

## FREQUENTLY ASKED QUESTIONS – FOGO SERVICE

### 1. What is FOGO?

FOGO stands for **Food Organics Garden Organics**. It relates to your waste collection service and the weekly co-collection of food organics and garden organics in your **green-lidded organics bin**.

### 2. When does the FOGO service start?

The service will commence from **1 July 2016** on your normal collection day.

### 3. What goes in my FOGO bin?

You can continue to put your garden organics, including grass clippings, prunings and twigs, plants and small shrubs, flowers and weeds, untreated timber and small branches into your green-lidded organics bin.

From 1 July 2016 you will be able to put the following *additional* items into your green-lidded organics bin:

- Fruit and vegetable scraps
- Meat and bones
- Tea bags and coffee grinds
- Egg shells
- Dairy products
- Seafood
- Take away food and baked goods
- Pantry cardboard, used tissues and paper towel

### 4. Does it mean I will have three bins on the kerbside on the alternative week?

No, from 1 July 2016 we will be collecting the green-lidded organics bin with the yellow-lidded recycling bin one week and on the alternative week we will be collecting the green-lidded organics bin with the red-lidded waste bin.

Prior to the commencement of the service, you will receive a new collections calendar which will clearly state the collection schedule.

### 5. Do I have to use the FOGO service?

The servicing frequency of the kerbside service will change for the green-lidded organics bin. We are all responsible for generating waste and as such all residents are encouraged to participate as this is an easy way to help protect the environment, reduce waste to landfill, reduce greenhouse gas emissions and potentially save the community money.

### 6. What are the benefits of the FOGO service?

- Save on rising landfill costs
- Reduce methane that is generated and emitted from the landfill
- Help preserve the air quality of our environment
- Capture food waste full of nutrients that are too valuable to waste
- Produce quality compost
- Improve the soil health of our environment

## **7. Will there be an additional cost for this service?**

Your domestic waste management charge increases annually due to service cost increases and the increase in the Waste and Environment Levy, which is applied to all material that is disposed to landfill (i.e the contents of your red-lidded waste bin). This year is no different. Fees and charges for 2016/17 have not been presented to Council, however, we can advise that the cost difference between the current service and the new weekly service is in the order of \$0.73 per week.

## **8. What if I don't have much, if any, garden organics and I compost my food scraps?**

We support home composting and encourage you to continue to do so. This is the most effective and environmentally friendly way to manage your organic waste. Any food that you do not currently compost (e.g meat, bread and dairy products) can be placed into your green-lidded organics bin.

## **9. What happens if I don't have a green-lidded organics bin?**

In 2008 all households were provided with a green-lidded organics bin when Council transferred from the monthly bagged and bundled organics collection to the fortnightly collection. However, if one was not received, please call 1300 121 344 and request one be delivered.

If you live in a multi-unit dwelling, every unit may not have received a green-lidded organics bin in the initial rollout. If this is the case, please contact 1300 121 344.

## **10. How do I collect the food organics?**

Each resident currently receiving a kerbside collection service will be provided with a 7 litre kitchen caddy. This caddy includes a durable one-piece handle, which forms a locking lid. This hinged snap fitting lid and locking mechanism, ensures that spillage is minimised and keeps odours locked away. The curved design ensures easy cleaning and the unit is dishwasher safe.

Caddys will be delivered to households across the LGA between mid-May and mid-June 2016.

## **11. What can I line my kitchen caddy with?**

Your kitchen caddy can be lined with newspaper or paper towel which can then be placed in the organics bin with your food scraps. Alternately place unwanted food in a paper bag or small, pantry sized, cardboard box. Council staff can provide instruction on how to make an origami liner for your kitchen caddy, its easy and fun!

We will **not** be accepting plastic bag liners of any kind.

## **12. Will my green-lidded organics bin get smelly and attract pests?**

Food organics can create some odours as they decompose or if they are over exposed to heat. Therefore, it is a good idea to wrap all food scraps in either newspaper, junk mail or paper towel. For your very smelly food scraps like prawn shells and meat scraps it may be beneficial to place them in the freezer, and place them in your organics bin on the night prior to collection.

Layering your food waste among garden organics will also reduce odours and mess in your bin. You could line the bottom of your green-lidded organics bin with cardboard to avoid organic waste sticking to the base. Sprinkling bicarbonate of soda is a natural way to neutralise odours inside your bin or caddy.

## **13. What happens to the collected food and garden organics?**

Food and garden organics collected from your green-lidded organics bin is transported to a facility for processing. During the period of processing, the material is converted into rich compost. Unlike landfill, this is a sustainable waste management alternative which results in a more positive, long term environmental outcome for our community and environment.

## **14. Can I downsize my 240L red-lidded waste bin?**

Yes, you can. Simply call 1300 121 344 or visit [www.shellharbourwaste.com.au](http://www.shellharbourwaste.com.au) to request the change of service. The cost of downsizing is free and you will get the added benefit of a reduction in the domestic waste management service charge that appears on your rates notice. As the new FOGO collection will free up space in your red-lidded garbage bin, the use of a 140L bin is encouraged.

## **15. How do we monitor contamination in the organics bin?**

Visual audits are currently undertaken monthly on both the yellow-lidded recycling bin and the green-lidded organics bin. Following the roll out of the FOGO service these visual audits will continue. Major contaminants in similar services includes plastic bags and plastic wrap.

## **16. How do I find out more information about the service?**

A comprehensive community communication strategy has been developed and will be rolled out over the coming months leading up to and following the implementation of the service. More information is available at [www.shellharbourwaste.com.au](http://www.shellharbourwaste.com.au) under the FOGO tab. If you have any questions or queries about your kerbside collection, please don't hesitate to contact Waste Services on 4221 6300.