



## What is GO?

GO is garden organic material generated within your yard and garden.

Households that are part of the GO trial will receive:

- ✓ A new lime green lid 240-litre wheelie bin for garden organics (GO).

The contents of the FOGO and GO bins will be sent to local suppliers where it will be recycled into top quality compost or a conditioner used to improve soil quality. Council will use the recycled product locally to beautify the city's parks, gardens and open spaces. The final product will not be available for sale to the public at this stage.

The roll-out of GO bins is a requirement of the Australian Government's National Waste Policy. The Queensland Government's Waste Management and Resource Recovery Strategy also supports the diversion of organic material from landfill.

This initiative supports the Australian Government's aim to halve the amount of organic waste sent to landfill for disposal by 2030.

### How many households are participating in the GO trial?

Approximately 500 households will participate in the GO trial.

The Queensland Government contributed funding to enable Council to conduct the trial to collect GO (Garden Organics) from two areas in Townsville – Vincent and Heatley.

### When does the GO trial start and how long does it go for?

The GO trial will commence in October 2021 and runs for 12 months.

### I am a trial participant. What does this mean for me?

During September 2021, every trial household will receive a 240-litre GO lime green lid kerbside bin.

Throughout the trial, you should always have two (2) bins on the kerb for collection. The GO lime green lid bin and recycling yellow lid bin will alternate each week, while your general waste red lid bin will be collected weekly (like usual).

There will be no additional rates charged to any participating household for the GO bin.

Your new bin collection service will increase your waste collection capacity from 720litres to 960litres meaning you get an extra 240litres!

If you are in a participating trial area, visit the [Have Your Say website](#) for more details.

### Can I have a second GO bin?

No, however, we encourage you to contact a local green waste service provider who will be able to assist you. You can also take advantage of the home-composting tips and resources on Council's website.

If you are not a trial participant, your existing bin collection service will remain the same.

## The GO bin

### Why GO?

In Townsville, GO (garden organics) make up around a quarter of the average Townsville household waste stream.

When green waste goes to landfill it creates harmful greenhouse gases.

When you use the GO bin to dispose of your garden material you are helping divert waste from landfill.

### What CAN go in the GO lime green lid bin?

You can only put garden organics in the GO bin - if it doesn't grow it can't GO.

Items accepted are:

- ✓ flowers, leaves and twigs
- ✓ garden prunings and small branches (no larger than 10 centimetres in diameter - about the thickness of your arm)
- ✓ lawn clippings



# FAQ

[FREQUENTLY  
ASKED QUESTIONS]



## What CANNOT go in the GO lime green lid bin?

Food organics and inorganic materials shown below do not belong in the GO bin as they can cause serious issues in quality and processing.

- ✗ large logs and branches (larger than 10 centimetres in diameter - about the thickness of your arm)
- ✗ garden hoses, plastic pots and gardening tools
- ✗ dirt, rocks, soil and building materials
- ✗ plastics, glass and metals
- ✗ liquids, oils and chemicals
- ✗ nappies
- ✗ food scraps
- ✗ plastic bags
- ✗ general waste

## What do I do with nappies?

Nappies must be placed in your general waste red lid bin. To help manage smell, wrap them in newspaper or in a small bag that can be closed tightly, or double-wrap them before putting them into the general waste red lid bin.

Studies have shown that the odour of nappies at the end of a fortnight is no worse than the odour of regular garbage bins by the end of the week before collection. Odour does not significantly increase with time or with the amount of nappies in the bin.

Wrapping nappies in newspaper or at least one bag before placing them into the general waste red lid bin and keeping the bin out of the sun are key odour management tips.

## Are weeds accepted in the GO lime green lid bin?

All common garden weeds can go in the GO bin. All other harmful or 'declared priority' weeds should be disposed of in the general waste red lid bin. For further information on weed types, visit Council's website and search 'Pests & Weeds'.

## What happens if I put waste that I shouldn't in the GO lime green lid bin?

Council will work with you to identify and resolve the problem/s and take any necessary additional steps as needed.

## Wood vs. timber – can these go in the GO lime green lid bin?

Wood can be placed into the GO bin because this is considered 'organic' and includes sticks, branches and prunings, provided they are no larger than 10 centimetres in diameter (about the thickness of your arm) and the bin lid is able to close.

Timber is processed wood. It contains chemicals and adhesives that contaminate compost and should not be placed in the GO bin.

## What if the GO lime green lid bin is missed or damaged?

During October (the first month of the trial), if you accidentally place the GO bin out for collection on the wrong week your household will be entitled to one (1) complimentary collection, however, you must notify our Customer Service Centre and obtain a reference number first.

Note, any subsequent requests for a missed collection due to the GO bin being placed on the kerb on the incorrect week will incur a standard return service fee payable by the trial household.

If the GO bin is damaged, please call our Customer Service Centre on 13 48 10.



# FAQ

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## What happens if I've put items that don't belong in the GO bin?

If the GO bin is contaminated with waste that doesn't belong, it can't be collected with the same truck that collects every other trial households' GO bin. This is because incorrect waste items placed in the GO bin can contaminate the entire truck load of organic material.

If safe to do so, remove any contaminants from the GO bin before you place it on the kerb for collection. In the first few weeks of using the GO bin, we recommend you familiarise yourself with what you can and can't put in the bin.

If it is not possible to remove the contaminants, you will be entitled to one (1) complimentary GO collection, however, you must notify our Customer Service Centre and obtain a reference number first.

Please note, the one (1) complimentary collection is valid for the month of October only.

## What happens to the GO lime green lid bin if I move house?

The GO bin is the property of Townsville City Council and must remain at the property if you move house.

## How can I provide feedback on the GO trial?

Participating households will be asked to provide feedback throughout the trial. This feedback is invaluable and will help us make the GO trial a success.

To provide feedback, please see the link below or scan the QR code on the bottom of the page.

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### For more information



13 48 10



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[townsville.qld.gov.au](http://townsville.qld.gov.au)