

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 2-bin service correctly, you have 2 ways to be great with waste.

2 bins, 2 ways to be great with waste.

But it doesn't just stop at the 2 bins. There's much more to our waste service.

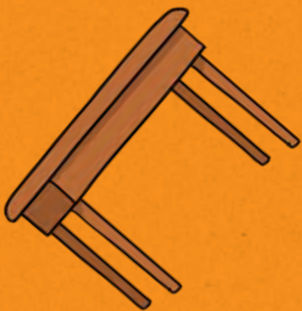
There are bulky waste collections.

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

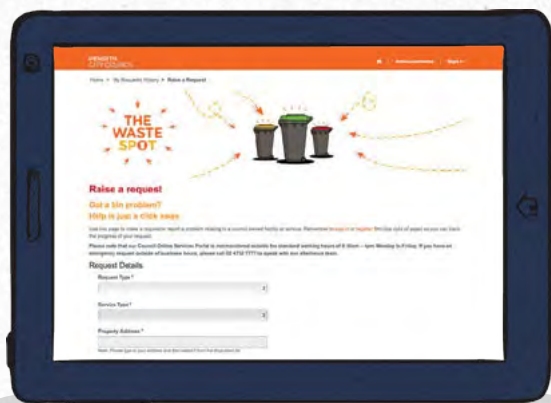
Hold the phone! The Penrith Waste Champion App is a great way to stay up to date with information and notifications about everything to do with Penrith's waste services, all from the palm of your hand.

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.

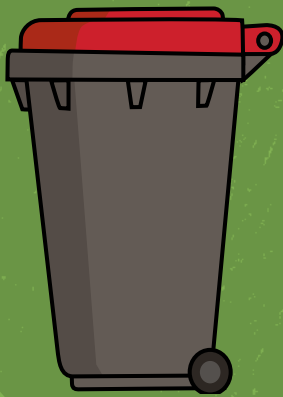
The Waste Spot is Council's online destination for all your waste-related requests, questions, suggestions and compliments! It's easy to use and can be accessed from any smartphone, tablet or computer.

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 today!

Bin Collection

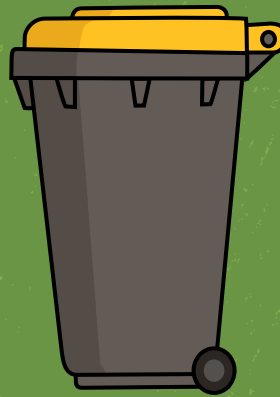
Bin Collection Frequency

Waste collection chutes for the red-lidded residual bin and the yellow-lidded recycling bin are located on each floor. Bins are emptied directly from the bin storage area by Council's waste collection contractors.



x2
WEEKLY

Red-lidded residual bins are emptied twice weekly



x1
WEEKLY

Yellow-lidded recycling bins are emptied weekly



For details specific to your building, please contact your building manager or caretaker.

Chute usage and disposal expectations

- ✓ Place items in the correct chute
- ✓ Recycling must be loose, not in bags
- ✓ Close the doors after use
- ✓ Don't place items in a chute that is obstructed – contact the building manager for assistance
- ✓ Residents are not required to place bins at the kerbside, they will be emptied directly from the bin storage area.

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 and newspaper



Clean cardboard, cereal boxes and toilet rolls



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

More information

Unsure where to put something? For more information visit penrith.city/collectreturn

* 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



Leftover food (fruit, vegetables, meat, dairy)



Food-soiled cardboard



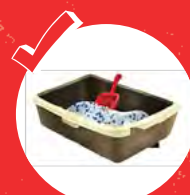
Takeaway packaging



Garden clippings and grass



Pet droppings



Kitty litter (paper, clay and crystal-based)



Coffee cups and lids



Broken crockery and glassware



Paper towels and tissues



Teabags, tea leaves and coffee grounds



Remember

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

penrith.city/problemwaste

*Soft plastics can be REDcycled at your local Woolworths and Coles.

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

More information

Unsure where to put something? For more information, visit

penrith.city/collectreturn

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.

Accepted/ non-accepted items



Accepted

- Household furniture
- Household goods/ loose items (must be boxed or bagged)
- Garden organics (bundled or in cardboard box)
- Metal appliances
- White goods



Not accepted

- Building and demolition waste
- Food
- General waste and recycling
- Heavy/ large items (items must be able to be comfortably lifted by 2 people)
- Hazardous materials, sharps, and chemical waste

For more information on specific items, please visit penrith.city/bulkywaste

How do I book a collection?

Book a collection online by visiting The Waste Spot at penrith.city/thewastespot. A collection must be booked before your bulky items are placed in the designated bulky waste bay or at the kerbside*.

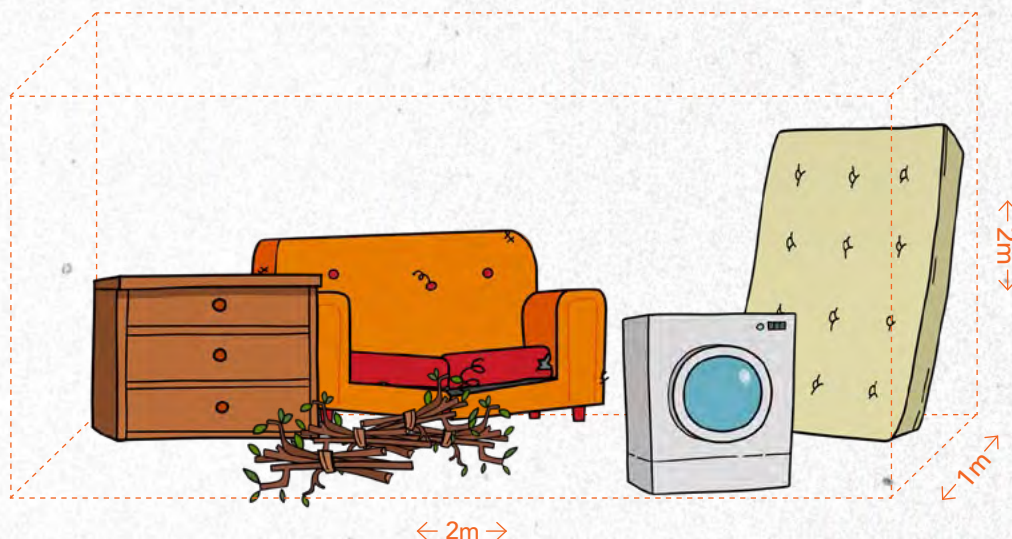
How to present

- If your complex has a designated bulky waste collection bay, please place your items neatly within this area the night before your booked collection.
- If your complex does not have a designated bulky waste collection bay, please place your items at the kerbside directly in front of your property the night before your booked collection*. Items must not obstruct footpaths, walkways or disrupt pedestrian traffic.
- Mattresses, whitegoods/metals and garden vegetation should be placed in separate piles, with like items grouped together (these are collected by separate trucks to make sure that wherever possible, valuable materials are sent to the correct recovery facility for recycling).

* Putting bulky waste items out at the kerbside without booking a bulky waste collection is illegal and individuals can face up to \$2,000 in illegal dumping fines.

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





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 or visit 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

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

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.

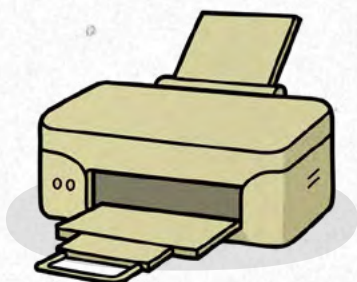
Electronic waste is any old, broken or unwanted electrical item with an electric cord or a battery. For example computers, cables, phones.

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

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

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 or visit 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



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.

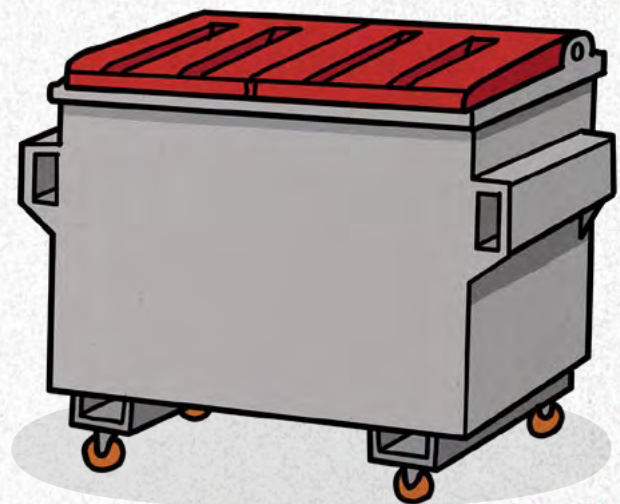
Best environmental practice



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 7615, e-mailing commercialwaste@penrith.city or submitting a General Enquiry request through The Waste Spot.





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

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