

# GENERAL CUSTOMER SERVICE TIPS

## FOGO

CATEGORY	

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>EACH HOUSEHOLDER IS DELIVERED</b>	1 kitchen caddy		1300 212 203
	1 year supply of compostable bags that you use within the caddy ( this is 1 roll with 150 bags)		
	Information pack about the new service.		
<b>I don't understand the waste charges on my rates notice</b>	In anticipation of the introduction of FOGO later this year, residents in urban areas will notice changes to the waste charges on their 2018-2019 rates notices. This was done as the DWM charge has decreased and the FOGO Bin charge increases. Note there is no increase in the charger overall other than the 3.5% CPI increase.		Waste Admin
<b>I can't afford this service, we already pay high rates (Pension, low income etc)</b>	There is no increase on your waste charges other than the 3.5% CPI increase. An improved service at the same level of charging. Customers do have the option to modify bin sizes.	Service options	Waste Admin
	Future waste disposal costs are significantly reduced with the introduction of FOGO. The current landfill space will only last another 17 years if we don't significantly reduce this it will cost a lot to build a new landfill and we will all pay.		
	Bin audits consistently show that over 38% of what we send to landfill is organic waste that could have been composted. This equates to over 1000 tonnes per year. The Green Team can come to your house to help you to "choose the right bin".		
	Over 40 Councils in NSW currently have a FOGO service and it works. Making the change is hard but once you are used to it, it will become easier.		
	Many bin size/service options available to cater for different households		
<b>We are being forced into a service we don't want!</b>	The service is provided to the community as a whole as we need to respond as a community to reduce the waste that ends up in landfill.	Service options	Waste Admin
	Future waste disposal costs are significantly reduced with the introduction of FOGO. The current landfill space will only last another 17 years if we don't significantly reduce this it will cost a lot to build a new landfill and we will all pay.		Green Team
	Bin audits consistently show that over 38% of what we send to landfill is organic waste that could have been composted. This equates to over 1000 tonnes per year. The Green Team can come to your house to help you to "choose the right bin".		Green Team
	Over 40 Councils in NSW currently have a FOGO service and it works. Making the change is hard but once you are used to it, it will become easier.		Green Team
	Many bin size/service options available to cater for different households.	Service options	Waste Admin

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>My red bin will overflow every week — eg. larger families, young families, shared accommodation.</b>	Understand this is a significant change to the current waste system.	Factsheet 2 Recycling and Factsheet 3 What Goes Where	
	Do you understand the new collection schedule for the new 3 bin system? The green lidded bin (food and garden waste) is collected weekly and the red lidded waste and yellow lidded recycling fortnightly (alternate weeks).	A – Z what goes where Website/App	Waste Admin
	Based on recent household bin audits up to 38% of what we send to landfill is organic waste like food, which will be removed weekly.		
	Can I ask what sorts of materials will be filling up your red lidded bin?		
	Could these items go in the green bin or the recycling bin? Amazing what now goes into the green bin eg. Cooked food scraps, pet droppings, pizza boxes, toilet rolls, anything that once 'lived' and is not covered in plastic.		
	The only things remaining in most red lidded bins should be soft plastics ONLY if you cannot take them to Coles or Woolies for recycling, polystyrene, cigarette butts, baby wipes, hygiene products, mirror glass, medical waste, rags/fabric, shoes, stickers, take away coffee cups, toothpaste tubes, toys and nappies. (see nappies question for more info)		Waste Admin
	Do you have large volumes of recycling every week? You can easily upgrade to a 360L recycling bin which is great for large households.		
	Larger items should be taken to your local transfer station eg. Electrical items, other household goods.		
	If resident is still unhappy offer Green Team visit to assist with getting to know 'what goes where' bin sorting and refer to green team.		
	'Will you give the service a try and give us a call back if you still aren't sure in a couple of weeks? – there are other options we can help you with'	Fact Sheet 2 Recycling and Fact Sheet 3 - What goes where. A-Z what goes where	Green Team / WMT

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<p><b>5. Concerned about odours, fly's and pests from rubbish left for a fortnight before collection.</b></p>	<ul style="list-style-type: none"> <li>• Other than households who use disposable nappies, medical waste and sanitary products there shouldn't be much in your red bin that contributes to odour problems.</li> <li>• All food scraps, pet waste that generate odours should be tied up in the compostable liners provided and placed in your new green lidded organics bin.</li> <li>• Rinse meat and other containers that may contribute to smells before placing in your recycling or waste bins.</li> <li>• 'Can I ask what items are you concerned that will smell?' - advise where these items should be placed.</li> <li>• Keep the lids of your bins closed so that pests can not enter.</li> <li>• If possible, keep your bins in a shadier spot to reduce odours.</li> <li>• Odour neutralising products are available from supermarkets and hardware stores (eg. Sticker under bin lid, granules).</li> <li>• Regular bin cleaning can reduce bin odours and local service – we clean bins can help.</li> </ul>	Fact Sheet 7,8	WMT Green Team
<p><b>6. Concerned about Nappies filling up the bin</b></p>	<ul style="list-style-type: none"> <li>• Understand this is a significant change to the current waste system, especially for families with children in nappies.</li> <li>• Do you understand the new collection schedule for the new 3 bin system? The green lidded bin (food and garden waste) is collected weekly and the red lidded waste and yellow lidded recycling fortnightly (alternate weeks).</li> <li>• Based on recent household bin audits up to 50% of what we send to landfill is organic waste like food, which will be removed weekly.</li> <li>• The only things remaining in your red lidded bin should be nappies, plastic bags and non-recyclable wraps.</li> <li>• When we have worked with families who have nappies, often there is enough room in the red lidded bin once all the other waste has been separated correctly.</li> <li>• Are there other things filling up your red lidded bin that could go into the new green lidded bin or into your recycling bin?</li> <li>• Do you have large volumes of recycling every week? You can easily upgrade to a 360L recycling bin which is great for large households.</li> <li>• Do you need some more information about what goes into each bin? Refer to website, fact sheet 3.</li> <li>• Larger items should be taken to your local transfer station eg. Electrical items, other household goods.</li> <li>• If resident is still unhappy offer visit to assist with getting to know 'what goes where' bin sorting and refer to green team who can assist with other options.</li> <li>• <b>Resident MUST try service first and have a green team visit before other options (eg. Larger red bin are available)</b></li> </ul>	Fact Sheet 2 - Recycling Fact Sheet 3 – What Goes Where Fact Sheet 5 - Oh Baby - making room for nappies	Green Team, WMT

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>7. Concerned about Nappy Smell</b>	<ul style="list-style-type: none"> <li>Bin odour studies have shown that odours peak at around day for and then don't get noticeably better or worse.</li> <li>Suggest double bagging with nappy bags to control smell.</li> <li>Ensure bin lid is always closed to deter fly's and other pests.</li> <li>If possible keep outdoor bins in shadier places to reduce odours.</li> <li>Odour neutralising products are available from supermarkets and hardware stores (eg. Sticker under bin lid, granules).</li> <li>Regular bin cleaning can reduce bin odours and local service – we clean bins can help.</li> </ul>	Fact Sheet 5 - Oh Baby - making room for nappies	WMT Green Team
<b>8. I don't understand what goes in this bin, where does XXX go?</b>	<ul style="list-style-type: none"> <li>As a general rule food and garden waste and anything that 'once lived' should go into the green bin.</li> <li>Remove food from all packaging before placing in the kitchen caddy or green bin.</li> <li>Do you have access to the Halve Waste website for more information about what type of items go where.</li> <li>Refer specific items to A-Z of what goes where.</li> <li>Most important messages: plastic bags, plastic wrap, food packaging, ash and treated timbers are contaminants of the organic material and do not belong in the green lidded bin.</li> <li>Bottles, most plastics, clean cardboard should still all go into the recycling.</li> <li>Larger household items, electrical goods, building waste must be taken to your local waste transfer station.</li> <li>Please record this query and email the green team at Cleanaway if it is not something on the current database.</li> <li>Offer green team call back if query can't be resolved.</li> </ul>	Fact Sheet 2 – Recyclables Fact Sheet 3 – Organics – What goes Where. A-Z what goes where	WMT Green Team
<b>9. I already have a green lidded bin for garden waste, will I need to have 4 bins?</b>	<ul style="list-style-type: none"> <li>No - When the service starts you will be delivered the kitchen caddy and compostable liners - your green bin will then be used for both food and garden waste. Please don't put food into your current green bin though until you are delivered advice about the new 3 bin service start date (with the kitchen caddy's and liners)</li> </ul>	Fact Sheet 3 & 8 - What goes where, Service Overview	Should not need escalation

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>10. I already compost/worm farm/feed scraps to animals – I don't need this bin – why should I have to pay for it? Can I opt out?</b>	<ul style="list-style-type: none"> <li>It's a great thing for your garden and the environment to compost and we want people to keep composting.</li> <li>We still encourage people to utilise their food scraps to feed their pets and compost.</li> <li>Want you to see the bin as an extension to what you do in your home and garden. It can take away excess clippings and prunings and other items you might not want to compost like onion peels, citrus fruit, diseased fruit, weeds (for a full list see A-Z).</li> <li>As a community we have about 10-15 years left before the residential section of the landfill is full. After this time we will need to find another landfill, which will most likely mean expensive transport elsewhere.</li> <li>By taking organic waste out of the landfill we are increasing the life of the landfill significantly, given that over 50% of what we send to landfill is organic waste that could have been recycled.</li> </ul>	Fact Sheet 1 Already composting Fact Sheet 3 & 8 - What goes where, Service Overview	WMT Green team
<b>11. BIN OPTIONS AVAILABLE (Also see options table at the end of this document)</b>	<ul style="list-style-type: none"> <li><b>Half and full additional services still available</b></li> <li>A range of larger and smaller bins are available to meet resident requirements:  <b>Note: other than some bin consolidation with Units and Flats every tenement will be delivered the standard service initially and then residents can submit a request through council/Cleanaway for other bin options.</b> <ul style="list-style-type: none"> <li>Larger bin 240 litre red lidded bin (still fortnightly collection) 240L</li> </ul> <b>Note: Residents must speak with WMT or green team to obtain this larger bin size</b> <ul style="list-style-type: none"> <li>Smaller (140L) green organics bin</li> <li>Larger recycling bin (360L)</li> </ul> </li> </ul>	Refer Domestic Waste Collection Options	WMT Green Team
<b>12. I am a farmer/rural resident and don't want the new bin</b>	<ul style="list-style-type: none"> <li>All kerbside residents who currently have the 2 bin system will be upgraded to the 3 bin system.</li> <li>Councils have determined that the current 2 bin system is now changing to the 3 bin system to encourage people to sort their waste correctly and reduce the amount of waste going to landfill.</li> <li>As a community we have about 10-15 years left before the residential section of the landfill is full. After this time we will need to find another landfill, which will most likely mean expensive transport elsewhere.</li> <li>By taking organic waste out of the landfill we are increasing the life of the landfill significantly, given that over 50% of what we send to landfill is organic waste that could have been recycled.</li> <li>The standard service now offers 860L of waste removed per household every fortnight compared to 540L on the current 2 bin service which is a significant increase (over 40% more) for a small increase in waste charges per year.</li> </ul>	Fact Sheet 1 Already composting Fact Sheet 3 & 8 - What goes where, Service Overview	WMT Green team

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>13. I don't have room for the kitchen caddy on my benchtop. I don't want to use it.</b>	<ul style="list-style-type: none"> <li>• The caddy is provided to make the collection and disposal of food scraps in the household easy and convenient.</li> <li>• The more visible the caddy is in your kitchen the more likely you and your family are to use it.</li> <li>• If you have a smaller kitchen or little bench space consider somewhere under the bench or laundry that is easy for you to use. You might find that you don't need as much space for your general waste bin now.</li> <li>• If the lid is closed and the liners changed every 2-3 days as suggested the odours will be minimised within the caddy. You can also line the bottom of the caddy with newspaper or kitchen towel (which can also go directly into the green bins).</li> </ul>	CS	Fact Sheet 7 & 8
<b>14. Are my collection days changing?</b>	<ul style="list-style-type: none"> <li>• In most cases no, but in some, YES, there are some households whose collection days will be changing as new residential areas are added to the service and service needs increase. New collection calendars will be provided to residents with their new bins in the month prior to service roll-out. <a href="http://www.halvewaste.com.au">www.halvewaste.com.au</a></li> <li>• Residents who's collection days are changing will be notified by Cleanaway</li> </ul>	Halve Waste website, collection calendars	Cleanaway
<b>15. We are a unit, flats complex – we don't have room for anymore bins</b>	<ul style="list-style-type: none"> <li>• Happy to work with units, groups of tenants who need to share bins for space reasons</li> <li>• Also have smaller bin options that might suit residents.</li> <li>• Offer a WMT or green team visit to discuss needs.</li> <li>• Each tenement is still charged the same standard service fee.</li> </ul>	Fact Sheet 6 - Multi Unit Dwellings	Green team WMT
<b>16. Real Estate Agents Landlords Renters Moving House</b>	<ul style="list-style-type: none"> <li>• New 3 bin service charge is included in last quarter of 2014/15 rates and from 2015/16 onwards is the standard kerbside waste service.</li> <li>• General information to pass onto tenants/new home owners is available on the Halve Waste website. <a href="http://www.halvewaste.com.au">www.halvewaste.com.au</a></li> <li>• If group of residents/tenants wants more information and assistance with sorting waste and learning about the new service pass query onto the green team.</li> <li>• Kitchen Caddy, Liners and Outside bins are NOT to be taken by any tenants or residents when moving. They belong to the residence.</li> </ul>	<a href="http://www.halvewaste.com.au">www.halvewaste.com.au</a>	Green Team WMT

Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
<b>17. I use a new liner every day - Where do I get more caddy liners from when I run out?</b>	<ul style="list-style-type: none"> <li>• A year supply of liners will be delivered to every resident prior to the service commencing with the kitchen caddy. This is based on changing the liner in the caddy every 2-3 days.</li> <li>• Some residents may have larger families or use the liners for pet wastes etc. They will be directed on how to order more later in 2015 (charges may apply if more are requested prior to the 12 month anniversary of the service commencing).</li> <li>• You do not have to have liners to put food scraps in your kitchen caddy or green lidded organics bin. Food can be wrapped in newspaper or paper towel or just placed straight into the green lidded bin. It helps to layer food with garden waste to minimise odours and liquid build up in the bin.</li> <li>• Another year's supply of liners will be delivered to each tenement just prior to the 12 month anniversary of service commencement.</li> </ul>	Fact Sheet 8 – Service Overview	Green Team Cleanaway
<b>18. Why can't I use degradable or other plastic bags in the green bin?</b>	<ul style="list-style-type: none"> <li>• Contamination, especially with plastic bags is a major issue for the production of the high quality compost.</li> <li>• By accepting only the compostable liners supplied (lime green colour) the processor can easily identify and remove contaminants.</li> <li>• These liners are the only ones approved for the compost processing and have been tested within the process to ensure they fully breakdown and meet the Australian standard for compostable liners.</li> </ul>	Fact Sheet 8 – Service Overview	Green Team WMT
<b>19. Can I put compostable nappies into the green bin?</b>	<ul style="list-style-type: none"> <li>• No – please place all nappies into the red bin. The composting contractor will remove ANY type of nappy as a contaminant to landfill due to the difficulty in determining which nappies are compostable or not.</li> <li>• There is some information available on the Halve Waste website about different reusable nappies on the market. <a href="http://www.halvewaste.com.au">www.halvewaste.com.au</a> (available April/May 2015)</li> </ul>	Fact Sheet 5 – Oh baby – making room for nappies <a href="http://www.halvewaste.com.au">www.halvewaste.com.au</a>	Green team, Halve Waste educator
<b>20. This service is disgusting and a health risk</b>	<ul style="list-style-type: none"> <li>• <b>Household bins:</b> see answers for question 12 about odours, flies and pests.</li> <li>• <b>Medical waste:</b> Should be double bagged and disposed of in the same manner as you currently use (red lidded bin). If space in the bin over a 2 week period is an issue pass on a request to WMT or green team.</li> <li>• <b>Composting Service:</b> All the organic material is processed in a system that operates to EPA and Australian Standards.</li> </ul>	Fact Sheet 4 – Medical Waste Fact Sheet 7 – Reduce Odours	WMT Green Team, Cleanaway for composting enquiries
<b>21. I can't use this service. I don't need</b>	<ul style="list-style-type: none"> <li>• What is the main reason you feel you can't use this service, don't want this service?</li> <li>• FULL RED BIN – refer question XXX</li> </ul>	Fact sheets as	Green Team WMT



Question or Enquiry	Suggested Response and Notes	Further Info	Escalate query to:
this service. I want to opt out (eg. Elderly/disabilities etc)	<ul style="list-style-type: none"> <li>ALREADY COMPOSTING/FARMER/RURAL BLOCK – See question XXX</li> <li>Don't generate food or garden waste - We need to respond to decreasing landfill space as a community and reduce the future costs of waste disposal. Locally, 50% of what we are sending to landfill could have been recycled into compost.</li> <li>3 bin service is being delivered to all current 2 bin services.</li> <li>Green Team,WMT happy to speak with resident and can offer information sessions to groups, carers etc if they need more help understanding and getting used to the new service.</li> </ul>	appropriate	
22. Can I get a smaller green bin?	<ul style="list-style-type: none"> <li>Yes - see bin options and record customer details in database - NOT BEING DELIVERED UNTIL SERVICE COMMENCES.</li> <li>Charges/Rebates apply: <b>ALBURY XXX</b></li> </ul>	Record and pass on as per current bin ordering protocols request to Cleanaway.	
23. Can I get a bigger Recycling bin?	<ul style="list-style-type: none"> <li>Yes 360L recycling bins available (standard 240L). This is a great option for larger households as so much of our household waste can be recycled.</li> <li>Record and pass on as per current bin ordering protocols request to Cleanaway. these are currently available at a cost of \$20 per year to the resident.</li> </ul>	Fact Sheet 2 - Recycling	NA
24. I've received a contamination letter/sticker on my bin	<ul style="list-style-type: none"> <li><b>CS staff should have access to up to date information about addresses where the contamination occurred and the reasons why. Contamination procedure will be the same for green bins as the current yellow lidded recycling bin.</b></li> </ul>	Fact Sheet 3 & 8 What Goes Where and service overview.	Cleanaway
25. I'm missing a kitchen caddy, liners, green lidded bin	<ul style="list-style-type: none"> <li><b>Same procedure to order new bin and pass through to Cleanaway</b></li> </ul>	Pass request to Cleanaway	Cleanaway
26. My liners tear and break, can't open them	<ul style="list-style-type: none"> <li>Liners are made from compostable material like corn starch and feel different from plastic to open.</li> <li>Be careful when tearing the liners off the roll.</li> <li>Rub the opening end of the liner between dry hands to gently make an opening if you have trouble opening them.</li> <li>Store the liners somewhere dry and out of sunlight as these will greatly shorten the shelf life of the liners and make them difficult to use.</li> </ul>	FACT SHEET 8 – General Service Overview	

# Domestic Waste Collection Options

Residential Domestic Waste Collection	Descriptive
Default Option	<b>Default Service Option</b> Fortnightly Refuse Bin (140 litre), Fortnightly Recycling Bin (240 litre) Weekly Organics Bin (240 litre)
Option 1	<b>Larger Recycling Service Option</b> Fortnightly Refuse Bin (140 litre) Fortnightly Recycling Bin (360 litre) Weekly Organics Bin (240 litre)
Option 2	<b>Large Service Option</b> Weekly Organics Bin (240 Litres) Fortnightly Recycling Bin (240 Litres) Fortnightly Refuse Bin (240 Litre)
Option 3	<b>Small Service Option</b> Weekly Organics Bin (140 Litres) Fortnightly Recycling Bin (240 or 140 litres) – can retain existing recycling bin or request a smaller size Fortnightly Refuse Bin (140 litres)
Additional Bins	Additional Refuse - Fortnightly Refuse bin (140 litre)
	Additional Refuse - Fortnightly Refuse bin (240 litre)
	Additional Recycle - Fortnightly Recycling bin (240 litre)
	Additional Recycle - Fortnightly Recycling bin (360 litre)
	Additional Organics - Weekly Organics Service (140 litre)
	Additional Organics - Weekly Organics Bin (240 Litres)
	Kitchen Caddy
	Compostable Liners
Non Residential Business Options	<b>Non-Residential Default Service Option</b> Fortnightly Refuse Bin (140 litre) Fortnightly Recycling Bin (240 litre) Weekly Organics Bin (240 litre)
	<b>Larger Recycling Service Option</b> Fortnightly Refuse Bin (140 litre) Fortnightly Recycling Bin (360 litre) Weekly Organics Bin (240 litre)
	<b>Large Service Option</b> Weekly Organics Bin (240Litres) Fortnightly Recycling Bin (240 Litres) Fortnightly Refuse Bin (240 Litre)
	<b>Small Service Option</b> Weekly Organics Bin (140 Litres) Fortnightly Recycling Bin (240 or 140 litres) Fortnightly Refuse Bin (140 litres)