

Fast facts about kerbside bin collection services

- **Fees for kerbside collection** are included in your rates, however additional services such as an extra bin or a return to service will incur costs. Fees and charges can be viewed on Council's website.
- **Assisted services** are provided to eligible residents with a medical condition or disability. If you need an assisted service, please submit an Assisted Collection Service Form.
- **We can't provide a bin collection service** if your bin/s can't be accessed safely, is too heavy, is not presented at the time of service, is contaminated with hazardous waste or the wrong items, is not an approved Council bin, or is not in the Council rating assessment.
- **If your bin doesn't get collected**, we'll leave a sticker on your bin telling you why. Providing the issue is addressed, we'll collect as normal in the following service. We can arrange an additional service, however there is a fee. If your bin doesn't get collected and you don't have a sticker, contact Council and, if there was no mistake on your part, we'll arrange a free missed collection service.
- **If your bin was not presented or incorrectly presented** (after notice sticker), Council does not return to service unless the customer pays for additional services.
- **If your recycling bin is not being used correctly** it won't be collected and we'll issue a notification letter. If three letters are issued in a 12 month period, it will be removed.
- **Permanent storage of bins** on the footpath is not allowed and penalties may apply.

For more information, refer to Council's website and [Waste & Recycling Policy](#).

Search your bin day

Check your bin collection day by using our handy '[search your bin day](#)' tool.



Let's get it sorted

For tips on how to sort your waste, check out the Recycle Mate app or use the QR code to view the Recycle Mate guide [online](#).



Bins & collections

[Find out more](#) about your red and yellow lid bins, how to order a new bin, report damaged bins, missed collections and more.

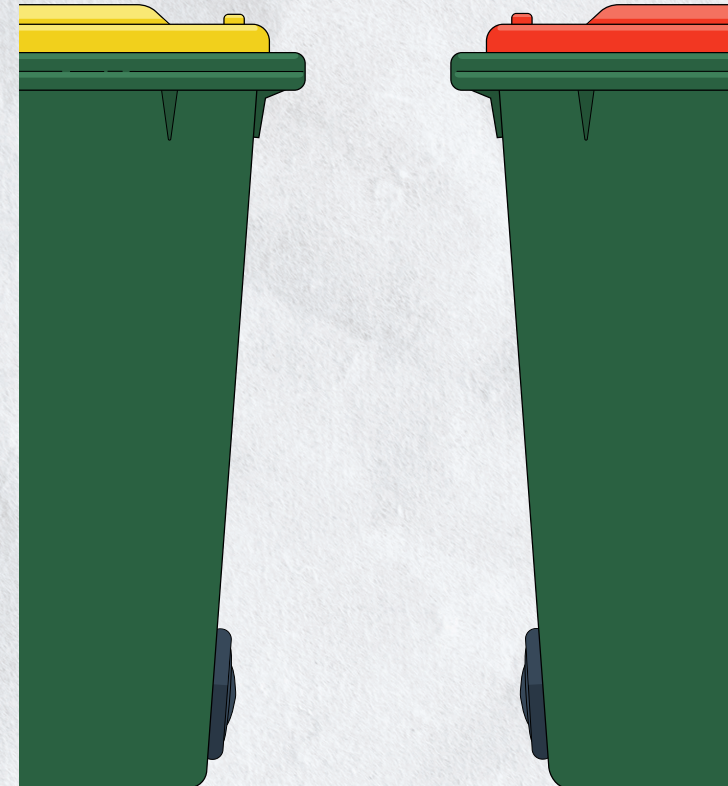


Sort to save

Sort to save at Council Waste Facilities! [Find out more](#) about waste disposal locations and options in the Rockhampton Region.



Your Kerbside Bin Service



Rockhampton Regional Waste & Recycling
07 4932 9000 | enquiries@rrc.qld.gov.au | www.rrc.qld.gov.au/rwr



This initiative is supported by the Queensland Government's Recycling and Jobs Fund



How to find your bins day

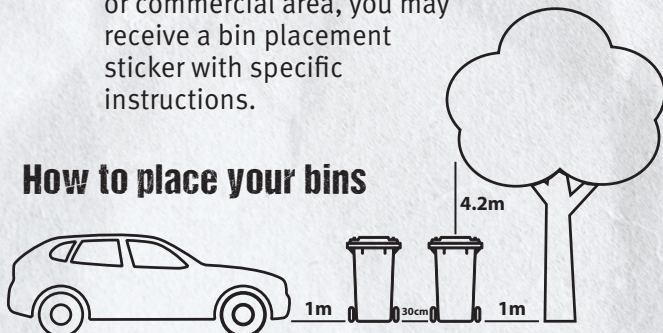
Rockhampton Regional Waste and Recycling provides weekly collection of general waste bins (red lid) and fortnightly collection of recycling bins (yellow lid), for properties within declared collection areas.

Check your bin collection day by using our handy [‘search your bin day’](#) tool.

How to place your bins for collection

- Bins will be serviced ANYTIME between 6am and 6pm on your collection day.
- You are permitted to place your bins out the night before.
- Ensure bins are placed up on the kerb and not down in the gutter, with the lid opening facing towards the street.
- Place bins at least 30cm apart, at least 1m away from parked vehicles, other obstacles and low hanging branches.
- Ensure bin lid is closed.
- If you live in a cul-de-sac, laneway or commercial area, you may receive a bin placement sticker with specific instructions.

How to place your bins



Let's get your household recycling sorted



Your yellow lid bin is collected fortnightly, scheduled as either Week 1 or Week 2.

Help your household recyclables get sorted at the Material Recovery Facility by placing them loose and clean into your yellow lid bin.

- ✓ **Keep lids off**
Take lids off bottles, jars and containers
- ✓ **Keep it clean**
Give your recyclable containers a rinse
- ✓ **Keep it loose**
Don't bag your recyclables
- ✓ **Make sorting simple**
Separate your recyclables into a different basket

Put these household items in your yellow lid bin:



✓ Glass, bottles and jars



✓ Paper and cardboard



✓ Steel tins



✓ Aluminium cans and aerosols



✓ Accepted plastic containers
(numbered 1,2,4,5)

Let's get your household waste sorted



Your red lid bin is collected weekly on your scheduled bin day.

Refuse, reduce and reuse, to help reach zero waste to landfill.

Help reduce how much your household puts in your red lid bin by asking:

- Can it be refused next time?
- Can it be reused, repaired, repurposed or resold?
- Can it be donated responsibly?
- Can it be dropped to a Council Waste Facility for free?

Visit Council's [website](#) to find out more waste avoidance and reduction tips for your household.

For the safety of our staff and community members, the following items are NOT permitted in your red lid bin:



No recyclable items



No hazardous materials



No flammable materials



No liquid waste



Not overweight

Contact Rockhampton Regional Waste & Recycling on 4932 9000 for advice about hazardous and regulated waste before attending a Waste Facility.

Let's get it sorted

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