

PENRITH

# LIFTING THE LID ON YOUR WASTE AND RESOURCE RECOVERY SERVICES



**NEVER WASTE  
A CHANCE  
TO BE GREAT  
WITH WASTE**



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## In Penrith, we never like to waste a chance to be great with waste.

And, when you get to know and sort your waste with the 3-bin service correctly, you have 3 ways to be great with waste.

3 bins, 3 ways to be great with waste.

But it doesn't just stop at the 3 bins. There's much more to our waste service.

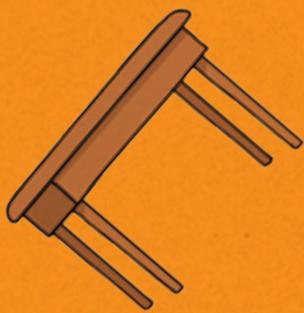
There are bulky waste collections.

There are Drop Off Events for problem waste like e-waste and chemical waste.

There's The Waste Spot where you can book a bulky waste collection and there's the Penrith Waste Champion App where you can receive reminders for your weekly bin collections.

And, of course, there's our Community Recycling Centre where you can take your household problem waste to be recycled, and know that you are doing your bit to make our part of the world the best part there is.

So, come on, Penrith. Let's continue to never waste a chance to be great with waste.



# Find Us Online

To access the information in this guide online and for real-time waste updates, visit us via our app or website.

## The Penrith Waste Champion App

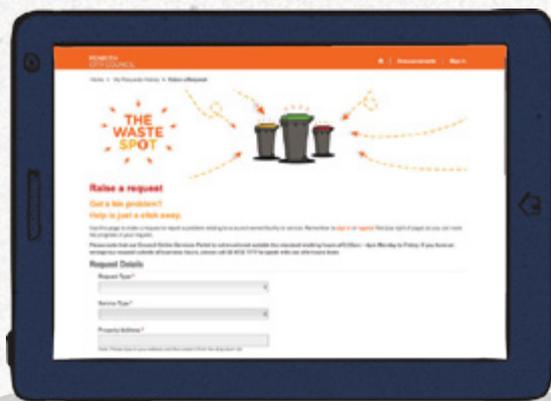
Hold the phone! The Penrith Waste Champion App is a great way to stay up to date with information and notifications about everything to do with Penrith's waste services, all from the palm of your hand.

### Features of the app include:

- ✓ **Bin collection reminders** – to remind you when to put your bins out.
- ✓ **Bin collection calendar** – to help you avoid having the one odd bin out on your street.
- ✓ **Sorting information** – to make sure you know what can and can't go in each bin.
- ✓ **Additional service information** – to give you the information you need to make the most of available services including free bulky waste collections and RecycleSmart Power Pickups.
- ✓ **Suburb specific notifications** – to provide you with real time information about major events that may be impacting your area eg. bin collection delays due to flood impacts
- ✓ **Major events** – to stay up to date with when events like our E-Waste and Chemical CleanOut Events are happening.
- ✓ **Additional Christmas Services information** – to send you updates on holiday season services such as additional kerbside bin collections, recycling drop-off days and real Christmas tree drop-offs.



To access the above features and more, download the app for free today by searching "Penrith Waste Champion" in Google Play or the App Store.



## The Waste Spot

Got a bin question?  
The answer is just a click away.

The Waste Spot is Council's online destination for all your waste-related requests, questions, suggestions and compliments! It's easy to use and can be accessed from any smartphone, tablet or computer.

If you have a question about your bins, The Waste Spot is the best way to get in touch with us. Visit [penrith.city/thewastespot](https://penrith.city/thewastespot) today!

# Your quick guide to the Green-Lidded FOGO Bin

## Items that can go in the green-lidded FOGO bin



Leftover food



Food-soiled cardboard



Paper fast food bags and wrapping



Cardboard burger boxes



Garden clippings and grass



Fruit, vegetables and dairy



Council provided FOGO bags



Paper towels and tissues



Branches (broken up)



Kitty litter (clay or paper based)



Pet droppings and fur



Teabags, tea leaves and coffee grounds

### Council-provided green compostable bags for your FOGO bin

Use the Council-provided green compostable bags to line your kitchen caddy organics bin to make it easier to collect food waste. Please only use the Council provided bags as these have been specifically designed to break down in our commercial composting process.

Bags are delivered free of charge to every letterbox with the 3-Bin Waste Service four times a year. Additional bags can be picked up for free from any of Council's offices or library branches.

### Oversized items

For branch cuttings or plants too big for your green-lidded FOGO bin, bundle them together and book a bulky waste collection. To find out more or to arrange a collection, visit [penrith.city/bulkywaste](http://penrith.city/bulkywaste)

### More information

Unsure where to put something? For more information, visit [penrith.city/3bins](http://penrith.city/3bins)

### Remember

Only organic items that can naturally break down can go in your FOGO bin.

**NO PLASTIC BAGS**



# Your quick guide to the Yellow-Lidded Recycling Bin

## Items that can go in the yellow-lidded recycling bin



Aerosols\*\*



Margarine containers\*



Yoghurt containers\*



Glass bottles and jars



Drink cans\*



Pet food cans\*



Plastic bottles



Paper, newspaper, flattened cardboard and toilet rolls



Cereal boxes



Cartons, Poppers and Tetra Paks



Shampoo and conditioner bottles\*



Laundry detergent cartons and bottles

**Remember**  
**NO PLASTIC BAGS**

**Return and Earn**  
Did you know most drink containers are accepted at Return and Earn drop-off locations and you can earn 10c for each one you return? For more information, visit [penrith.city/returnandearn](http://penrith.city/returnandearn)

**More information**  
Unsure where to put something? For more information visit [penrith.city/3bins](http://penrith.city/3bins)

\* Please empty and give items a quick rinse.  
\*\* Please empty aerosol cans to reduce hazards.



# Your quick guide to the Red-Lidded Residual Bin

## Items that can go in the red-lidded residual bin



Plastic bags



Soft plastic and plastic film



Disposable nappies and sanitary products



Toothbrushes and toothpaste



Polystyrene packaging and trays



Cigarette packets and cooled cigarette butts



Coffee cups and lids



Broken crockery and glassware



Kitty litter (crystal-based)



### Remember

Please keep problem waste such as electronic and chemical waste and sharps out of your red lidded residual bin. For more information on how to dispose of these waste items responsibly, visit

[penrith.city/problemwaste](https://penrith.city/problemwaste)

### Oversized items

If you have items too big for your red-lidded residual bin, book a bulky waste collection. To find out more about accepted items and how to arrange a collection, visit

[penrith.city/bulkywaste](https://penrith.city/bulkywaste)

### More information

Unsure where to put something? For more information, visit

[penrith.city/3bins](https://penrith.city/3bins)

# Service Options

## Main service options



### Sustainable Service

\$

240L Food Organics Garden Organics (FOGO) bin weekly



240L Recycling bin fortnightly



140L Residual bin fortnightly



### Weekly Residual Waste Service

\$\$\$

240L Food Organics Garden Organics (FOGO) bin weekly



240L Recycling bin fortnightly



140L Residual bin weekly



### Large Residual Waste Service

\$\$

240L Food Organics Garden Organics (FOGO) bin weekly



240L Recycling bin fortnightly



240L Residual bin fortnightly



### Weekly Large Residual Waste Service

\$\$\$\$

240L Food Organics Garden Organics (FOGO) bin weekly



240L Recycling bin fortnightly



240L Residual bin weekly



For more information about available services and pricing, visit [penrith.city/3binoptions](https://penrith.city/3binoptions)

## The right way to put your bins out



Here in Penrith, we always like to do the right thing with our waste. And it all starts with placing your bins out the night before collection day.



Position your bin at the kerbside directly in-front of your property (keeping off roads and driveways) unless an alternate collection location has been arranged with Council.



Place your waste in the correct bins and ensure lids are completely closed.



Keep your bins weighing under 70kgs.



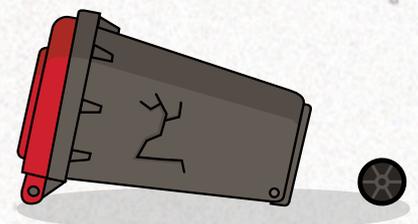
Give your bins some space, with at least 50cm between other bins and placed away from parked cars, trees, telegraph poles and obstructions.



Take your bins back to their spot at your property following collection and ensure to keep them clean and maintained.

## Free Bin Repairs

Oh, oh ... If it seems that your bin is broken, cracked, or missing a lid, don't worry! You can organise a free repair by visiting our online portal, The Waste Spot or by contacting Council on 4732 7777.



# Bulky Waste Collections

## What is Bulky Waste and when is it collected?

Bulky Waste is exactly what it sounds like - the big and bulky stuff - things that are too big, too heavy or too bulky to be put in your household bins.

Disposing of bulky waste is easy, with Council providing Penrith residents with four free collections every year, with each collection allowance being two cubic metres in size (roughly the same carrying capacity of a standard box trailer). For larger amounts of bulky waste, multiple collections can be booked for a variety of household items.

Before disposing of your bulky waste, or making a collection booking, consider if your items can be rehomed by either donating to charity, selling or giving away.

## What is considered bulky waste?

✓ Accepted	✗ Not accepted
<ul style="list-style-type: none"><li>• Household furniture</li><li>• Household goods/ loose items (must be boxed or bagged)</li><li>• Garden organics (bundled and tied with natural fibre/twine or in a cardboard box)</li><li>• Metal appliances</li><li>• White goods</li></ul>	<ul style="list-style-type: none"><li>• Building and demolition waste</li><li>• Hazardous materials and chemical waste</li><li>• Food</li><li>• General waste and recycling</li><li>• Heavy/ large items</li></ul>

Is what you're looking for not listed?  
For more information on specific items visit [penrith.city/bulkywaste](https://penrith.city/bulkywaste)

## How do I book a collection?

Book a collection online by visiting The Waste Spot at [penrith.city/thewastespot](https://penrith.city/thewastespot). A collection must be booked before your bulky items are placed at the Kerbside.

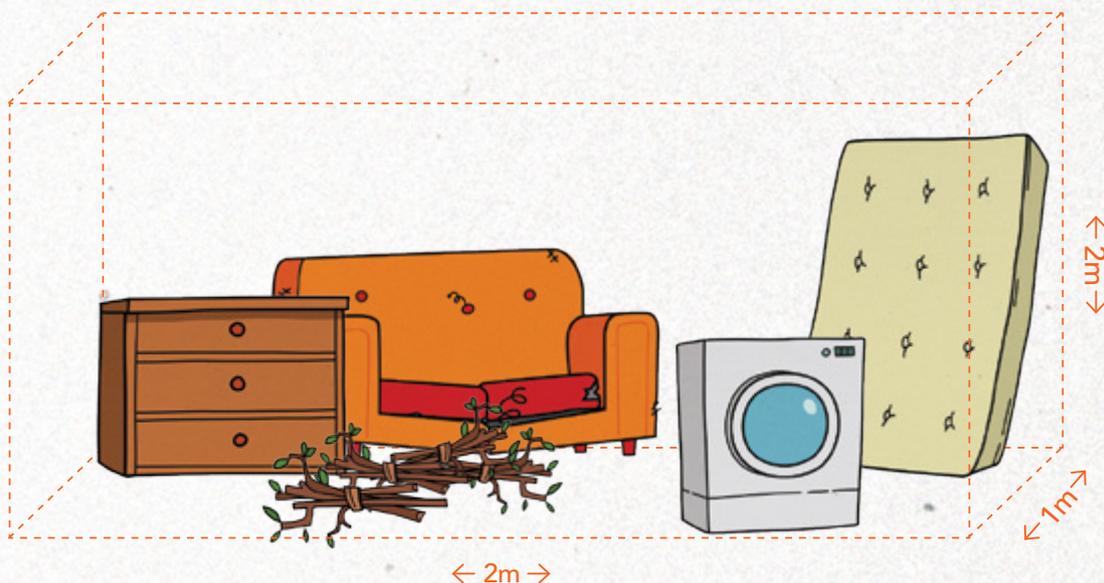
## How to put your bulky waste out

Separate any mattresses, whitegoods/metals and garden vegetation into piles, keeping like-items grouped together.

Place your items at the kerbside directly in front of your property no earlier than the night before collection date. Check that your items don't obstruct footpaths, walkways or disrupt pedestrian traffic.

## Terms and conditions

Please read the full list of terms and conditions prior to booking your bulky waste collection. For more information, including a full list of terms and conditions, please visit [penrith.city/bulkywaste](https://penrith.city/bulkywaste)



# Community Recycling Centres

## Waste matters

### Drop off your household problem waste for recycling

#### You can drop off:



 Gas bottles and fire extinguishers	 Polystyrene	 Paint	 Fluoro globes and tubes
 Car batteries	 Household batteries	 Motor and other oils	 Computers, televisions and other e-waste
 Smoke detectors	 Loose CDs and DVDs	 Mobile phones	 Aluminium coffee pods

Only household quantities accepted 20kg or 20L maximum container size. Please transport your materials carefully. Dangerous goods and items other than those listed will not be accepted.

#### How to recycle other household items:

For household items that are a little trickier to know how to dispose of correctly, visit Council's A-Z of Waste and Recycling Guide at [penrith.city/AtoZrecycling](http://penrith.city/AtoZrecycling) or visit [recyclingnearlyou.com.au](http://recyclingnearlyou.com.au)

#### Visit your Community Recycling Centre today and help build a healthy environment for our future.

Not all household waste can be put in your kerbside bins. The Penrith Community Recycling Centre offers a **FREE** and **EASY** solution for the disposal of household problem waste such as paints, gas bottles, motor oils, batteries, smoke detectors and fluorescent globes and tubes.

Many of these materials can be reused and recycled if processed correctly. Recycling helps our environment because it saves water, energy and natural resources.

For more information call Penrith City Council on **4732 7777** or visit [cleanout.com.au](http://cleanout.com.au)

**Penrith Community Recycle Centre is located at:**  
Gate 3, 96 Dunheved Circuit, St Marys  
**Hours: Monday to Friday:** 8:30am - 2pm,  
**Saturday:** 8am - 12pm



This project is a NSW Environment Protection Authority Waste Less, Recycle More initiative funded from the waste levy. Visit [www.epa.nsw.gov.au](http://www.epa.nsw.gov.au)

# Household Problem Waste and Community Drop-off Events



There are a bunch of things that can't go in your household waste bins. So, separating them out is how we remain great with waste.

Council holds regular free E-waste and Chemical CleanOut events to help residents dispose of household problem waste responsibly. To check our next upcoming event dates, download The Penrith Waste Champion App today by searching "Penrith Waste Champion" in Google Play or the App Store.

## E-waste

Electronic waste (e-waste) is growing at three times the rate of any other household waste. Sending it to landfill takes up unnecessary space, and some components can be toxic to the environment if not disposed of correctly.

Electronic waste is any old, broken or unwanted electrical item with an electric cord or a battery. For example computers, cables, phones.

E-waste should not be disposed of in your household bins. To dispose of your e-waste, you can attend one of our free drop off events, or visit Penrith's Community Recycling Centre (CRC). You can also drop off mobile phones and accessories, as well as household batteries, at Penrith City library branches for free.

## Chemical waste

Chemical Waste is the unwanted, out-of-date or disused household chemicals that you might keep in your kitchen, bathroom, laundry, garage or garden shed.

It includes items such as: acids and alkalis, ammonia-based cleaners, car batteries/batteries, fire extinguishers, floor care products, fluorescent globes and tubes, garden chemicals, gas bottles, hobby chemicals, motor oils, fuels and fluids, paint and related products, pesticides and herbicides, poisons, pool chemicals, solvents and household cleaners.

Chemical waste can be taken to Chemical CleanOut events for safe disposal. Alternatively, household quantities (20L or 20kg) of light globes, batteries, gas bottles, fire extinguishers, smoke detectors, motor oil and up to 100L of paint (in max 20L containers) can be dropped off for free at the Penrith Community Recycling Centre.

## Sharps

'Sharps' are needles, syringes, diabetic medication, lancets, and other similar medical equipment. These include sharps used in the home and within the business practices. In other words, anything sharp that could harm you or others.

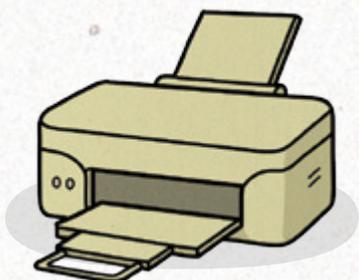


Special, purpose made sharps containers are available from most pharmacies and are the best way to dispose of any sharps. Alternatively, you can use any puncture-resistant rigid plastic containers e.g. an ordinary empty laundry liquid detergent bottle.

Community sharps disposal services can be located at:

- All public hospitals in NSW
- Pharmacies and chemists
- Health centres

To locate the disposal service nearest you, or to find out more, visit [health.nsw.gov.au](https://www.health.nsw.gov.au)



# Return and Earn



The NSW Government's Container Deposit Scheme, Return and Earn, aims to reduce drink container litter. Return and Earn allows anyone who returns an eligible drink container to an approved NSW Collection Point to receive a 10 cent refund. By participating in Return and Earn, you're helping keep our environment and waterways clean while supporting NSW to achieve a 60 percent reduction in litter by 2030.

## What drink containers are accepted?

Most drink containers of sizes between 150ml and 3L will be accepted in exchange for a 10-cent refund when presented to an approved NSW collection point. Container materials that may be eligible for a refund include:

- PET
- HDPE
- Glass
- Aluminium
- Liquid paperboard
- Steel

## The following drink containers are excluded:

- Plain milk or milk substitute containers
- Flavoured milk containers of 1 litre or more
- Pure fruit or vegetable juice containers of 1 litre or more
- Glass containers for wine and spirits
- Casks (plastic bladders in boxes) for wine and casks for water of 1 litre or more
- Sachets for wine of 250 millilitres or more
- Containers for cordials, or concentrated fruit and vegetable juices
- Registered health tonics

## Local Return and Earn locations

To find your nearest return and earn location, visit [returnandearn.org.au](https://returnandearn.org.au)

It's important to keep problem waste items out of your household bins for safety and environmental reasons.

So, to make it easier to send problematic household waste to the right place, Council has partnered with RecycleSmart to provide Penrith residents with a 'from-your-door' collection service for items such as e-waste and textiles.

## How do I book a RecycleSmart Power Pickup?

Organising a collection (or a "Power Pickup") is easy! Residents can organise a collection (or a "Power Pickup") via the RecycleSmart App (available from the Google Play or App Store) or the RecycleSmart website to have tricky-to-recycle items like textiles and e-waste collected directly from your door in a contactless pickup.

### How do collections work?



#### 1. Pack your bag

Gather all your clothes, e-waste and other tricky recyclables e-waste, batteries and polystyrene in a bag.



#### 2. Book your pickup in just 3 clicks

Book your Power Pickup online at [www.recyclesmart.com](http://www.recyclesmart.com). Tell us your address and the date that suits you – you don't even need to be home! Simple.



#### 3. We do the rest!

Leave your bag outside your house on the pickup date. Our drivers will collect your items and make sure they go to the right place.

### How much do Power Pickups cost?

Book your first RecycleSmart Power Pickup for free, using code PENRITHFREE. After that, one-off collections are charged at \$2 per bag for up to 5 bags.

If you're looking for something more consistent, RecycleSmart offers a free subscription to access monthly pickups for two bags on an ongoing, regular basis that's convenient for you.

### What items can I book a collection for?

#### E-waste

E-waste is any old, broken and unwanted electrical items with an electric cord or a battery, including; computers, monitors, mice, keyboards, cables, cameras, CD drives, clock radios, DVD players, electric blankets, electrical power tools, electronic games/toys, fans, fax machines, floppy discs, grooming devices, hard drives, iPod, juicers, kitchen appliances, mixers, monitors, WIFI modems and more.

#### Textiles

Textiles are clothing and linen items, such as bedsheets and towels.

### Other household problem waste

For a full list of items accepted in RecycleSmart Power Pickups, visit their website [recyclesmart.com](http://recyclesmart.com)

# Donating Responsibly

Donating unwanted or used goods is a great way to support charities and divert waste from landfill. Before donating, it's important to make sure that all items are in good condition and of a saleable quality.

While often donated with the best of intentions, dirty, damaged, or otherwise unsaleable items are a significant burden to charities. In 2019 alone, NSW charities spent \$5.63 million disposing of poor-quality donations, diverting much needed funds from social welfare programs and other initiatives to help disadvantaged people.

So how can you ensure that you're donating responsibly?

Here are some simple tips to ensure your donated items can be sold by charity stores:

- 1 Are the items in good condition?** Ask yourself whether you would be happy to receive the items from somebody else or if you'd be comfortable passing them onto a friend. Only proceed to donate if the answer is yes.
- 2 Call your local charity store ahead of time to confirm whether the items you plan to donate are accepted.** Different stores have different requirements for donations and not all stores may accept furniture, books, toys, clothing, or other commonly donated items.
- 3 Whenever possible, take your items directly to a charity store during opening hours.** That way, staff will be able to confirm that your items are suitable for resale by the store.
- 4 When using a clothing or charity bin, please follow any signage and ensure items are placed entirely inside the bin.** This ensures that donated goods are protected from the elements and makes it easier for charities to collect your donations. Leaving items beside clothing bins or outside of charity stores is considered illegal dumping and fines may apply.



## What if my items aren't accepted by charity?

If your unwanted or used goods don't meet the requirements for donation to charity, there may be other options available to prevent them ending up in landfill.

Consider upcycling old furniture or listing items online to be sold or given away. Used clothing can easily be repurposed as a rag or with a little time and effort, be converted into other practical items such as reusable shopping bags.

Damaged or stained clothing that can't be donated to charity may be suitable for collection by a textile recycling company.

For more information on recycling used goods visit Council's A-Z of Waste and Recycling Guide at [penrith.city/AtoZrecycling](https://penrith.city/AtoZrecycling) or visit [recyclingnearyou.com.au](https://recyclingnearyou.com.au)

# Illegal Dumping

Illegal dumping is something no one wants to see in and around our neighbourhoods. It's any incorrect disposal of waste and rubbish in public places. It's different to littering as it involves larger items being incorrectly disposed of. These items range from garbage bags of rubbish to broken furniture and even building waste.

Illegal dumping includes:

- Placing unwanted household items out on the kerbside without having booked a bulky waste collection.
- Dumping rubbish in bushland, parks and public reserves.
- Disposing of household and/or commercial waste in and/or around street litter and parks bins.
- Dumping of hazardous building and trade waste e.g. asbestos.

## Why is illegal dumping a problem?

Illegal dumping not only makes our public places less pleasant, but it can also be dangerous to our community and the environment.

When people illegally dump waste, it can:

- Cause harm to human health e.g. dumped hazardous materials such as asbestos and sharps.
- Contaminate soil and waterways with leached chemicals which poison plants and animals.
- Attract vermin such as rats, cockroaches and flies.
- Increase risk of fire and creation of toxic fumes.
- Obstruct footpaths and roadways.

In addition to these dangers, cleaning up illegal dumping costs taxpayers thousands of dollars each year.

All these reasons make it very important that we dispose of our waste safely and correctly.

## Penalties

Under the Protection of the Environment Operations Act 1997, individuals caught dumping can be issued an on the spot fine of \$4,000 while companies can be fined \$8,000. Repeat offenders can receive up to \$100,000 fines and may face jail time.

## What to do if you notice illegal dumping

Show us some of that Penrith pride! Illegal dumping poses a danger to our community, so it's important that if you notice illegal dumping, you take the time to report it. When illegal dumping is reported, Council can arrange to remove the waste safely and investigate where it originated from.

You can report illegal dumping at any time by visiting [ridonline.epa.nsw.gov.au](https://online.epa.nsw.gov.au) and providing details on the location and type of waste dumped.

Illegal dumping is never the solution when you're unsure of how to dispose of excess or problem household waste. For tips on how to manage this waste visit [penrith.city/illegaldumping](https://penrith.city/illegaldumping)



# Commercial Waste Management

Penrith City Council is committed to leading the way in waste avoidance and innovation, and we know our community wants to continue to be great with waste even while outside the household. That's why we want to help local businesses do the right thing with their waste and continue sending it to the right place.

We know that waste generation within a workplace is often unavoidable and that every business is unique in their waste disposal needs. Whether you're a café producing food waste or a store with an excess of cardboard from stock deliveries, Penrith's Commercial Waste Service can cater to your needs.

## Benefits of Penrith's Commercial Waste Service for local businesses

The many benefits of a commercial waste service with Penrith City Council include:

### Value for money



We provide a cost competitive service that is reliable and flexible to suit your business's needs.

### Hand tailoring to your business



By consulting with our clients, visiting workplaces and discussing current waste practices, we can develop personalised waste management plans that ensure our services meet your disposal requirements.

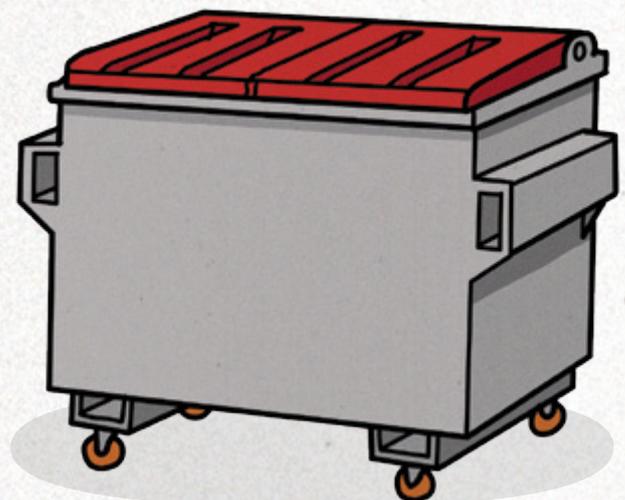
### Best environmental practice



Our range of resource recovery streams ensure that waste is recycled and re-used in the local community where possible. For instance, Penrith's organic waste is recycled into high-grade compost for use on local parks and gardens, while recyclables like glass bottles can be repurposed for use in local roads and carparks.

## How to apply

To discuss your business's needs and arrange a free assessment or site inspection, please contact our friendly Waste and Resource Recovery Team by phoning (02) 4732 7777, emailing [commercialwaste@penrith.city](mailto:commercialwaste@penrith.city) or submitting a General Enquiry request through The Waste Spot.



# Children's Waste and Resource Recovery Education

When we get our kids involved the future always looks brighter. The Binz Adventures Guide is an education and activity book designed to help guide you and your children in understanding sustainable at-home waste practices better.

## The Circular Economy - Why sometimes it's good to go 'round in circles

Have you heard of the 'Circular Economy'? It's the fancy name we give to making something new from something old and then using it again and again.

It's good for the environment when this happens because if things can't go into the circular economy, they have to go into something called 'landfill' instead. Keeping as many things as possible in the circular economy makes the Earth happy.

So, what can you do to help our planet? It's easy! Follow the instructions from The Binz below, and you'll be a Waste Sorting Champion in no time!



### Green-lidded FOGO bin

I have a green lid, and my favourite things are vegetable and fruit scraps, leftover food like toast, pizza (even the box!), steak, and things that come from the garden like weeds, grass, and leaves.

The things I like are 'organic', which means they turn brown after a while

because they break down over time and can be turned into something called 'compost'.

What's compost? It's an extra special dirt that helps plants grow. It's perfect for gardens, parks and even farms!



### Yellow-lidded recycling bin

I have a yellow lid, and my favourite things are glass bottles and jars, empty food tubs (like the ones from your yoghurt and butter) and plastic bottles. I'm not as easy going as the other bins, and I like things that had food in them to be rinsed before being given to me.

When the right things are put in me, it helps be do my job properly, like turn glass jars and bottles into roads. I have a pretty cool job, don't you think?



### Red-lidded residual bin

I have a red lid, and you can give me all of the things that can't go in my friends, the yellow and green bins. Sometimes, some things we use can't go into the circular economy, and these are the things that I look after.

What goes in me ends up being buried under the ground in 'landfill'. The best thing you can do to help me is to make sure you put recyclables in the yellow

bin and food scraps and things from the garden in the green bin.

If you can, try and cut down on using things that can't be recycled (even though I know that can be hard sometimes!).

For more child-specific waste and resource recovery education resources visit our webpage.

## Together, we're a big part of the circular economy

We are ALL important in keeping things going 'round the circle, helping to reuse what we can. But really, you have the most important job of all. That's right, YOU!

We need people as clever as you to help us by making sure the right things go in the right bin, because we want a better future for you and our planet.



**Join the Binz (a bit like join the dots)** to reveal which planet we are trying to save when we sort our waste properly.

Download resources from [penrith.city/binzadventures](https://penrith.city/binzadventures)



This project is a NSW Environment  
Protection Authority initiative  
funded from the waste levy.

**PENRITH**  
CITY COUNCIL