

## Preparing for your collection

### When to put it out?

- ✓ The day before your collection day if not out in time, a return collection will not be made and you will lose your booking

### Do I need to be home?

- ✗ No, you don't need to be home

### Placement

- ✓ Items must be sorted and placed close together within property boundary
- ✓ Please ensure clear access
- ✗ Backyard collections not permitted

Contact Wyndham City if you have any questions about placement of your items before your collection date.



✗ Footpath

### Size and weight per collection

- ✓ Maximum volume: 3 cubic metres in total
- ✓ Maximum length: 1.5 metres for metal, timber and branches
- ✓ Maximum weight: 55kg per item  
*If the item is too heavy to be safely lifted by two people to shoulder height it will not be accepted.*

✓ Correct | 3 cubic metres inside property



Maximum volume of waste is 3 cubic metres (3m length x 1m depth x 1m height)

### What if I have more than 3 cubic metres?

If you have more items you can request for a double booking prior to the collection date if available.

### What happens to my Hard Waste once collected?

Mattresses, TVs, computer equipment, electrical goods, tyres and scrap metals are all recycled!

### Want to cancel or change your booking?

If you need to cancel or change your booking, you must notify council by 9:30am one business day prior. If you do not notify Wyndham City before this time, you will lose your booking.

### Important Information

- Each household is entitled to 3 collections per financial year. Commercial properties and properties with private waste collection are not eligible
- Bookings are not transferable between properties
- Any items placed will be collected, unless marked otherwise
- Additional bookings will be deducted if presented items are more than the collection limit
- Hard and Green Waste collection is for recycle.

### Book your next hard waste collection online:

[www.wyndham.vic.gov.au/bookhardwaste](http://www.wyndham.vic.gov.au/bookhardwaste)

### Contacting Wyndham City

For general waste and recycling enquiries, please contact Wyndham City:

**Address:** 45 Princes Highway, Werribee

**Postal Address:** PO Box 197, Werribee, Victoria 3030

**Hours:** 8:30am - 5pm (Monday to Friday)

**Phone:** 1300 023 411

**Email:** [mail@wyndham.vic.gov.au](mailto:mail@wyndham.vic.gov.au)

**Website:** [www.wyndham.vic.gov.au](http://www.wyndham.vic.gov.au)



### Translating and Interpreting Service:

This information can be translated by contacting Translating and Interpreting services on 131 450 and asking to be connected to Wyndham City on 1300 023 411



### National Relay service

Customers who are deaf or have a hearing or speech impairment can call through the National Relay Service (NRS)

1. TTY users phone 133 677 then ask for 1300 023 411.
2. Speak and Listen (speech-to-speech relay) users phone 1300 555 727 then ask for 1300 023 411.



# Hard and Green Waste Collection



## ✓ Yes

To ensure a smooth collection please neatly sort / stack your items in 3 separate piles close together within your property boundary (E.g. Drive way or Front yard).



Boxed or bagged loose green waste. Branches less than 1.5 meters bundled and tied. Spiky plants like Yucca and roses to be placed in open boxes



Cardboard flattened and tied



Mattresses/ base x 2 per collection. If more than 2 double booking is required



White Goods and electric appliances, empty fridge/ freezers with doors removed.



E waste i.e. TV, Computer, DVD players, Monitors



Scrap metal, lawn mower, BBQs



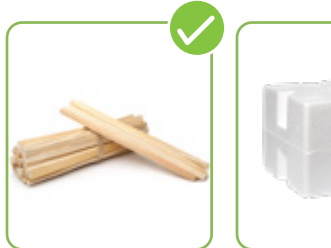
Dismantled gym / play equipment, swing sets



Glass and mirrors. They must be wrapped and taped in several layers of strong paper or cardboard marked "Glass" for safety of collectors



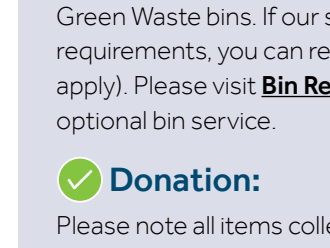
Household items e.g. furniture, toys, crockery, bagged clothing and bedding, small rugs/carpets (1.5 metres, rolled and tied)



Timber pieces 10 maximum and no longer than 1.5 metres. Nails removed/bent down and bundled



Bagged hard polystyrene



4 passenger tyres

## ✗ No



Pallets



Car large body parts and batteries



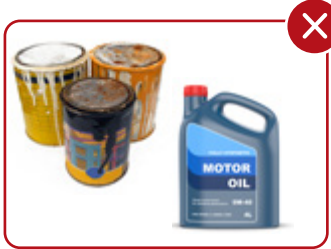
Unbundled green waste i.e. branches, tree trunks, mulch, soil, branches thicker than 10cm.



Fire extinguisher, oxygen cylinders, gas bottles



Building material i.e. bricks, plaster boards, asbestos, cement, renovation materials, fences, toilets, tiles



Hazardous waste i.e. paints, chemicals, motor oil, thinners, acetone, inflammables, aerosols



Household rubbish



Batteries

To find out how to dispose items that are not accepted in Hard Waste, please refer to our Recycling & Waste Services Guide available on our website.  
[www.wyndham.vic.gov.au/recycleright](http://www.wyndham.vic.gov.au/recycleright)

### Disposing of items on the No list:

Other services are available for unwanted household goods that cannot be disposed of through the Hard Waste Collection Service.

### ✓ Kerbside Bins (Garbage/Recycle/Green Waste):

You can dispose of your items in your Garbage, Recycle or Green Waste bins. If our standard bins do not meet your requirements, you can request additional bins (charges apply). Please visit [Bin Requests](#) to find out more about the optional bin service.

### ✓ Donation:

Please note all items collected through hard and green waste collection are put through a compactor and are destroyed by the truck. If your items are in good condition consider donating them to a local charity or [Op Shop](#).

### ✓ Refuse Disposal Facility (Municipal Tip)

All rate payers receive 1 waste disposal voucher for use at the Refuse Disposal Facility annually found on the first instalment notice of their rates. This voucher can be used to take the unwanted items to the transfer station. Depending on items and quantity, additional charges may apply.

470 Wests Rd, Werribee (Melway Ref: 243 7E)

Open: Weekdays: 8am-4pm, Saturdays, Sundays, Public Holidays: 8:30am - 4pm

Closed: Christmas Day, New Year's Day, Good Friday

### ✓ Waste Disposal Vouchers / Tip Tokens

Residents have the option to exchange a waste disposal voucher/tip token for an additional hard and green waste collection.

Alternatively Residents have the option to exchange a hard and green waste collection entitlement to a waste disposal voucher (tip token) Renters can also utilize this service.

Contact the Customer Service team on **1300 023 411** to learn more