Bulky Waste Frequently Asked Questions

Support

Who do I contact if I have a technical issue or a question about the service?

Please contact Access Canberra on 13 22 81 if you have a question about the service, experience technical issues with the booking system or have an issue with your collection.

Access Canberra can help with technical issues such as adding your address on the booking form, or if you do not have access to the internet and need to put in an application over the phone.

Please note the booking system is supported on all browsing platforms **other than** Internet Explorer. If you are having trouble loading the booking form online, try accessing the form via Google Chrome.

Eligibility for the Service

Q. What are the suburbs that are currently included in the bulky waste collection service?

Bulky waste collections are now available to all Canberra residents. All households are entitled to one free collection per financial year, up to two cubic metres.

Q. Can I book a service if I'm renting?

Yes. The service is available for homeowners and renters. You can complete the online booking form to organise your collection.

Booking the Service

Q. When is the next scheduled collection date?

Each household receives one free collection per financial year.

The service is a booked service. When you book online you will be provided with available collection dates for your address. Each household will be provided with one available collection date per quarter, and you will usually be able to book this up to two quarters (6 months) in advance.

Q. Why am I only given a choice of two available collection dates?

There is currently one day available each quarter for your collection, and you will be able to book this up to two quarters (6 months) in advance.

The booking system links to the schedule of collections by Suez, the bulky waste operator. This schedule involves routes for collection to maximise efficiency for the collection vehicles.

Don't forget you are able to put the items out up to two days before the collection date and you do not need to be home for the collection. Your items must be within the property boundary and situated at the front of the property to ensure easy access for the contractor.

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Q. What items can and cannot be collected?

Bulky items that can be collected

- Furniture and household appliances
- Tools and including garden tools/equipment with fuel and batteries removed
- Timber up to two metres in length
- White goods and sinks
- Building materials/ products (see list of excluded rubble)
- Metal products/ scrap metal (including hot water systems that fit within the two cubic metre limit)
- Electrical equipment with batteries removed
- Blankets, linen and manchester
- Lighting
- Automotive parts with fuel and batteries removed
- Camping and outdoor equipment
- Televisions or computers
- Mattresses and ensembles ($25 fee per mattress and $25 fee per bed base/ensemble)

Items that won't be collected

- More than two cubic metres of waste
- Items weighing more than safe manual handling limits (the acceptable weight limit for Bulky Waste items is 25kg per person, with two drivers in the field a maximum of 50kg items is acceptable)
- Household chemicals or hazardous waste
- Sheet glass and mirrors
- Asbestos sheeting or asbestos products
- Gas bottles or fire extinguishers
- Soil or mixed fill material
- Tyres
- Sharps, needles or sharps containers
- Timber over two metres in length
- Garden waste (grass clipping, prunings) or food waste
- Building and construction rubble
- Solar panels

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Q. What is the additional cost for mattresses and ensembles?

Mattresses and ensemble bed bases are acceptable items. Each item will incur a $25.00 flat fee. (i.e. $25 per mattress and $25 per ensemble base).

Payment must be made at the time of booking. If you live in a multi-unit dwelling with a shared waste enclosure, your body corporate or strata manager will invoice you for the collection.

Mattresses and ensembles count towards the 2 cubic metre allowable collection limit and calculated at approximately 0.8 cubic metres. Please keep this mind when you are making your booking.

All our collected mattresses are taken to Soft Landing Mattress Recycling. Soft Landing uses a social enterprise model that employs people who are experiencing barriers to employment. Their aim is to keep end-of-life mattresses and ensemble bases out of landfill and recover components to recycle.

Q. How do I book a service If I live in an apartment?

If you have a shared waste facility, contact your body corporate or managing agent. They will provide you with a booking form to complete and list your items for collection. Your body corporate or managing agent will place a collective booking online, on your behalf.

Depending on the individual multi-unit development, the process may differ – so it is best to contact your body corporate or managing agent to discuss.

If you live in a multi-unit development WITHOUT a shared waste facility, you can book your own collection using the form titled: **Bookings for residents with their own bins.**

Q What information will I need to provide when I book the service?

The booking form will ask you for information such as your name, address, contact details (email, mobile or home phone), preferred collection date using a calendar, and the list of items to be collected.

When your booking is confirmed, you will receive a reference number which you can also use to amend your booking. You can check the status of your service request through the Request Service Status form.

Residents are sent a confirmation email or SMS (including reference number), depending on their preferred contact method, when they complete the booking as well as reminder emails or SMS 48 hours before the collection date.

This process is different if you live in an apartment or townhouse with shared waste facilities. Please contact your landlord, body corporate or managing agent to make a booking.

Q. Why do I have to list all the items when I make the booking for my single unit dwelling?

Residents need to list the items to be collected so the Contractor can conduct a preliminary assessment of those items. This will lead to better resource recovery. It also provides an initial assessment of the total size of the items, to help both the resident and contractor know if they are within the allowed size limit.

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Q. Can my neighbour and I book a collection together?

Every household is eligible for one free collection per financial year of up to two cubic metres. Separate bookings will need to be made by each resident via the booking system.

A battle-axe block and subdivided properties with their own bins are considered single unit dwellings and are entitled to one free bulky waste collection each financial year.

Q. How do I book if I don't have access to the internet?

If you do not have access to the internet, please contact **Access Canberra on 13 22 81** and Access Canberra will help you complete the booking form over the phone.

Placing the items for collection

Q. Where do I need to put my items?

Keep all bulky waste inside your property boundary and in an easily accessible location. You will be asked to keep your items within a two cubic metre space.

Items outside of this area may not be collected.

This is different for multi-unit dwellings. Please contact your landlord, body corporate or managing agent to discuss bookings and collection requirements.

Q. How do I know where my property boundary is?

Residents are responsible for ensuring their items are placed inside the property boundary in a place that can be easily accessed by the contractor.

ACTMAPi can help you find your property boundary.

1. Go to: http://www.actmapi.act.gov.au/
2. Select the Basic Map icon
3. Select the Search Blocks tool (binoculars icon)
4. Ensuring that you have selected 'Search Blocks by Street Address', continue with the Search button
5. Enter your street address (street number and street name) and continue with the Search button
6. Select your address (identified with a small star icon on the left hand side of the page)
7. The next page will show your property and boundary – the pale blue line around your property identifies the boundary

If these directions are not enough to help you find your property boundary, please contact **Access Canberra on 13 22 81**.

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What if I can't put my items inside my property boundary, e.g. say there is an edge garden?

Residents are responsible for ensuring their items are placed inside the property boundary in a place that is easily accessible and free from obstruction.

If you are unable to locate an area within your property boundary to place the items, please contact **Access Canberra on 13 22 81**.

Q. Can I put the items in my driveway if there is nowhere else within my property boundary?

Yes, you can place your items on a section of your driveway, provided it is inside your property boundary.

Q. When should I put my items out for collection?

You should place your items within your property boundary no more than 48 hours from the scheduled collection date, and no later than 7am on the day of collection.

Q. How big is two cubic metres?

Two cubic metres is two metres long, one metre wide and one metre high.

When you book your collection and list the items to be picked up, the booking system includes a calculator to help residents add up the two cubic metre space.

Q. What if part of the item is bigger, but part of it is smaller?

Residents should try to fit the items within the allocated limit of two cubic metres (two metres long, one metre wide and one metre high). However, if you have a taller/ longer item (e.g. a two-seater lounge or large fridge), this will likely be accepted for collection by the contractor.

When you book your collection and list the items to be picked up, the booking system includes a calculator to help residents add up the two cubic metre space.

Q. What happens if I want more than two cubic metres collected?

Two cubic metres per household per financial year is the maximum that can be collected through this service. Items that exceed the limit and are not included in the online booking form, will not be collected and is the responsibility of the customer to remove.

If you have more than two cubic metres to be collected, you can take items to the Resource Management Centres in Mitchell and Hume.

You can also search Recyclopaedia for advice on the best way to recycle or dispose of specific items. Alternatively, you can contact a local skip bin or trash pack operator.

Q. Do I need to be home for the collection?

No, you do not need to be home for the collection.

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Problems with the collection

Q. What do I do if all or part of my bulky waste was not picked up on my scheduled collection date.

If your bulky waste has not been collected please call **Access Canberra on 13 22 81**.

You may notice only part of your bulky waste was collected. This could be because:

- Two different trucks collect re-useable/recyclable items, and items for landfill. Both trucks will arrive on the same date but they may arrive at different times.
- Some of your items may not have been eligible for collection. Please make sure the items are in an easily accessible location within your property boundary, are within a two cubic metre space, and contains items on the acceptable items list.

Items which do not meet the eligibility criteria remain the responsibility of the resident. Please note that an illegal dumping fine may be issued if the items are outside of the property boundary.

Residents can also visit the Recyclopaedia to find out how to correctly recycle or dispose of specific items.

Q. Someone has dumped some extra items on my pile and it didn't get collected. What do I do with it?

The contractor will only collect items you selected on your booking form.

Please place your items at the collection point no more than 48 hours prior to the collection date and within your property boundary.

Any person who enters your property will be trespassing. In the event someone else places items with your pile and you require assistance having it removed, please contact **Access Canberra on 13 22 81**.

Q. What if the bulky waste is vandalised before collection?

If this occurs, please contact **Access Canberra on 13 22 81**.

Q. What happens if items which have not been booked get mistakenly collected with the pile?

The contractor will only collect items listed on the resident's booking application. We recommend residents move any items not booked for collection away from the bulky waste collection pile to avoid items being mistakenly collected.

In the event an item which is not booked for collection is collected by SUEZ, the resident should promptly contact **Access Canberra on 13 22 81**.

Bulky Waste Frequently Asked Questions

General questions about the service

Q. What happens to the items collected? Is any of it recycled?

Eligible items collected through the service will be sorted and re-purposed, maximising the amount of bulky waste being diverted from landfill.

The bulky waste service contractor, SUEZ, is partnering with Givit to rehome recoverable items to people and families in need, as well as the Salvation Army and Vinnies to identify items that can be sold through their shopfronts. The aim is to divert as many items as we can from landfill!

'Last Chance Saturdays', will also provide the community with an opportunity to rescue items free of charge from the contractor's facility on nominated Saturdays. Further information on 'Last Chance Saturdays' will be provided by SUEZ at a later date.

Q. Where will they process this material?

SUEZ has a processing facility at 11 Alderson Place Hume ACT.

Q. What is Last Chance Saturdays'?

The SUEZ processing facility at 11 Alderson Place in Hume ACT will be open to residents each Saturday from 9.00am to 12.00pm for 'Last Chance Saturdays'.

Last Chance Saturdays will provide the community an opportunity to rescue items free of charge from the contractor's facility on nominated Saturdays.

Stay tuned for the announcement on when 'Last Chance Saturday's' will begin.

Q. How do I make amendments to the form if I want to add or remove items from my list after the form has been submitted?

You will be able to access and change items on your form up until **five business days before** your scheduled collection date.

Once you have completed your booking online, you will receive a confirmation notification via your nominated contact method. This notification provides a 'service request verification' link and from there you can check the status of your booking and update your listed items. You can also check the status of your booking using the Request Service Status form.

If you did not receive a confirmation notification or are unable to find this link in your confirmation notification, or if you need to make changes within the five business days prior to collection, please contact **Access Canberra on 13 22 81**.

Q. Is there any service offered for businesses to collect the bulky waste?

The Bulky Waste Collection scheme is for residential customers only and is not available to businesses or commercial entities.

The ACT Government recommends searching for waste collection services in the Yellow Pages as there are a number of alternative disposal services for commercial businesses.

Small businesses can drop off reusable items at either of the ACT Government's reusable facilities, located at Mugga and Mitchell Resource Management Centres. Any e-waste (computers, TVs, etc) can also be disposed of at the transfer stations at these same locations.

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Should none of the above suffice, nor other potential avenues such as selling items via gumtree or social media, small businesses can dispose of items at one of the Territory's Resource Management Centres in Mitchell and Hume. Fees apply.

Q. Is a gas hot water system acceptable for collection?

Yes. Hot water systems are classed as metal/scrap metal which fall under the Acceptable Items category.

Q. Can I put solar panels out for collection?

No. Although the solar panels do not contain any hazardous materials, they do contain sheet glass which is an unacceptable item for collection under the bulky waste scheme.

We currently do not have facilities in the ACT to accommodate for safe disposal of solar panels. However, they can be dropped to the local resource management centre for a fee.

The Recyclopaedia lists the following information regarding solar panels:

Disposal Options

- Sell or give away working solar panels and photovoltaic equipment
- ReClaimPV is a South Australian based solar panel recycler that can reclaim components contained in photovoltaic modules
- Small solar panels and solar lights can be placed in your red-lidded rubbish bin
- Dispose at one of the Territory's Resource Management Centres in Mitchell and Hume. Fees apply.

Why?

Solar panels contain silicon and rare or precious metals such as silver, tellurium, and indium. They can also contain hazardous substances such as cadmium. Where possible recycle, before resorting to the Resource Management Centre for landfill.

Q. I just moved into my new house and the booking system says I'm not eligible. Why aren't I?

It is likely that someone living in the premises before you has used the annual collection for that financial year. You will be entitled to your annual free collection from 1 July the following year.

Q. Can the contractor assist me to move my bulky and heavy items from inside my home?

No. The service does not allow for the contractor to enter your home because of the associated risks. For example, if the contractor or resident is hurt in anyway, furniture or the property is damaged during the move, etc.

Additionally, with the current COVID-19 restrictions in place, it would not be appropriate to provide a service where the contractor would be in close contact with the resident within their home. This could put the resident's and contractor's health at risk.