

# General Waste Bins

*Free Business Owners Guide To Arranging General Waste Bin Services*

  
**Waster**  
**.com.au**



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Intro

# Dear Business Owner

Choosing a general waste collection company isn't easy because you're bombarded with misleading advertising, confusing claims, and simply bad information.

From super-low prices and high-pressure sales to unlicensed operators and hidden fees, how do you ever find a qualified, competent, and trustworthy rubbish removal company?

You start by reading this Consumer's Guide. In this fact-filled booklet, you'll discover how to avoid general waste rip-offs, six mistakes to avoid when choosing a supplier, and also guidance on how you can reduce your general waste and costs by boosting recycling!



We wrote this guide to help you better understand waste collection services. Now, with this information, you can make an informed, intelligent decision.

If you have any questions about general waste or any other waste or recycling service please reach out to us.

You're invited to call us at 1300 927 837 or at [info@waster.com.au](mailto:info@waster.com.au). We've dedicated our business to educating consumers, we'll be happy to help you in every way.

Cordially,  
Mr Waster



#### About Waster.com.au

Waster is an Australian waste and recycling company specialised in helping small and medium companies.

We provide all waste and recycling services such as medical waste, general waste bins and all recycling options.

We are different to other suppliers as we operate on flexible 30 day agreements – so you are never locked in to a contract that does not suit you. We also specialise in reducing your costs by boosting recycling. You can email us at [info@waster.com.au](mailto:info@waster.com.au).

## How to avoid 4 general waste service rip-offs!

**RIP-OFF #1: NOT RECYCLING** Cardboard is the most economical waste and recycling service, followed up by commingled recycling. Disposing of cardboard, bottles, cans or containers in general waste will significantly increase your waste costs. Adding a recycling bin will usually reduce costs

**RIP-OFF #2: PAYING BIN RENTAL.** Some companies will charge you rental or “environmental fees” for your bin. There is really no need if the service is on an agreed schedule.

**RIP-OFF #3: OVER SERVICING.** How often do you really need your bin serviced. You should ensure the bin is only picked up at the frequency you require – whether it is daily or monthly. A larger bin may work out cheaper!

**RIP-OFF #4: HIDDEN COSTS OR PRICE INCREASES** If you sign a multi year contract for waste services you may find yourself caught out by increasing prices or gradual increases that soon add up. Be careful with the small print in any long term contract that you consider signing.

## 6 costly misconceptions about general waste collections

### **MISCONCEPTION #1: Recycling bins are an additional cost**

No. Generally recycling is significantly cheaper than disposing in general waste due to landfill levies. Maximising your recycling will reduce general waste collections and costs.

### **MISCONCEPTION #2: The weight of my bin is not important**

No. The heavier your bin for general waste – the more expensive the service. This is because trucks are charged per tonne they dump at landfill. In this way – restaurants usually pay more than offices. Many suppliers will charge excess weight charges for heavy bins.

**MISCONCEPTION #3: I can dispose of all types of waste in general waste.** No. General waste collections can not accept items such as construction waste, bricks, medical waste, sharps containers etc. They also should not include confidential paper or documents!

**MISCONCEPTION #4: I do not need a padlock for my general waste bin.** It depends – in an area with lots of pedestrians or near main roads – a padlock can be sensible. This can stop fly-tipping in your bin and excess weight charges.



### **Think – do you really need to sign a long term contract?**

*The ACCC recently moved to protect small businesses from unfair clauses in waste and recycling contracts. These clauses were deemed to include:*

- Short cancellation windows prior to automatic rollover
- Ability to unilaterally increase prices
- Charging for services not performed (outside client control)
- Exclusive right to remove waste from premises
- Prevention from ending contracts if payments outstanding

*Always – read the small print!*



**MISCONCEPTION #5: All businesses pay the same price for general waste collections**

Maybe not. The price you pay will depend on how much waste you have – how heavy it is and how often it gets picked up. Generally – the more services you have and the more frequent your collections – the lower your price per bin empty.

**MISCONCEPTION #6: Landfills are all the same and are very bad for the environment!**

Landfill is the worst solution for most recyclables – i.e. cardboard, drinks containers and organic waste should be recycled whenever possible. However, landfill technology is improving all the time – and many landfills can generate electricity- as well as safely treat the waste. This means environmental impacts are minimised as much as possible.

**Landfills are not the best solution by any means – but they have come a long way in recent years. Most modern landfills have technology such as methane capture – which can help generate clean energy.**

**For an example of a modern solution for general waste see Earth Power – where lots of waste from Sydney metro region ends up: <https://www.youtube.com/watch?v=lj1G7Tul6Y0>.**

**This facility turns food waste into electricity to power homes.**



## 5 questions to ask when choosing a general waste provider

### **Value versus price**

*We are not going to dress it up and make it look like a luxury product – general waste bins are one of those necessary evils in life like paying your taxes. The smart decision is to know some simple facts and choose a reputable provider so you avoid any long term issues.*

*Minimising any impact to your business operations is vital. Thus regular servicing will ensure:*

- Saving money on general waste
- Strong environmental performance
- Simplify systems and processes in your office

### **Cheapest in the long run**

*A good quality service will be the cheapest option in the long run for your business and will save you money.*

*A good supplier should ensure – no hidden extras, no extra call out fees and prices that stay reasonable stable year after year.*

## **We have covered what to avoid and common misconceptions**

but what are the questions you should ask a general waste company before hiring them?

### **QUESTION #1: Can you provide pricing now?**

•A reputable company should be able to provide pretty accurate pricing on the phone or in person – i.e. based on number of bins, access and frequency. They should not really need to do a site inspection or come to visit you to provide a “free quote”. There will be some caveats such as access and height restrictions.

### **QUESTION #2: Do I need to sign a long term contract?**

•Many companies will want you to sign a long term – and sometimes multi year contract for them to start providing bin services. Think – is there any real benefit to you; the customer in this context. As a bin company does not have to provide any expensive equipment etc to you – there should really be no need for a long term contract.

### **QUESTION #3: Do I get charged by weight in the bin?**

•General waste is usually disposed of at landfill based on weight – thus the heavier your bins – the more you will usually pay. You should know what weight (or average weight) the price you have been quoted is based on – and if you will be charged more if your bins are heavier. You could be quoted an artificially low price based on a very low weight – then get hit by excess charges. Note: Waster does not charge excess charges in 99% of cases.

### **QUESTION #4: Are you properly licensed?**

•This is vital – if the supplier is not licensed, then you really are risking your business. The company should be able to describe their operations and facilities – and provide evidence of certification etc.

### **QUESTION #5: Can I get a discount if I book other services?**

•Yes. Of course you should ask for a better price and also a discount if you book other services such as recycling bins or grease trap cleaning.

## Can I boost recycling whilst saving my business money?

The easiest and most sustainable way for a business to reduce waste costs is to boost recycling – this has the double benefit of also helping the environment!

Most business can easily reduce their general waste by implementing a simple waste management plan – you can simply follow the steps below to get great results:

### **Do a basic waste audit**

This basically means have a think about what makes up the contents of your bins – is it food waste, cardboard, packaging such as bottles and cans. You can make a simple estimate. For a café it may be – 50% food waste, 25% cardboard, 15% bottles and cans and the remainder of “general waste”.

### **Cardboard bins as a first step**

The easiest step to take us usually implement a cardboard bin service. Cardboard collections are usually much cheaper than general waste – as the cardboard is valuable in the recycling market.

### **Commingled recycling as a second step**

Commingled recycling is a very versatile and cost effective solution for packaging such as glass or plastic bottles, cans and containers. This is a bit more expensive than cardboard – but usually significantly cheaper than general waste.

### **For organic waste**

For food waste – such as produced by a café or restaurant – you can consider a worm farm for your garden of organic waste bins. This can have the double benefits of reducing the weight (and hence price of your general waste) and potentially helping you improve your garden.

There are numerous additional services such as crushed glass collections that can further improve your recycling rates

***These simple steps can significantly reduce your waste spend and help the environment!***



When you run a business – being locked into an unsuitable multi year contract is the last thing you need. Waster operates on flexible 30 day agreements – which basically means that if you are not happy with our service, or it just does not suit you anymore – you can cancel by giving us 30 days written notice.

Waster provides low cost waste and recycling services to small and medium Australian businesses.

You can book all your required services such as grease trap cleaning, general waste bins, recycling bins and all niche services such as sanitary bins and confidential document destruction.

*Check out all your options at [waster.com.au](http://waster.com.au)*



*Waster operates on 30 day agreements – so you are never tied to a long term contract*