



**Household Waste and
Recycling**

Draft Service Standard – 2024

Acknowledgment

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

We are committed to genuinely partner, and meaningfully engage, with Victoria's Traditional Owners and Aboriginal communities to support the protection of Country, the maintenance of spiritual and cultural practices and their broader aspirations in the 21st century and beyond.



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1 Introduction

1.1 Name

This instrument is the Household Waste and Recycling Service Standard 2024.

1.2 Authority

This service standard was prepared and submitted by the **Head, Recycling Victoria** to the Minister responsible for administering the *Circular Economy (Waste Reduction and Recycling) Act 2021* (**the Act**). The service standard was approved by the Minister responsible for administering the Act on DATE, in accordance with Division 3 of Part 5 of **the Act**.

A notice of proposal to make this service standard (*proposal notice*) is published in the government gazette and is accessible at Victorian Government Gazette website www.gazette.vic.gov.au.

1.3 Scope

This service standard applies to services delivered under section 60 of the Act in accordance with regulations 5 and 6 of the Circular Economy (Waste Regulations and Recycling) (Mandatory Service Provision and Other Matters) Regulations 2024. This service standard:

- applies to **councils** and Alpine Resorts Victoria (**ARV**) and service providers who carry out the provision of the service or services on behalf of **councils** or **ARV** as **councils** and **ARV** are required to do so under section 60 of **the Act**; and
- sets out the quality and performance standard for the provision and delivery of services that must be provided under section 60 **of the Act**.

1.4 Commencement

This service standard comes into effect on 1 July 2027.

1.5 Objectives

In accordance with section 62(3) of **the Act**, a service standard provides for the quality and performance of the delivery of a waste, recycling, or resource recovery service. The objectives of this service standard are to:

- provide a simpler, consistent household waste and recycling service
- reduce emissions
- capture greater value of recyclables and result in less extraction of virgin materials
- reduce the volume of household recyclables and organic material being sent to landfill.

This service standard provides state-wide consistency while balancing flexibility in how waste and recycling services are delivered at a local level.

1.6 Review of this service standard

This service standard must be reviewed every three years from the date that it was made. This service standard was made DATE. The next planned review for this service standard is DATE. The Minister may review a service standard at any time at the request of the **Head, Recycling Victoria**, if the Minister is satisfied that it is in the public interest to do so.

1.7 Definitions

Table 1: Definitions

Term	Definition
Alpine Resorts Victoria (ARV)	the body corporate established under section 14 of the <i>Alpine Resorts (Management) Act 1997</i> .
Council	a municipal council (including the Melbourne City Council and the Greater Geelong City Council) whether constituted before or after the commencement of section 3 of the <i>Local Government Act 2020</i> (has the same meaning as 'council' has in section 3(1) of that Act)
Drop off service	an alternative service for households for the collection of waste and recycling material when determined by the Council or ARV it is not practicable to provide a kerbside collection service. The service has a fixed location.
FOGO service	a municipal food organics and garden organics service, as defined in section 3 of the Act, provided by or on behalf of a council or ARV under section 60(1)(d) or (2)(d) of the Act.
Four stream waste and recycling services	general rubbish service, mixed recycling service, glass recycling service and food organics and garden organics service
General rubbish service	a municipal residual waste service, as defined in section 3 of the Act, provided by or on behalf of a council or ARV under section 60(1)(a) or (2)(a) of the Act.
Glass recycling service	a municipal recycling service, as defined in section 3 of the Act, provided by or on behalf of a council or ARV under section 60(1)(c) or (2)(c) of the Act.
Head, Recycling Victoria	the person employed as the Head, Recycling Victoria under section 15 of the Act.
Household	includes single-dwelling developments, and residences in multi-unit developments, temporary boarding houses, public housing and retirement villages/nursing homes.
Kerbside collection service	a household waste and recycling service which collects waste and recycling material from the roadside.
Mixed recycling service	a municipal recycling service, as defined in section 3 of the Act, provided by or on behalf of a council or ARV under section 60(1)(b) or (2)(b) of the Act.
Offtake agreement	a contractual agreement that a council or ARV has in place with an industry partner to recycle the soft plastics contained in the mixed recycling service also provided by that council
Owners corporation	a body corporate which is incorporated by registration of a plan of subdivision or a plan of strata or cluster subdivision (has the same definition as 'owners' corporation' has in section 3 of the Owners Corporations Act 2006)
Service provider	A person or entity who provides a service on behalf of councils or ARV

2 Acceptable Service Arrangements

2.1 Four-stream waste and recycling services

2.1.1 General requirement

In providing services in accordance with section 60(1)(a)-(d) and 60(2)(a)-(d) of **the Act**, a **council** and **ARV** must ensure **households** have access to four services, being the following services: the **general rubbish service**, **mixed recycling service**, **glass recycling service**, and **FOGO service** .

One or more service providers may be engaged by a **council** or **ARV** to provide, on behalf of the **council** or **ARV**, any of the services required by section 60(1)(a)-(d) and 60(2)(a)-(d) of **the Act**.

2.1.2 FOGO as a single service with combined collection of food organics and garden organics material is prioritised

Councils and **ARV** must provide the **FOGO service** as a single service with combined collection of food organics and garden organics material unless this is not reasonably practicable.

Combined collection of food organics and garden organics material means that **households** are not required to separate food organics from garden organics for collection by the **FOGO service**.

A **council** or **ARV** may assess that it is not reasonably practicable to provide a **FOGO service** to a **household** or class of **households** with combined collection of food organics and garden organics material.

If it is not reasonably practicable to provide a **FOGO service** with combined collection of food organics and garden organics material, the relevant **council** or **ARV** must:

- provide the **FOGO service** as a service that collects food organics material separately from garden organics material; and
- take all reasonable steps to ensure that the food organics collection and the garden organics collection do not accept any 'not accepted' items on the standard contents list for the **FOGO service** (Table 5); and
- take all reasonable steps to ensure that 'accepted' items in the food organics category in Table 5 are collected in the food organics collection and take all reasonable steps to ensure that 'accepted' items in the garden organics category in Table 5 are collected in the garden organics collection; and
- assess which items in the other 'accepted' categories in Table 5 can be collected in the food organics collection and which items can be collected in the garden organics collection; and
- take all reasonable steps to ensure that each 'accepted' item in Table 5 is collected in at least one of the separate collections within the **FOGO service**; and
- communicate to **households** the list of 'accepted' items in Table 5 that can be collected in the food organics collection and the list of 'accepted' items that can be collected in the garden organics collection; and
- publish the assessment that finds it is not reasonably practicable to provide combined collection of food organics and garden organics material, for the community to access; and
- review the assessment that finds it is not reasonably practicable to provide combined collection of food organics and garden organics material at least once every 3 years.

2.2 Kerbside collection services are prioritised

2.2.1 General requirement

Councils and **ARV** must provide each of the four streams of waste and recycling services as **kerbside collection services** unless this is not reasonably practicable.

A **council** or **ARV** may assess that it is not reasonably practicable to provide a service to a **household** or **class of households** as a **kerbside collection service** if:

- a **household** does not have appropriate onsite space for bin infrastructure, or
- a collection vehicle cannot access the kerbside of the **household**; or
- the area **council** or **ARV** has responsibility for has a geographically dispersed population.

If it is not reasonably practicable to provide a **kerbside collection service** for one or more of the four streams of waste and recycling services, those services must be provided as a **drop off service**.

If a **council** or **ARV** assesses that it is not reasonably practicable to provide a service as a **kerbside collection service**, the relevant **council** or **ARV** must—

- (a) publish the assessment for the community to access; and
- (b) review assessments at least once every 3 years.

Explanatory note

Recycling Victoria's compliance monitoring will include reviewing council's and ARV's assessment of what is reasonably practicable. Recycling Victoria will support councils and ARV to understand how to achieve compliance. Prior to the service standard commencing, Recycling Victoria will develop guidance to support councils and ARV to understand their obligations to achieve compliance in assessing reasonable practicability of kerbside services. This will include guidance about the kinds of evidence Recycling Victoria will be seeking to demonstrate compliance and the level of information and detail.

Example: A rural **council** has assessed that it is not reasonably practicable to provide a glass service as a **kerbside collection service** to a group of **households** because of its geographically dispersed population. The **council** has published their assessment on their website and includes their evidence and reasoning for making this assessment. The **council** provides access to a glass **drop off service** to all households instead, which is compliant with the acceptable service arrangements outlined in section 2.3 **Drop off services** of this service standard.

2.2.2 Existing services

If a service is provided as a **kerbside collection service** on the day immediately prior to this service standard commencing, the service must continue to be provided as a **kerbside collection service**.

If a **drop off service** has been provided prior to the commencement of the service standard, the **council** or **ARV** must undertake an assessment of whether it is reasonably practicable to provide that service as a **kerbside collection service**, in accordance with section 2.2.1 of this service standard and comply with all other requirements of that section.

2.2.3 Household opt-out option for FOGO service

Councils and **ARV** must provide **households** with the option to opt-out of a kerbside **FOGO service**.

The option to opt-out must not be provided for the **mixed recycling service**, **glass recycling service** and **general rubbish service**.

Explanatory note

The **FOGO service** requires an opt-out option for **households** as it is possible for a **household** to re-use the food organics and garden organics waste on their property.

2.2.3.1 Acceptable service arrangements for FOGO opt-out option

To manage opt-out arrangements for kerbside **FOGO service**, **council** and **ARV** must take all reasonable steps to ensure that:

- there are effective controls so that accepted items on the standard contents list for the **FOGO service** do not enter the **general rubbish service**; and
- **households** are enabled to resume a kerbside **FOGO service** in future if they choose to; and
- a system is used to provide oversight of, and manage the administration of, the option to opt-out, including maintaining records of **households** that have opted out and the controls implemented to ensure that FOGO material does not enter the **general rubbish service**.

Explanatory note

An example of an effective control to prevent food organics and garden organics waste entering the general rubbish service is that the **household** indicates that it can compost FOGO material and is able to re-use the compost on the property.

2.3 Drop off services

A **drop off service** must meet the following criteria:

- if more than one **drop off** service is provided at a location, the services must be physically separate from each other to avoid contamination.
- location requirements: services must be located in a visible, clearly marked location.
- access requirements:
 - the **drop off service** must be accessible via multiple modes of transport (e.g., access via car, public transport, and on foot).
 - if pedestrian entry is provided, the number of major roads crossings required to access the **drop off** point must be minimised;
 - entry to the **drop off service** must be accessible for people with disability or limited mobility; and
 - appropriate access for collection vehicles.
- the capacity of the **drop off service** is proportionate to the amount of the waste or recycling material expected from the number of households it is servicing.

2.4 Standard contents for each service

Councils and **ARV** must take all reasonable steps to ensure that each service they provide is delivered to support the separate collection of waste and recycling material, in accordance with:

- the standard contents lists for **glass recycling service**, **mixed recycling service**, **FOGO service** and **general rubbish service** included in this section of the service standard; and
- the list of items not accepted in any service at section 2.4.6.

2.4.1 Communications to households

Councils and **ARV** must take all reasonable steps to ensure that communication materials to inform households about the four-stream waste and recycling services are consistent with the standard contents lists for each service and the list of items not accepted in any service at section 2.4.6.

2.4.2 Standard contents list for the glass recycling service

Councils and **ARV** must take all reasonable steps to ensure that the **glass recycling service** accepts all items on the 'accepted' list and does not accept any items on the 'not accepted' list in Table 2.

Table 2: Standard contents list for the glass recycling service

Category	Items	Presentation
ACCEPTED		
Glass bottles and jars for food and drinks (any size)	Soft drink, juice, water, milk bottles Beer, wine, spirits bottles Sauce, condiment, oil bottles and jars Food jars (e.g. pasta sauce, jam, pickles, coffee)	Intact or broken Empty, lightly rinsed Lids on No need to remove bottle rings, pourers, or labels
Glass bottles and jars for medicine, toiletries (any size)	Medicine bottles Vitamin and supplement bottles Bottles and jars for toiletries and cosmetics (e.g. lotions, oils)	Intact or broken
NOT ACCEPTED		
Lids	Bottle lids, jar lids	Loose
Other closures	Bottle pumps, spray nozzles, droppers, corks	
Soft plastics	Bagged recyclables, plastic bags	
Metal, plastic, paper, cardboard containers	Drink cans, plastic bottles, milk cartons Drink packaging (e.g. cardboard carriers)	
Bottles and jars with contamination	Bottles and jars with items inside them (e.g. cigarette butts, straws, food, liquid). Nail polish, perfume, aftershave bottles.	
Glass kitchenware	Drinking glasses, glass cookware and containers (e.g. Pyrex), crystal glass Reusable coffee cups and water bottles Crocery and ceramics	Intact or broken
Glass household items	Perfume and aftershave bottles, nail polish bottles Essential oil bottles, candle jars Picture frame glass, mirrors Light bulbs, fluorescent tubes Decorative glass items (e.g. vases) Glass from furniture, appliances, electronics (e.g. microwave turntables)	Intact or broken
Other glass	Medical or laboratory glass Plate glass (window glass and windscreens), fibre glass Eyeglasses/sunglasses	Intact or broken

2.4.3 Standard contents list for the mixed recycling service

Councils and ARV must take all reasonable steps to ensure that the **mixed recycling service** accepts all items on the 'accepted' list and do not accept any items on the 'not accepted' list in Table 3 or 4.

If a **council** or **ARV**:

- has an **offtake arrangement** for recycling soft plastics, the **council** or **ARV** must take all reasonable steps to ensure that the **mixed recycling service** meets List A in Table 3; or
- does not have an **offtake arrangement** for recycling soft plastics, the **council** or **ARV** must take all reasonable steps to ensure that the **mixed recycling service** meets List B in Table 4.

Explanatory note

The Victorian government has committed to including soft plastics in the **mixed recycling service** of this service standard at a future date to be determined based on industry capacity to accept this material. At the date of development, industry capacity is growing, and several **offtake** agreements are in place between **councils** and industry partners to recycle soft plastics. Recycling Victoria will continue to review industry capacity to accept soft plastics in the **mixed recycling service** in all municipal councils and alpine resorts. The first review of this service standard is expected to consider this, with a view to introducing a consistent approach across all municipalities at that point. If a **council** or **ARV** has an **offtake arrangement** in place, then the council or ARV is able to accept soft plastics in the mixed recycling stream.

Table 3: Standard contents list for the mixed recycling service with soft plastics accepted (List A)

Category	Items	Presentation
ACCEPTED		
Plastic bottles and containers	Beverage bottles (e.g. soft drink, juice) Plastic sauce bottles (e.g. tomato sauce) Toiletry bottles and tubes (e.g. shampoo, shower gel, moisturiser) Laundry bottles (e.g. laundry detergent) Household cleaning bottles (e.g. dishwashing liquid, bathroom cleaners) Plastic jars and lids (e.g. peanut butter) Plastic food tubs and lids (e.g. yogurt, butter, ice cream) Biscuit and chocolate trays Fruit and vegetable trays and punnets Plastic takeaway containers and lids Plastic plant pots	Empty, lightly rinsed Crush bottles and replace cap No bottle pumps or spray nozzles Remove plastic film/plastic wrapping No need to remove labels
Tins, foil, metal lids	Beverage cans (e.g. soft drink cans, beer cans) Food tins (e.g. tomato tins, pet food tins) Drink powder tins (e.g. instant coffee, hot chocolate) Biscuit and chocolate tins Cooking oil canisters (no need to remove plastic pourer) Aerosol cans (must be empty) Aluminium foil (scrunch into a ball the size of a golf ball or larger), foil trays Metal bottle and jar lids (any size)	Empty, lightly rinsed No aerosol cans that: <ul style="list-style-type: none"> • contain any liquid • have a Schedule 6 rating under the Poisons Standard (empty or full) • are barbeque cleaners (empty or full)
Paper and cardboard	Cardboard boxes (including boxes with sticky tape) Pizza boxes Uncoated cardboard food containers (e.g. burger boxes, coffee cup carry trays, paper plates) Box packaging (e.g. tissue boxes, detergent boxes, cereal boxes)	Remove solid food (cardboard containers with food stains can be recycled) Remove any plastic wrapping, lining,

Category	Items	Presentation
	Office paper (not shredded) Cardboard tubes (e.g. for toilet paper or paper towel) Moulded cardboard packaging (e.g. egg cartons, produce trays) Greeting cards (without glitter or attached items) Cardboard postal envelopes (without bubble wrap) Brochures, leaflets, and flyers Newspapers, magazines, and catalogues Letters and envelopes (including windowed envelopes) Books, phone books Paper gift wrap (no foil or plastic gift wrap or tissue paper) Butchers paper (no plastic-lined deli paper) Paper bags (e.g. lunch bags, food delivery bags)	polystyrene, cutlery, sachets, receipts Flatten cardboard boxes
Beverage cartons	Gable-top cartons (e.g. milk, juice) Long-life cartons (e.g. soy milk, long-life milk, soup, stock, juice boxes)	Empty, lightly rinsed Replace caps, leave straws in juice boxes
Soft plastics	Sandwich bags, freezer bags, zip lock bags, cling wrap Food bags (e.g. for bread, produce, rice, cereal) Plastic grocery and shopping bags, netting bags Silver-lined plastic bags and wrappers (e.g. for chips, chocolate) Food pouches (e.g. yogurt pouches, pet food pouches) Bags and wrapping for homewares Plastic sachets and film lids Plastic post satchels, bubble wrap, cellophane Pet food and potting mix bags	
NOT ACCEPTED		
Glass	Glass bottles and jars Glass kitchenware (e.g. drinking glasses, Pyrex glassware) Glass household items (e.g. vases, mirrors, nail polish bottles) Other glass (e.g. broken glass, window glass)	
Plastic	Meat trays, deli meat trays Cordial bottles Plastic plates, bowls, cups, cutlery, straws, drink stirrers Items labelled compostable, biodegradable, degradable, oxo-degradable, plant-based, bioplastic Reusable plastic containers (e.g. reusable coffee cups, reusable water bottles, baby bottles, lunch boxes) Household items (e.g. coat hangers, toothbrushes, toys, eyeglasses) CDs, DVDs, video tapes, cassette tapes and their cases Plastic strapping Bank cards, loyalty cards Plastic items under 5cm in diameter (e.g. bottle lids and caps, bread tags, single-serve sauces) Plastic items larger than a 3L bottle (e.g. laundry baskets, water cooler bottles)	
Expanded polystyrene (Styrofoam)	Foam trays Plates, bowls, cups Takeaway containers (e.g. clamshells), noodle cups Loose fill packaging (e.g. packing peanuts)	

Category	Items	Presentation
	Moulded packaging (e.g. for packaging home goods)	
Metal	Kitchenware (e.g. pots, pans, cutlery) Reusable metal containers (e.g. stainless steel water bottles, lunch boxes) Metal household items (e.g. coat hangers, tools, screws, keys, magnets, wire)	
Paper and cardboard	Tissues, serviettes, napkins, paper towels, tissue paper, toilet paper Coffee cups and lids, smoothie/milkshake cups and lids Frozen food cartons and tubs (e.g. ice cream cartons) Laminated, coated, or lined paper and cardboard (e.g. straws, fish and chips paper, deli paper, plastic-lined takeaway containers) Cardboard with a wax coating (e.g. waterproof fruit and vegetable boxes) Baking paper, wax paper Receipts, photographs, stickers Shredded paper, paper/cardboard items smaller than a business card (e.g. bread tags)	
Other fibres	Wood and bamboo containers, cutlery, and straws Sugarcane containers, cutlery, and straws Chopsticks, drink stirrers, skewers, toothpicks, icy pole sticks Bamboo household items (e.g. toothbrushes, dish brushes), corks Cat litter	
Composite items	Toothpaste tubes, dental floss containers, blister packs Coffee pods, cardboard cans with a metal base (e.g. chip containers, gravy containers) Bottle pumps, spray nozzles	
Hazardous items and substances	Batteries of any kind Gas cylinders, CO2 canisters Aerosol cans that are not empty Aerosol cans with a Schedule 6 Poisons rating; barbecue cleaner aerosols (empty or full) Paint tins (including empty paint tins), containers used for toxic or corrosive chemicals and oils Printer cartridges E-waste (any item that uses a cord, battery, or charger) Light bulbs, fluorescent tubes, string lights Sharps, medical waste, asbestos	
Construction materials, furniture, appliances	Ropes, cables, straps Wood, pipes, wallpaper Bricks, concrete, rubble Drop sheets, tarpaulins Furniture, appliances	
Textiles	Clothing, fabric, rags (natural or synthetic fibres)	
Sanitary and personal care items	Wipes (e.g. cleaning wipes, baby wipes, make up wipes) Nappies, sanitary pads, tampons Cotton wool, cotton bud sticks, makeup pads, sponges	

Table 4: Standard contents list for the mixed recycling service with soft plastics not accepted (List B)

Category	Items	Presentation
ACCEPTED		
Plastic bottles and containers	Beverage bottles (e.g. soft drink, juice) Plastic sauce bottles (e.g. tomato sauce) Toiletry bottles and tubes (e.g. shampoo, shower gel, moisturiser) Laundry bottles (e.g. laundry detergent) Household cleaning bottles (e.g. dishwashing liquid, bathroom cleaners) Plastic jars and lids (e.g. peanut butter) Plastic food tubs and lids (e.g. yogurt, butter, ice cream) Biscuit and chocolate trays Fruit and vegetable trays and punnets Plastic takeaway containers and lids Plastic plant pots	Empty, lightly rinsed Crush bottles and replace cap No bottle pumps or spray nozzles Remove plastic film and plastic wrapping No need to remove labels
Tins, foil, metal lids	Beverage cans (e.g. soft drink cans, beer cans) Food tins (e.g. tomato tins, pet food tins) Drink powder tins (e.g. instant coffee, hot chocolate) Biscuit and chocolate tins Cooking oil canisters (no need to remove plastic pourer) Aerosol cans (must be empty) Aluminium foil (scrunch into a ball the size of a golf ball or larger), foil trays Metal bottle/jar lids (any size)	Empty, lightly rinsed No aerosol cans that: <ul style="list-style-type: none"> • contain any liquid • have a Schedule 6 rating under the Poisons Standard (empty or full) • are barbecue cleaners (empty or full)
Paper and cardboard	Cardboard boxes (including boxes with sticky tape) Pizza boxes Uncoated cardboard food containers (e.g. burger boxes, coffee cup carry trays, paper plates) Box packaging (e.g. tissue boxes, detergent boxes, cereal boxes) Office paper (not shredded) Cardboard tubes (e.g. for toilet paper or paper towel) Moulded cardboard packaging (e.g. egg cartons, produce trays) Greeting cards (without glitter/attached items) Cardboard postal envelopes (without bubble wrap) Brochures, leaflets, and flyers Newspapers, magazines, and catalogues Letters and envelopes (including windowed envelopes) Books, phone books Paper gift wrap (no foil/plastic gift wrap or tissue paper) Butchers paper (no plastic-lined deli paper) Paper bags (e.g. lunch bags, food delivery bags)	Remove solid food (cardboard containers with food stains can be recycled) Remove any plastic wrapping, lining, polystyrene, cutlery, sachets, receipts Flatten cardboard boxes
Beverage cartons	Gable-top cartons (e.g. milk, juice) Long-life cartons (e.g. soy milk, long-life milk, soup, stock, juice boxes)	Empty, lightly rinsed Replace caps, leave straws in juice boxes
NOT ACCEPTED		
Glass	Glass bottles and jars Glass kitchenware (e.g. drinking glasses, Pyrex glassware) Glass household items (e.g. vases, mirrors, nail polish bottles)	

Category	Items	Presentation
	Other glass (e.g. broken glass, window glass)	
Plastic	<ul style="list-style-type: none"> Meat trays, deli meat trays Cordial bottles Plastic plates, bowls, cups, cutlery, straws, drink stirrers Items labelled compostable, biodegradable, degradable, oxo-degradable, plant-based, bioplastic Reusable plastic containers (e.g. reusable coffee cups, reusable water bottles, baby bottles, lunch boxes) Household items (e.g. coat hangers, toothbrushes, toys, eyeglasses) CDs, DVDs, video tapes, cassette tapes and their cases Plastic strapping Bank cards, loyalty cards Plastic items under 5cm in diameter (e.g. bottle lids/caps, bread tags, single-serve sauces) Plastic items larger than a 3L bottle (e.g. laundry baskets, water cooler bottles) 	
Expanded polystyrene (Styrofoam)	<ul style="list-style-type: none"> Foam trays Plates, bowls, cups Takeaway containers (e.g. clamshells), noodle cups Loose fill packaging (e.g. packing peanuts) Moulded packaging (e.g. for packaging home goods) 	
Metal	<ul style="list-style-type: none"> Kitchenware (e.g. pots, pans, cutlery) Reusable metal containers (e.g. stainless steel water bottles, lunch boxes) Metal household items (e.g. coat hangers, tools, screws, keys, magnets, wire) 	
Paper and cardboard	<ul style="list-style-type: none"> Tissues, serviettes, napkins, paper towels, tissue paper, toilet paper Coffee cups and lids, smoothie/milkshake cups and lids Frozen food cartons and tubs (e.g. ice cream cartons) Laminated, coated, or lined paper and cardboard (e.g. straws, fish and chips paper, deli paper, plastic-lined takeaway containers) Cardboard with a wax coating (e.g. waterproof fruit and vegetable boxes) Baking paper, wax paper Receipts, photographs, stickers Shredded paper, paper/cardboard items smaller than a business card (e.g. bread tags) 	
Other fibre	<ul style="list-style-type: none"> Wood/bamboo containers, cutlery, and straws Sugarcane containers, cutlery, and straws Chopsticks, drink stirrers, skewers, toothpicks, icy pole sticks Bamboo household items (e.g. toothbrushes, dish brushes), corks Cat litter 	
Composite items	<ul style="list-style-type: none"> Toothpaste tubes, dental floss containers, blister packs Coffee pods, cardboard cans with a metal base (e.g. chip containers, gravy containers) Bottle pumps, spray nozzles 	
Textiles	Clothing, fabric, rags (natural or synthetic fibres)	
Sanitary and personal care items	<ul style="list-style-type: none"> Wipes (e.g. cleaning wipes, baby wipes, make up wipes) Nappies, sanitary pads, tampons Cotton wool, cotton bud sticks, makeup pads, sponges 	

Category	Items	Presentation
Hazardous items and substances	<ul style="list-style-type: none"> Batteries of any kind Gas cylinders, CO2 canisters Aerosol cans that are not empty Aerosol cans with a Schedule 6 Poisons rating; barbeque cleaner aerosols (empty or full) Paint tins (including empty paint tins), containers used for toxic or corrosive chemicals and oils Printer cartridges E-waste (any item that uses a cord, battery, or charger) Light bulbs, fluorescent tubes, string lights Sharps, medical waste, asbestos 	
Construction materials, furniture, appliances	<ul style="list-style-type: none"> Ropes, cables, straps Wood, pipes, wallpaper Bricks, concrete, rubble Drop sheets, tarpaulins Furniture, appliances 	
Soft plastics	<ul style="list-style-type: none"> Sandwich bags, freezer bags, zip lock bags, cling wrap Food bags (e.g. for bread, produce, rice, cereal) Plastic grocery and shopping bags, netting bags Silver-lined plastic bags/wrappers (e.g. for chips, chocolate) Food pouches (e.g. yogurt pouches, pet food pouches) Bags and wrapping for homewares Plastic sachets and film lids Plastic post satchels, bubble wrap, cellophane Pet food and potting mix bags 	

2.4.4 Standard contents list for the FOGO service

Councils and **ARV** must take all reasonable steps to ensure that the **FOGO service** accepts all items on the 'accepted' list and does not accept any items on the 'not accepted' list in Table 5.

Table 5: Standard contents list for the FOGO service

Category	Items	Presentation
ACCEPTED		
Food organics	<ul style="list-style-type: none"> Fruit and vegetables including raw and cooked vegetables and peelings Food unsuitable for home composting (e.g. onions, garlic, avocado seeds, citrus) Uneaten food, leftovers, and plate scrapings Out of date or mouldy food Loose leaf tea, coffee grounds Raw and cooked meat, poultry, and seafood Raw and cooked bones from food waste, including meat, fish, poultry carcasses Shellfish shells (e.g. oyster shells, mussel shells) Cheese, yogurt, cream Eggs and eggshells Rice, pasta, beans, cereal Nuts and seeds Lollies, chocolates, and jellies Baked goods (e.g. bread, cakes, pastries) Cooking oil soaked up with paper towel Pet food 	Remove all containers, packaging, labels, stickers
Garden organics	<ul style="list-style-type: none"> Grass and lawn clippings Weeds (e.g. ivy) Leaves, flowers, and plants (including dead and diseased plants) Twigs, sticks, branches and prunings Vegetable waste from the garden Real Christmas trees Hay and straw Small amounts of soil and mulch (e.g. soil attached to dead plants) 	<ul style="list-style-type: none"> Cut to fit in the bin with the lid closed Branches no more than 10cm in diameter (width) and 40cm long
Hair, feathers	<ul style="list-style-type: none"> Hair (human/animal) Feathers 	<ul style="list-style-type: none"> No synthetic or dyed feathers No dead animals No rugs
Paper wrapping/lining materials for food organics	<ul style="list-style-type: none"> Newspaper sheets Paper towels Paper caddy liners 	As wrapping for food organics or lining for food caddies
Used paper towels and napkins	<ul style="list-style-type: none"> Paper towels Paper napkins/serviettes 	No chemicals or cleaning products
NOT ACCEPTED		
Category	Items	

Category	Items	Presentation
Compostable plastic caddy liners	Compostable plastic caddy liners, including caddy liners certified to AS 4736 and AS 5810	
Liquids	Liquid food products (e.g. milk, cooking oil) unless soaked up with paper towel Other liquids (e.g. cleaning products, fertiliser)	
Packaging and food containers	Stickers (e.g. fruit stickers), elastic bands, cling wrap Tea bags, coffee pods, coffee filter papers Coffee cups, takeaway containers	
Plastic single-use tableware	Cutlery, straws, and stirrers Dinnerware (e.g. bowls, plates, cups)	
Metal, glass, plastic	Metal (e.g. drink cans) Glass (e.g. beer bottles) Plastic items (e.g. plastic cutlery) Soft plastics, plastic bags, netting bags Expanded polystyrene	
Wood and bamboo items	Wood/bamboo containers, cutlery, and straws Chopsticks, drink stirrers, skewers, toothpicks, icy pole sticks Bamboo toothbrushes, dish brushes	
Coated paper and cardboard	Paper and cardboard packaging (e.g. paper straws, paper bags, cardboard bread tags, fish and chips paper, plastic-lined deli paper, coated paper plates) Baking paper, wax paper Receipts, shredded paper Cardboard with a wax coating (e.g. waterproof fruit and vegetable boxes)	
Any certified compostable items Items labelled compostable, biodegradable, degradable, oxo-degradable, biobased, bioplastic, plant-based	Coffee cups, smoothie/milkshake cups and lids Compostable plastic containers, cutlery, and straws Sugarcane containers, cutlery, and straws Bags (e.g. grocery/produce bags), coffee bags Postal satchels, packing peanuts Dish brushes, cloths, wipes	
Hazardous materials	Batteries, sharps, asbestos, chemicals, other hazardous items E-waste (any item that uses a cord, battery, or charger)	
Hygiene and sanitary items	Nappies, including compostable or biodegradable nappies Sanitary items (e.g. wipes, sanitary pads), including compostable or biodegradable items Tissues Cotton balls, cotton bud sticks	
Timber, sawdust Treated, coated, or engineered wood	Garden stakes, fence posts, sleepers, furniture Sawdust, wood chips, wood shavings Engineered wood products (e.g. plywood, MDF, particle board)	
Building, gardening, and landscaping material	Dirt, sand, mulch, soil Gravel or rocks, bricks, concrete, rubble	

Category	Items	Presentation
	Ash, charcoal Fencing (e.g. brush fencing, bamboo screens)	
Garden implements and pots	Plant pots (plastic or ceramic) Gardening supplies (e.g. fertiliser, weed killer) Gardening tools, furniture Hoses, ropes, string, twine Artificial plants, artificial Christmas trees	
Dust, lint, and litter	Vacuum dust, washing machine and dryer lint Cigarette butts Chewing gum	
Animal waste	Animal faeces (e.g. pet poo) Synthetic cat litter (e.g. crystal), biodegradable cat litter (e.g. corn, paper, clay) Deceased animals	
Textiles, latex, and wax products	Clothing, fabric, rags (natural or synthetic fibres) Balloons, gloves Candles, beeswax wraps	
Bulky garden organics	Large branches (i.e. over 10cm diameter and/or more than 40cm long) Tree stumps, whole real Christmas trees	

2.4.5 Standard contents list for the general rubbish service

Councils and **ARV** must take all reasonable steps to ensure that the **general rubbish service** accepts all items on the 'accepted' list and does not accept any items on the 'not accepted' list in Table 6 or 7.

If a **council** or **ARV**:

- has an **offtake agreement** in place for soft plastics, the **council** or **ARV** must take all reasonable steps to ensure that the **general rubbish service** that they provide meets List A (Table 6); or
- does not have an **offtake agreement** in place, the **council** or **ARV** must take all reasonable steps to ensure that the **general rubbish service** that they provide meets List B (Table 7).

Table 6: Standard contents list for the general rubbish service with soft plastics not accepted (List A)

Category	Examples	Presentation
ACCEPTED		
Glass items not accepted in the glass recycling service	<ul style="list-style-type: none"> Bottles/jars with items inside them (e.g. cigarette butts, straws, food, liquid) Drinking glasses, glass cookware and containers (e.g. Pyrex), crystal glass Reusable coffee cups and water bottles Perfume and aftershave bottles, nail polish bottles Essential oil bottles, candle jars Light bulbs, fluorescent tubes Glass from furniture, appliances, electronics, decorative items (e.g. vases, picture frames, microwave turntables) Mirrors, plate glass (window glass and windscreens), fibre glass Eyeglasses/sunglasses Medical or laboratory glass 	Intact or broken
Plastic and packaging items not accepted in the mixed recycling service	<ul style="list-style-type: none"> Stickers (e.g. fruit stickers), elastic bands Meat trays, deli meat trays Cordial bottles Plastic plates, bowls, cups, cutlery, straws, drink stirrers Reusable plastic containers (e.g. reusable coffee cups, reusable water bottles, baby bottles, lunch boxes) Plastic strapping, drop sheets, tarpaulins Bank cards, loyalty cards CDs, DVDs, video tapes, cassette tapes and their cases Plastic items under 5cm in diameter (e.g. bottle lids/caps, bread tags, single-serve sauces) Plastic items larger than a 3L bottle (e.g. laundry baskets, water cooler bottles) 	
Expanded polystyrene (styrofoam)	<ul style="list-style-type: none"> Foam trays, plates, bowls, cups Takeaway containers (e.g. clamshells), noodle cups Loose fill packaging (e.g. packing peanuts) 	

Category	Examples	Presentation
	Moulded packaging (e.g. for packaging home goods)	
Composite items	<p>Toothpaste tubes, dental floss containers, blister packs</p> <p>Coffee pods, tea bags</p> <p>Cardboard cans with a metal base (e.g. chip containers, gravy containers)</p> <p>Bottle pumps, spray nozzles, droppers, corks</p>	
Paper and cardboard items not accepted in the mixed recycling service	<p>Tissues, tissue paper, toilet paper</p> <p>Coffee cups and lids, smoothie/milkshake cups and lids</p> <p>Frozen food cartons and tubs (e.g. ice cream cartons)</p> <p>Laminated, coated, or lined paper and cardboard (e.g. straws, fish and chips paper, deli paper, plastic-lined takeaway containers)</p> <p>Cardboard with a wax coating (e.g. waterproof fruit boxes)</p> <p>Baking paper, wax paper</p> <p>Receipts, photographs</p> <p>Shredded paper, paper/cardboard items smaller than a business card (e.g. bread tags)</p>	
Compostable items (including certified compostable items) Items labelled compostable, biodegradable, degradable, oxo-degradable, biobased, bioplastic, plant-based Wood and bamboo items	<p>Compostable bags (e.g. compostable plastic caddy liners, grocery/produce bags, coffee bags)</p> <p>Postal satchels, packing peanuts</p> <p>Compostable/biodegradable coffee cups and lids, smoothie/milkshake cups and lids</p> <p>Compostable/biodegradable plastic containers, cutlery, and straws</p> <p>Sugarcane containers, cutlery, and straws</p> <p>Wood/bamboo containers, cutlery, and straws</p> <p>Wood/bamboo household items (e.g. toothbrushes, dish brushes)</p> <p>Chopsticks, drink stirrers, skewers, toothpicks, icy pole sticks</p> <p>Compostable/biodegradable dish brushes, cloths, wipes</p>	
Liquids	Liquid food products (e.g. cooking oil) – household quantities only	Poured into a container with lid closed tightly
Small broken household items	<p>Toys</p> <p>Smoke detectors</p> <p>Coat hangers (any type)</p> <p>Crockery, ceramics, and kitchenware (e.g. cutlery, plates, pots, and pans)</p> <p>Reusable metal containers (e.g. steel water bottles, lunch boxes)</p>	<p>No toys that use a battery, cable, or cord</p> <p>No batteries</p>

Category	Examples	Presentation
	<p>Metal household items (e.g. tools, screws, keys, magnets, wire)</p> <p>CDs, DVDs, video tapes, cassette tapes and their cases</p> <p>Hoses, ropes, string, twine</p> <p>Artificial plants</p>	
Textiles, latex, and wax products	<p>Clothing, bedding, fabric, rags (natural or synthetic fibres)</p> <p>Balloons, gloves</p> <p>Candles, beeswax wraps</p>	
Sanitary, personal care and cleaning items	<p>Nappies, including compostable or biodegradable nappies</p> <p>Sanitary items (e.g. wipes, sanitary pads, tampons), including compostable or biodegradable items</p> <p>Tissues, face masks</p> <p>Paper towel used with chemicals/cleaning products</p> <p>Cotton wool, cotton bud sticks, makeup pads, sponges</p> <p>Toothbrushes, toothpaste tubes, dental floss</p> <p>First aid items</p> <p>Blister packs (empty)</p> <p>Razors, razor cartridges</p> <p>Makeup products</p>	<p>Nappies: empty contents into toilet</p> <p>Tissues, face masks: double-bagged if unwell</p>
Timber and engineered wood (small pieces), sawdust	<p>Small pieces of timber/engineered wood</p> <p>Sawdust, wood chips, wood shavings</p>	Less than 40 cm long
Dust, lint, and litter	<p>Vacuum dust, washing machine/dryer lint</p> <p>Cigarette butts (put out)</p> <p>Chewing gum</p>	
Ash and charcoal	<p>Wood heater ash</p> <p>Barbeque ash</p>	Must be completely cooled before placing in the rubbish bin
Animal waste	<p>Animal faeces (e.g. pet poo)</p> <p>Synthetic cat litter (e.g. crystal), biodegradable cat litter (e.g. corn, paper, clay)</p>	
Small, deceased animals	<p>Insects, spiders</p> <p>Birds, fish, rodents</p>	
NOT ACCEPTED		
Soft plastics		
Items with a 'recyclable' Australasian Recycling Label (ARL)		
Items in the <i>Accepted</i> list for the FOGO service		

Category	Examples	Presentation
	Items in the <i>Accepted</i> list for the glass recycling service	
	Items in the <i>Accepted</i> list for the mixed recycling service , including soft plastic	
	Items not accepted in any household waste and recycling service (Table 8)	

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Table 7: Standard contents list for the general rubbish service with soft plastics accepted (List B)

Category	Examples	Presentation
ACCEPTED		
Soft plastics	<ul style="list-style-type: none"> Sandwich bags, freezer bags, zip lock bags, cling wrap Food bags (e.g. for bread, produce, rice, cereal) Plastic grocery and shopping bags, netting bags Silver-lined plastic bags/wrappers (e.g. for chips, chocolate) Food pouches (e.g. yogurt pouches, pet food pouches) Bags and wrapping for homewares Plastic sachets and film lids Plastic post satchels, bubble wrap, cellophane Pet food and potting mix bags 	
Glass items not accepted in the glass recycling service	<ul style="list-style-type: none"> Bottles/jars with items inside them (e.g. cigarette butts, straws, food, liquid) Drinking glasses, glass cookware and containers (e.g. Pyrex), crystal glass Reusable coffee cups and water bottles Perfume and aftershave bottles, nail polish bottles Essential oil bottles, candle jars Light bulbs, fluorescent tubes Glass from furniture, appliances, electronics, decorative items (e.g. vases, picture frames, microwave turntables) Mirrors, plate glass (window glass and windscreens), fibre glass Eyeglasses/sunglasses Medical or laboratory glass 	Intact or broken
Plastic and packaging items not accepted in the mixed recycling service	<ul style="list-style-type: none"> Stickers (e.g. fruit stickers), elastic bands Meat trays, deli meat trays Cordial bottles Plastic plates, bowls, cups, cutlery, straws, drink stirrers Reusable plastic containers (e.g. reusable coffee cups, reusable water bottles, baby bottles, lunch boxes) Plastic strapping, drop sheets, tarpaulins Bank cards, loyalty cards CDs, DVDs, video tapes, cassette tapes and their cases 	

Category	Examples	Presentation
	<p>Plastic items under 5cm in diameter (e.g. bottle lids/caps, bread tags, single-serve sauces)</p> <p>Plastic items larger than a 3L bottle (e.g. laundry baskets, water cooler bottles)</p>	
Expanded polystyrene (styrofoam)	<p>Foam trays, plates, bowls, cups</p> <p>Takeaway containers (e.g. clamshells), noodle cups</p> <p>Loose fill packaging (e.g. packing peanuts)</p> <p>Moulded packaging (e.g. for packaging home goods)</p>	
Composite items	<p>Toothpaste tubes, dental floss containers, blister packs</p> <p>Coffee pods, tea bags</p> <p>Cardboard cans with a metal base (e.g. chip containers, gravy containers)</p> <p>Bottle pumps, spray nozzles, droppers, corks</p>	
Paper and cardboard items not accepted in the mixed recycling service	<p>Tissues, tissue paper, toilet paper</p> <p>Coffee cups and lids, smoothie/milkshake cups and lids</p> <p>Frozen food cartons and tubs (e.g. ice cream cartons)</p> <p>Laminated, coated, or lined paper and cardboard (e.g. straws, fish and chips paper, deli paper, plastic-lined takeaway containers)</p> <p>Cardboard with a wax coating (e.g. waterproof fruit boxes)</p> <p>Baking paper, wax paper</p> <p>Receipts, photographs</p> <p>Shredded paper, paper/cardboard items smaller than a business card (e.g. bread tags)</p>	
<p>Compostable items (including certified compostable items)</p> <p>Items labelled compostable, biodegradable, degradable, oxo-degradable, biobased, bioplastic, plant-based</p> <p>Wood and bamboo items</p>	<p>Compostable bags (e.g. compostable plastic caddy liners, grocery/produce bags, coffee bags)</p> <p>Postal satchels, packing peanuts</p> <p>Compostable/biodegradable coffee cups and lids, smoothie/milkshake cups and lids</p> <p>Compostable/biodegradable plastic containers, cutlery, and straws</p> <p>Sugarcane containers, cutlery, and straws</p> <p>Wood/bamboo containers, cutlery, and straws</p> <p>Wood/bamboo household items (e.g. toothbrushes, dish brushes)</p> <p>Chopsticks, drink stirrers, skewers, toothpicks, icy pole sticks</p>	

Category	Examples	Presentation
	Compostable/biodegradable dish brushes, cloths, wipes	
Liquids	Liquid food products (e.g. cooking oil) – household quantities only	Pour into a container and close lid tightly
Small broken household items	Toys Smoke detectors Coat hangers (any type) Crockery, ceramics, and kitchenware (e.g. cutlery, plates, pots, and pans) Reusable metal containers (e.g. steel water bottles, lunch boxes) Metal household items (e.g. tools, screws, keys, magnets, wire) CDs, DVDs, video tapes, cassette tapes and their cases Hoses, ropes, string, twine Artificial plants	No toys that use a battery, cable, or cord No batteries
Textiles, latex, and wax products	Clothing, bedding, fabric, rags (natural or synthetic fibres) Balloons, gloves Candles, beeswax wraps	
Sanitary, personal care and cleaning items	Nappies, including compostable or biodegradable nappies Sanitary items (e.g. wipes, sanitary pads, tampons), including compostable or biodegradable items Tissues, face masks Paper towel used with chemicals/cleaning products Cotton wool, cotton bud sticks, makeup pads, sponges Toothbrushes, toothpaste tubes, dental floss First aid items Blister packs (empty) Razors, razor cartridges Makeup products	Nappies: empty contents into toilet Tissues, face masks: double-bagged if unwell
Timber and engineered wood (small pieces), sawdust	Small pieces of timber/engineered wood Sawdust, wood chips, wood shavings	Less than 40 cm long
Dust, lint, and litter	Vacuum dust, washing machine/dryer lint Cigarette butts (put out) Chewing gum	
Ash and charcoal	Wood heater ash Barbeque ash	Must be completely cooled before placing in the rubbish bin
Animal waste	Animal faeces (e.g. pet poo)	

Category	Examples	Presentation
	Synthetic cat litter (e.g. crystal), biodegradable cat litter (e.g. corn, paper, clay)	
Small, deceased animals	Insects, spiders Birds, fish, rodents	
NOT ACCEPTED		
Items with a 'recyclable' Australasian Recycling Label (ARL)		
Items in the <i>Accepted</i> list for the FOGO service		
Items in the <i>Accepted</i> list for the glass recycling service		
Items in the <i>Accepted</i> list for the mixed recycling service		
Items not accepted in any household waste and recycling service (Table 8)		

2.4.6 Items not accepted in any household waste and recycling service

Councils and **ARV** must take all reasonable steps to ensure that the items in Table 8 are not accepted in any of the services, in accordance with section 2.4 in this service standard.

Table 8: Items not accepted in any household waste and recycling service

Category	Examples
Hazardous items, e-waste	<ul style="list-style-type: none"> Batteries of any kind Any item that uses a cord, battery, or charger (e-waste) Mobile phones, tablets, televisions, computers Printers, printer cartridges Electrical cables, earphones Light bulbs, fluorescent tubes, string lights Aerosol cans that are not empty Aerosol cans with a Schedule 6 Poisons rating; barbeque cleaner aerosols (empty or full) Paint tins (empty or full), containers used for toxic or corrosive chemicals/oils Gas cylinders, CO2 canisters, nitrous oxide canisters, fire extinguishers Sharps, medical waste, asbestos
Hazardous substances	<ul style="list-style-type: none"> Medicine Acids and alkalis Ammonia-based cleaners Nail polish remover Petrol, kerosene, turpentine, paint thinners Pesticides and herbicides Automotive products (e.g. car polish, anti-freeze, brake/transmission fluids, body filler) Pool chemicals Aerosol cans containing liquid Barbeque cleaner aerosol cans (empty or containing liquid) Aerosol cans with a Schedule 6 Poisons rating (empty or containing liquid) Items labelled: Corrosive 8, Oxidizing agent 5.1, Toxic 6.1, Flammable liquid 3, Flammable solid 4.1 Cooking oil (commercial quantities)
Bulky garden organics	<ul style="list-style-type: none"> Large branches (i.e. over 10cm diameter and/or more than 40cm long) Tree stumps, whole Christmas trees
Furniture and appliances Construction and landscaping materials	<ul style="list-style-type: none"> Carpets, furniture, appliances Large pieces of timber/engineered wood (i.e. more than 40cm long) Dirt, sand, mulch, soil Gravel or rocks, bricks, concrete, rubble Scrap metal
Large deceased animals	<ul style="list-style-type: none"> Deceased dogs, cats Deceased livestock

2.5 Bin lid colour requirements

By 1 July 2027, all **council** and **ARV** bins supplied for **kerbside collection services** must have the following bin lid colours:

- **general rubbish service:** red
- **mixed recycling service:** yellow
- **glass recycling service:** purple
- **FOGO service:** lime green

Any bin or bin lid issued after the commencement of this service standard must have the following lid colours:

- **general rubbish service:** red
- **mixed recycling service:** yellow
- **glass recycling service:** purple
- **FOGO service:** lime green

Explanatory note

This service standard requires that **councils** and **ARV** must take all reasonable steps to ensure that all existing bin lids are compliant with bin lid colour requirements by 1 July 2027. This also means that new bin lids that are provided by **council** or **ARV** for existing services after 1 July 2027 must be compliant at the time they are issued.

2.6 Drop off services: Bin lids, labelling and signage colour requirements

By 1 July 2027, **councils** and **ARV** must take all reasonable steps to ensure that the bin lids, labelling, and signage provided for any **drop off services** have the following colours:

- **general rubbish service:** red
- **mixed recycling service:** yellow
- **glass recycling service:** purple
- **FOGO service:** lime green.

Councils and ARV must take all reasonable steps to ensure that bin lids, labelling or signage for **drop off services** issued after the commencement of this service standard have the following lid colours:

- **general rubbish service:** red
- **mixed recycling service:** yellow
- **glass recycling service:** purple
- **FOGO service:** lime green.

Explanatory note

New bin lids, labelling and signage for drop off services that are provided by **council** and **ARV** for new or existing services after 1 July 2027 must be compliant at the time they are issued.

Appendix A: Summary of Acceptable Service Arrangements

Section	Summary
2.1.1 General Requirement	The general rubbish service, mixed recycling service, glass recycling service and FOGO service must be provided.
2.1.2 FOGO as a single, combined service is prioritised	<p>Councils and ARV must provide the FOGO service as a single service with, combined collection of food organics and garden organics material, unless this is not reasonably practicable.</p> <p>A council or ARV may assess that it is not reasonably practicable to provide a service to a household or class of households for combined collection of food organics and garden organics material.</p> <p>If it is not reasonably practicable to provide a service that provides combined collection of food organics and garden organics material, the FOGO service must be provided as a service that collects food organics material separately from garden organics material.</p>
2.2 Kerbside collection services are prioritised	The four services are to be delivered as kerbside collection services where it is reasonably practicable. If it is not reasonably practicable, then drop off services must be provided.
2.2.1 General Requirement	<p>Councils and ARV must provide each of the four streams of waste and recycling services as kerbside collection services unless this is not reasonably practicable. A council or ARV may assess that it is not reasonably practicable to provide a service to a household or class of households as a kerbside collection service if:</p> <ul style="list-style-type: none"> • a household does not have appropriate onsite space for bin infrastructure, or • a collection vehicle cannot access the kerbside of the household; or • the area council or ARV has responsibility for has a geographically dispersed population. <p>If it is not reasonably practicable to provide a kerbside collection service for one or more of the four streams of waste and recycling services, those services must be provided as a drop off service.</p>
2.2.2 Existing services	<p>If a service is provided as a kerbside collection service on the day immediately prior to the service standard commencing, the service must continue to be provided as a kerbside collection service.</p> <p>If a drop off service has been provided prior to the commencement of the service standard, the council or ARV must undertake an assessment of reasonable practicableness to provide that service as a kerbside collection service.</p>
2.2.3 Household opt-out option for FOGO service	Councils and ARV must provide households with the option to opt-out of a FOGO kerbside collection service .
2.2.3.1 Acceptable service arrangements for FOGO opt-out option	<p>To manage opt-out arrangements for FOGO kerbside collection service, council and ARV must take all reasonable steps to ensure that:</p> <ul style="list-style-type: none"> • there are effective controls so that accepted items on the standard contents list for the FOGO service do not enter the general rubbish service; and • households are enabled to resume a kerbside collection FOGO service in future if they choose to; and • a system is used to provide oversight of documentation and manages the administration of the option to opt-out.
2.3 Drop off services	<p>A drop off service must meet the following criteria:</p> <ul style="list-style-type: none"> • If more than one service is provided at a drop off location, they must be physically separate from each other to avoid contamination. • location requirements: services are placed in a visible, clearly marked location. • access requirements: <ul style="list-style-type: none"> ○ accommodates access to the drop off collection service location via multiples mode of transport (e.g., a combination of access via car, public transport, and on foot). If pedestrian entry is provided, it must limit the number of major roads crossings required to access the drop off point. ○ entry to the drop off collection service must be accessible for people with disability or limited mobility.

Section	Summary
	<ul style="list-style-type: none"> ○ appropriate access for collection vehicles. • the capacity of the drop off service is proportionate to the generation of the waste stream expected from the number of households it is servicing. • compliance with other obligations, including environmental and planning provisions.
2.4 Standard contents for each service	Each service is delivered to support the separate collection of waste and recycling as outlined in the standard contents' lists for glass recycling service, mixed recycling service, FOGO service and general rubbish service .
2.4.1 Communications to households	Communication material to inform households about the four-stream waste and recycling services is to be consistent with the standard lists.
2.4.2 Standard contents list for the glass recycling service	Councils and ARV must take all reasonable steps to ensure that the glass recycling service will accept all items on the 'accepted' list and exclude all items on the 'not accepted' list in Table 2.
2.4.3 Standard contents list for the mixed recycling service	Councils and ARV must take all reasonable steps to ensure that the mixed recycling service will accept all items on the 'accepted' list and exclude all items on the 'not accepted' list in Table 3 or 4. If a council or ARV : <ul style="list-style-type: none"> • has an offtake arrangement for recycling soft plastics, the council or ARV must take all reasonable steps to ensure that the mixed recycling service meets List A in Table 3; or • does not have an offtake arrangement for recycling soft plastics, the council or ARV must take all reasonable steps to ensure that the mixed recycling service meets List B in Table 4.
2.4.4 Standard contents list for the FOGO service	Councils and ARV must take all reasonable steps to ensure that the FOGO service will accept all items on the 'accepted' list and exclude all items on the 'not accepted' list in Table 5.
2.4.5 Standard contents list for the general rubbish service	Councils and ARV must take all reasonable steps to ensure that the general rubbish service will accept all items on the 'accepted' list and exclude all items on the 'not accepted' list in Table 6 or 7. If a council or ARV : <ul style="list-style-type: none"> • has an offtake agreement in place for soft plastics, the council or ARV must take all reasonable steps to ensure that the general rubbish service that they provide meets List A (Table 6); or • does not have an offtake agreement in place, the council or ARV must take all reasonable steps to ensure that the general rubbish service that they provide meets List B (Table 7)
2.4.6 Items not accepted in any household waste and recycling service	Councils and ARV will ensure that the items in Table 8 are not accepted in any of the services, in accordance with section 2.4.
2.5 Bin lid colour requirements	All council and ARV bins supplied for kerbside collection services will have the following bin lid colours: <ul style="list-style-type: none"> • general rubbish service: red • mixed recycling service: yellow • glass recycling service: purple • FOGO service: lime green
2.6 Drop off services: Bin lids, labelling and signage colour requirements	Drop off services , including bin lids, labelling and signage will have the following colours: <ul style="list-style-type: none"> • general rubbish service: red • mixed recycling service: yellow • glass recycling service: purple • FOGO service: lime green

