

WASTE AND RECYCLING FAQS

Q: Does Ipswich City Council have a contract in place for recycling?

A: Yes, we have a new 12-month contract (from May 2018) with Visy Recycling. Recycling has resumed again in Ipswich.

Q: What happens in the future?

A: In the next 12 months, council will investigate waste and recycling services, solutions and initiatives.

Q: Where does Ipswich's recycling currently go?

A: It goes to Visy Recycling which is a materials recovery facility (MRF) for sorting and bailing and is then sent to Australian and overseas markets. Any heavily contaminated loads go to landfill.

Q: Is recycling still going to landfill and when will that stop?

A: As of 22 May 2018, recycling services have resumed. Delivery of recyclable materials is now going to Visy Recycling materials recovery facility (MRF) for recovery.

Q: What will happen if recyclable contamination levels remain too high?

A: We will be checking the contents of yellow top bins over the next three to four months. This will help council identify areas of high contamination and target education programs to these areas. If there are still high contamination rates in these areas, there will be an option to take the yellow top bins away from some properties.

Q: Why does it cost council so much to recycle?

A: There used to be an overseas market for recyclable materials, but as tougher conditions were imposed, those markets have all but closed. This has driven up the cost for processing recycling and many councils now need to find new markets for these recyclable materials. At this moment, there are limited suitable options in Australia.

Q: Can we still upgrade our recycle bin to the larger 360L size?

A: No, unfortunately this upgrade is not available at this time.

Q: Has the collection of green waste been affected by the changes?

A: Green waste is still being collected and composted as per normal contractual arrangements.

Q: Why can't we put glass in the recycling bin anymore?

A: The problem is broken glass affects the quality of other recyclable materials, such as paper and cardboard. Council is in the process of developing a separate glass collection system. For now, you can drop off clean glass bottles and jars only (with lids removed) at either Riverview or Rosewood recycling and refuse centres. More drop-off areas will be set up in the coming weeks. As a last resort, place them in your general waste bin for collection.

- Q: *What number do we call if we have further questions about recycling in Ipswich?*
A: **Please call the customer service centre on (07) 3810 6666**
- Q: *Is there a cost if we drop my glass to the Rosewood or Riverview depot?*
A: **No if only clean bottles and jars are being dropped off.**
- Q: *How will council be recycling the glass they collect?*
A: **Council will be taking the glass to a local glass recycler.**
- Q: *When will we know more about how our glass is to be recycled?*
A: **Council is exploring glass collection systems and alternative markets for recovered glass materials. However, in the meantime we will be partnering with a local glass recycler and providing glass drop off locations. More information will be provided soon.**
- Q: *Why can glass from Brisbane be recycled but not from Ipswich?*
A: **Glass from Ipswich can be recycled and has been happening until the recent change of contract. Ipswich has decided to continue to recycle glass; however, we want to collect glass in a different way so that other recyclable materials retain a higher value.**
- Q: *Why can't we have a separate bin for glass that is collected by council?*
A: **Council is currently exploring that option. For now, glass can be dropped off at either Riverview or Rosewood recycling and refuse centres. More drop-off areas will be set up in the coming weeks. As a last resort, place them in your general waste bin for collection.**
- Q: *Where do we find further information about what can and cannot be recycled?*
A: **There is more detailed recycling information on council's Bin App. Please focus on the items that are listed as being accepted in the recycling bin. If it is not on that list, please do not place in the recycling bin.**
- Q: *When should we start following the new recycling guidelines?*
A: **We encourage everyone to start with the new recycling 'Recycle 4' program immediately.**
- Q: *How do we know the ICC Bin App is up to date?*
A: **You can do a manual update of your smart phone which will update the information on the Bin App.**
- Q: *Do we need to wash my plastic bottles and containers before placing them in the yellow top recycling bin?*
A: **All that we require is for the bottles and/or containers to be empty. If you would like to give them a rinse to keep smells out of your bin that is okay.**
- Q: *Do we leave lids on or off for recycling?*
A: **Leave lids off plastic milk and drink bottles, and remove lids from glass bottles and jars and place in the recycling bin (but definitely not the glass).**
- Q: *Can we use a plastic bin liner?*
A: **Plastic bin liners or plastic bags (to collect recyclable items) are not accepted in the recycling bin as they contaminate the load.**