

Commercial Waste & Recycling Services Guide



Let's sort it Bayside.

Together, we can recover more resources for a sustainable Bayside.

Welcome

Welcome to Bayside Council's Commercial Waste Services.

As part of our ongoing commitment to sustainability and environmental stewardship, we are pleased to invite commercial businesses within the LGA to participate in Council's Waste Services. We offer local businesses reliable waste services, cost savings through economies of scale, and access to the same residential recycling programs.

Our tailored waste services offer a flexible range of bin configurations and collection frequencies designed to meet the diverse needs of businesses, making it easier than ever to manage waste efficiently.

By increasing participation among local businesses, we are collectively enhancing landfill diversion rates and fostering a healthier environment for our community. By encouraging greater participation from local businesses, we can work together to improve landfill diversion rates and create a healthier environment for our community. This partnership allows Council and local businesses to demonstrate a shared commitment to sustainability, with businesses also benefiting from Council's dedicated waste management expertise. We invite you to discover the opportunities our waste services offer and join us on this important journey towards a circular economy.

**All businesses must arrange their own waste collections.
Business council rates does not cover waste & recycling services.**

Let's get our waste sorted.

Help us transform waste into valuable resources by putting the right thing, in the right bin.

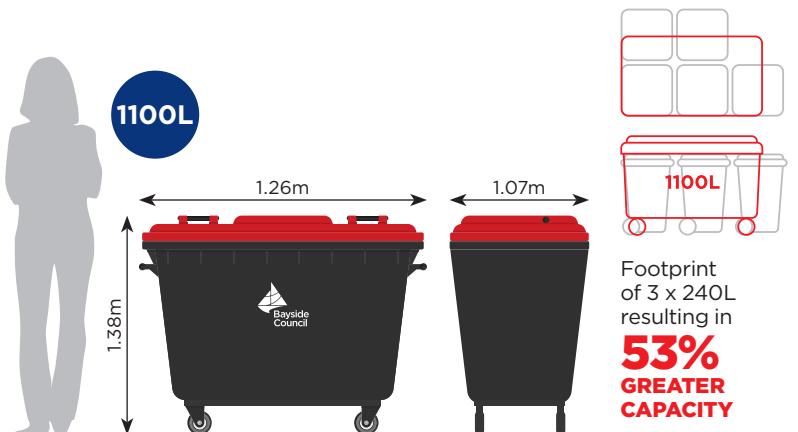
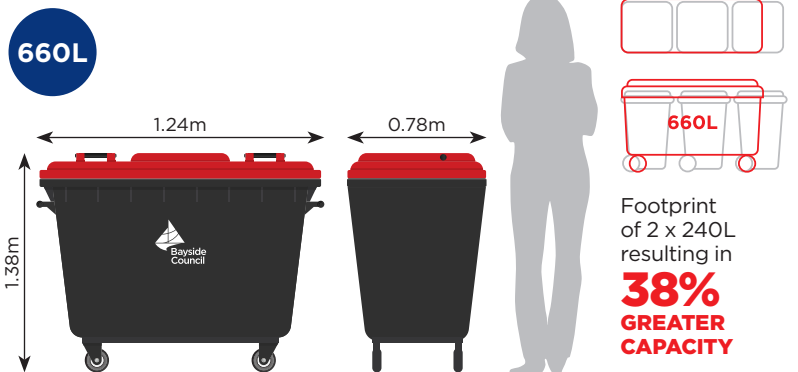
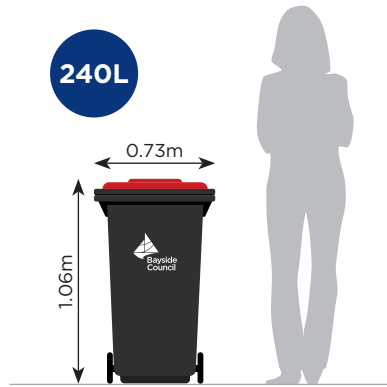


Service Options

To make this service more accessible to commercial businesses, a flexible range of bin configurations and collection frequencies are available.

Size of bins and service days are flexible and nominated by the commercial business.

For more information please contact Council's Customer Service on 1300 581 299 or 02 9562 1666.



General Waste

Food Organics

Recycling

Problem Waste

Other Initiatives

Request a Service

HOW TO REQUEST A COMMERCIAL WASTE SERVICE WITH COUNCIL

1. Contact Bayside Customer Service

You can reach Council through any of the following options:

- ▶ Call: 1300 581 299 or 02 9562 1666
- ▶ Email: council@bayside.nsw.gov.au
- ▶ Visit one of our Customer Service Centres:
 - ▶ Rockdale Library, 4444-446 Princes Highway, Rockdale
 - ▶ Westfield Eastgardens, 152 Bunnerong Road, Eastgardens

2. Customer Service Support

Once you get in touch, our Customer Service team will connect you with our Waste Services team.

3. Needs Assessment

A member of our Waste Services team will reach out to discuss your business's specific waste management needs.

4. Site Inspection

We'll schedule a site visit to assess your premises and determine the most suitable waste services for your business.

5. Agreement and Service Commencement

If the service options meet your needs, we'll finalise an agreement with you, and your service will begin.



WASTE SERVICE FEES

Commercial waste service fees are included in Council's Annual Fees and Charges which is updated at the beginning of each financial year.

You can access this information on our website or by contacting Bayside Customer Service.

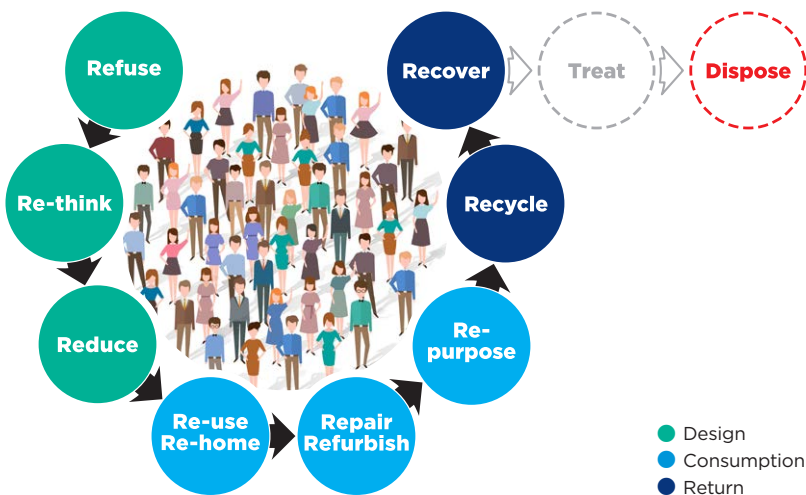
Circular Economy Model

The circular economy aims to reduce waste and maximise resources. This is achieved by moving away from the linear take-make-and-dispose approach to a more circular system.

The circular economy focuses on product design, longevity (life cycle) and renewability. It also considers a product's ability to be reused and/or repaired, as well as resource recovery.

Council has positioned the community at the centre of the circular economy model. Through responsible citizenship and Council leadership, materials are returned to the community through initiatives and innovation.

The circular model can be easily identified as an '8R' Strategy. When the 8R circular economy model has been applied, any materials not suitable for recovery can be treated to reduce their environmental impact (e.g., medical waste) with a goal to send only a minimal amount of residual waste to be disposed at a landfill.



8R Circular Economy Strategy:

1. Refuse
2. Re-think
3. Reduce
4. Re-use / Re-home
5. Repair / Refurbish
6. Re-purpose
7. Recycle
8. Recover

General Waste

Food Organics

Recycling

Problem Waste

Other Initiatives

Commercial Food Waste



UPCOMING NSW FOOD WASTE SEPARATION CHANGES FOR BUSINESSES

From 1 July 2026, new NSW Environment Protection Authority (EPA) requirements will be rolled out for some businesses that sell, prepare or handle food.

The changes are being introduced in stages and will first apply to larger food businesses. Not all businesses will be affected.

WHAT'S CHANGING?

Businesses captured by the first stage of the mandate will be required to:

- ▶ Separate food organics from general waste; and
- ▶ Have a source separated food organics collection service in place.

The mandate is set and regulated by the NSW EPA. Businesses are responsible for checking whether the requirements apply to them and ensuring they comply.



Commercial Food Waste

CHECK IF YOUR BUSINESS IS AFFECTED

The NSW EPA provides:

- ▶ Detailed information on the food waste mandate and rollout – scan the QR code below; and
- ▶ An online calculator to help businesses work out their waste capacity and whether they fall into Stage 1. Visit EPA website at: <https://bintrim.epa.nsw.gov.au/fogocalculator>



COUNCIL SUPPORT

Bayside Council is helping businesses stay informed about the upcoming changes and can provide information about available food organics collection service options.

If you have questions about the upcoming mandate or would like to discuss setting up a FO service with Bayside Council, please contact: sustainablewaste@bayside.nsw.gov.au

Strategy

General
Waste

Food
Organics

Recycling

Problem
Waste

Other
Initiatives

General Waste Bin

The red-lidded bin is sent to an advanced processing facility where the organic material (food scraps and green waste) is mechanically and biologically extracted and turned into compost.

Please make sure your bin is not overweight, the lid is closed and that you dispose of accepted items only.



**Non-compliant
bins may not be
collected**

ACCEPTED ITEMS



Plastic
Bags & Soft
Plastics



Polystyrene
& Foam



Broken
Glasses &
Ceramics



Food & Garden
Organics



Paper Towels,
Nappies & Wipes



Soiled Shoes
& Textiles

NOT ACCEPTED ITEMS



Electronics &
Printer Inks



All Types
of Batteries



Gas
Bottles



Building
Material



Rocks
& Soil



Chemicals,
Oils & Paints



Medical
Waste

For more information head to: www.bayside.nsw.gov.au/waste

Food Organics

A new food organics service is available to businesses. This service helps separate food waste from general waste. Materials are then processed and turned into a compost, helping to return nutrients to the soil, reducing the amount of waste sent to landfill.

Please ensure only accepted items are placed in the bin so contamination is avoided.



Non-compliant bins may not be collected

ACCEPTED ITEMS



Fruit & Vegetables



Bread, Rice, Pasta, Noodles



Meat, Poultry & Seafood



Bones & Eggshells



Plate Scraps & Leftovers



Coffee Grinds

NOT ACCEPTED ITEMS



Plastic Bags & Soft Plastics



Electronics & Printer Inks



Broken Glass & Ceramics



Chemicals, Oils & Paints



Rocks & Soil



Gas Bottles



Garden Organics & Liquid Waste



Paper & Magazines



Nappies, Wipes & Towels



Polystyrene & Foam



All Types of Batteries



Building Material & Treated Wood



Medical Waste



All General Waste & Plastic

Strategy

General Waste

Food Organics

Recycling

Problem Waste

Other Initiatives

Recycling Bin

We provide businesses with a yellow-lidded bin for recycling commercial items.

This gives Bayside the opportunity to breathe new life into these recyclable materials by turning them into valuable resources and diverting them from landfill.



Non-compliant bins may not be collected

ACCEPTED ITEMS



Aluminium/Steel Cans & Foil



Steel Cans



Empty Glass Bottles & Jars



Empty Plastic Containers



Paper & Cardboard

NOT ACCEPTED ITEMS



Plastic Bags & Soft Plastics



Electronics & Printer Inks



Broken Glass & Ceramics



Chemicals, Oils & Paints



Soiled Paper & Tissues



Gas Bottles



Garden Organics, Food & Liquid Waste



Garden Hoses



Clothing, Shoes & Textile



Polystyrene & Foam



All Types of Batteries



Building Material & Treated Wood



Medical Waste



Nappies, Wipes & Towels

Kerbside Bin Rules

The placing of incorrect materials in your collection bins is called contamination. Bins that are deemed to be contaminated by our drivers, **WILL BE TAGGED** and may be left unemptied.

- ▶ Please ensure correct materials are placed in your kerbside bins.
- ▶ Bins should be placed out **PRIOR TO 4:30am** on your service days, but no earlier than the day prior to your service. Bins should be returned the business's premises on the day of your service.
- ▶ Bins left in a public place beyond their service day **MAY BE** removed.
- ▶ Please **DO NOT** place bins under trees, low power-lines or overhead obstructions.
- ▶ If bins are obstructed by a parked car they **MAY NOT** be serviced.
- ▶ Additional material beside or on top of your bin **MAY NOT** be collected.
- ▶ Bin lids **MUST BE** closed completely; overfilling may result in spillages.
- ▶ Bins that are overweight **WILL NOT** be serviced.
- ▶ Jamming material into the bin results in blockages and the bin may only be partially emptied.



DAMAGED, MISSING BIN OR MISSED SERVICE

If your bin is damaged, stolen or has not been collected, please call Council on 1300 581 299.

General Waste

Food Organics

Recycling

Problem Waste

Other Initiatives

Commercial Chemicals and e-Waste

It is dangerous to dispose of chemicals in your bins, down drains, toilets or sinks. Chemicals and pesticides can harm our environment and our health. It is important to make sure that chemicals are disposed of safely.

If you have any hazardous chemicals and electronic waste that need to be disposed of, Planet Ark's Business Recycling webpage has an extensive directory/search function that provides you with the most convenient disposal options for a range of chemicals and e-waste.

Go to the Planet Ark Business Recycling webpage to find out where you can safely dispose of your materials, chemicals or e-waste at: **businessrecycling.com.au**



Single-Use Plastics Ban

The NSW Government has implemented a ban on certain single-use plastic items to reduce plastic waste and its impact on the environment. From 1 November 2022, the following items are prohibited:

- ▶ Single-use plastic straws, stirrers, and cutlery.
- ▶ Single-use plastic plates and bowls (excluding those with plastic lining).
- ▶ Expanded polystyrene (EPS) food service items, such as cups and clamshell containers.



WHAT DOES THIS MEAN FOR A BUSINESS?

If your business provides takeaway items, you must transition to compliant alternatives. Failing to do so could result in fines.

SUSTAINABLE PACKAGING ALTERNATIVES FOR TAKEAWAY

Here are some options to consider.

Cutlery:	Wooden or bamboo cutlery.
Plates & bowls:	Paper or cardboard products (compostable). Reusable options for dine-in services.
Straws:	Paper straws. Reusable straws for dine-in (e.g. metal or silicone).
Containers:	Cardboard or sugarcane fiber containers.
Additional tips:	Promote reusable options where possible, such as offering incentives for customers who bring their own containers.

SUPPORT AND RESOURCES

For more information about the ban and guidance on packaging alternatives, visit www.epa.nsw.gov.au/your-environment/plastics/bans-guidance

Strategy

General
Waste

Food
Organics

Recycling

Problem
Waste

Other
Initiatives

Safe Disposal of Batteries



All batteries can pose a fire hazard in garbage and recycling trucks, potentially endangering the lives of staff and the community. Bayside Council has experienced several incidents in collection vehicles across different waste streams, including bins and bulky household waste.

To address these risks, Bayside Council is increasing community awareness, providing education, and extensively training staff to quickly identify and safely handle fire hazards caused by batteries. This is crucial to minimise environmental damage, property loss, and potential harm to people and animals.

To help prevent these dangerous situations, we ask that you **NOT** place batteries in your waste and recycling bins. Instead, you can easily recycle your unwanted or used batteries at suitable drop-off points throughout NSW.

You can find your nearest battery recycling drop-off point by visiting **www.bcycle.com.au** and click on 'Find a Drop Off'.

Fire Hazards Caused by Batteries

Take charge.



Keep batteries out of bins and clean-up!

Waste Programs

Strategy

General
Waste

Food
Organics

Recycling

Problem
Waste

Other
Initiatives

LITTERING AND ILLEGAL DUMPING

To report litter or illegal dumping contact Council via the website at www.bayside.nsw.gov.au/waste, the Bayside Waste Services App, or by calling Council's Customer Service on 1300 581 299.

In 2024, Council was awarded grant funding by the NSW Government to develop a litter prevention strategy. Through this funding Council aims to develop a baseline of litter in the LGA, and establish a roadmap of litter prevention initiatives that support NSW Government litter reduction targets.

Bayside Council will develop a combined Litter & Illegal Dumping Prevention Strategy & Action Plan to provide a roadmap of how we plan to achieve our litter and illegal dumping reduction targets over the long-term.



ILLEGAL DUMPING AWARENESS PROGRAMS

After the successful smart solar CCTV trailer trial period, Council continues to use mobile CCTV trailers in illegal dumping hotspot locations. This program aims to increase surveillance of hotspot locations, reduce incidents and create community awareness.

The CCTV trailers are complemented by an illegal dumping awareness program which includes mailbox drops, community engagement, signage, regular patrols and incident investigations.





Bayside Customer Service Centres

Rockdale Library, 444-446 Princes Highway, Rockdale
Westfield Eastgardens, 152 Bunnerong Road, Eastgardens
Monday to Friday 8:30am – 4:30pm

Phone **1300 581 299 | 02 9562 1666**

Let's sort it Bayside.

Together, we can recover more resources for a sustainable Bayside.