tools that can help you promote recycling and waste education in a variety of settings:

- **A-Z interactive residential waste guide** - scroll or search the guide for specific items on our website to find out which bin to use
- **Zero waste map** – find services or locations within Wyndham where you can take certain commonly used household items to be recycled, such as cardboard, electrical waste, clothing and timber.
- **Local litter clean-up groups** – promote volunteering to help keep Wyndham clean
- **Waste education sessions** - Wyndham City offers a series of free waste, recycling, composting, and litter education sessions to schools, businesses or community groups.
- **Waste Watchers Online** - Wyndham City's free waste education program, Waste Watchers, is now online, so you can become a waste expert without even leaving your home.

- **Educational videos** – our website hosts several videos to help explain concepts and processes related to waste and recycling

Find out more by visiting our website:

<https://www.wyndham.vic.gov.au/services/waste-recycling/waste-education-programs-and-initiatives>

<https://www.wyndham.vic.gov.au/services/waste-recycling/other-recycling-services>

Recycling information from the Victorian Government can be found at:

<https://www.sustainability.vic.gov.au/recycling-and-reducing-waste/at-home>