

Kerbside Waste Collection - New Service Provider



Frequently Asked Questions

Q. My bin wasn't collected - why has this happened?

Council has transitioned to a new service provider to collect kerbside waste. Bins are now collected from as early as 6am and we have also discovered that collection days across a small number of streets have differed from Council's official service route. We are working with the new service provider to rectify issues as they arise.

Please report a missed bin here: www.cassowarycoast.qld.gov.au/missed-bin-form

Q. The kerbside collection truck came earlier than usual - what time do I need to put my bin out?

Please ensure your bin/s are on the kerb before 6am, or even better the night before your pick up day.

Q. Why are there two trucks?

One truck collects wet waste.

One truck collects dry waste.

This means on your dry waste collection weeks you will see two trucks.

For more information visit: www.cassowarycoast.qld.gov.au/domestic-waste-collection-services

Q. I've heard other people and businesses have had their bins missed in the community?

Council understands that missed bins are a concern and we would like to resolve any issues as soon as possible.

If you hear from someone in the community about their missed bin, please direct them to Council's missed bin form on the website or to call Customer Service on 1300 763 903.



www.cassowarycoast.qld.gov.au/missed-bin-form



1300 763 903



enquiries@cassowarycoast.qld.gov.au



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FAQS