

# Bulk Waste



City of  
Newcastle

Our on-demand bulk waste service helps you dispose of items too big for your kerbside bins, such as mattresses, furniture and appliances.

## How does the service work?

The service is provided **at your request**, rather than a scheduled neighbourhood collection, so you can get rid of bulky waste **when it suits you**.

Bookings are essential, see below for details on how to book. Conditions and waiting periods apply.

## Choose what's best for you.

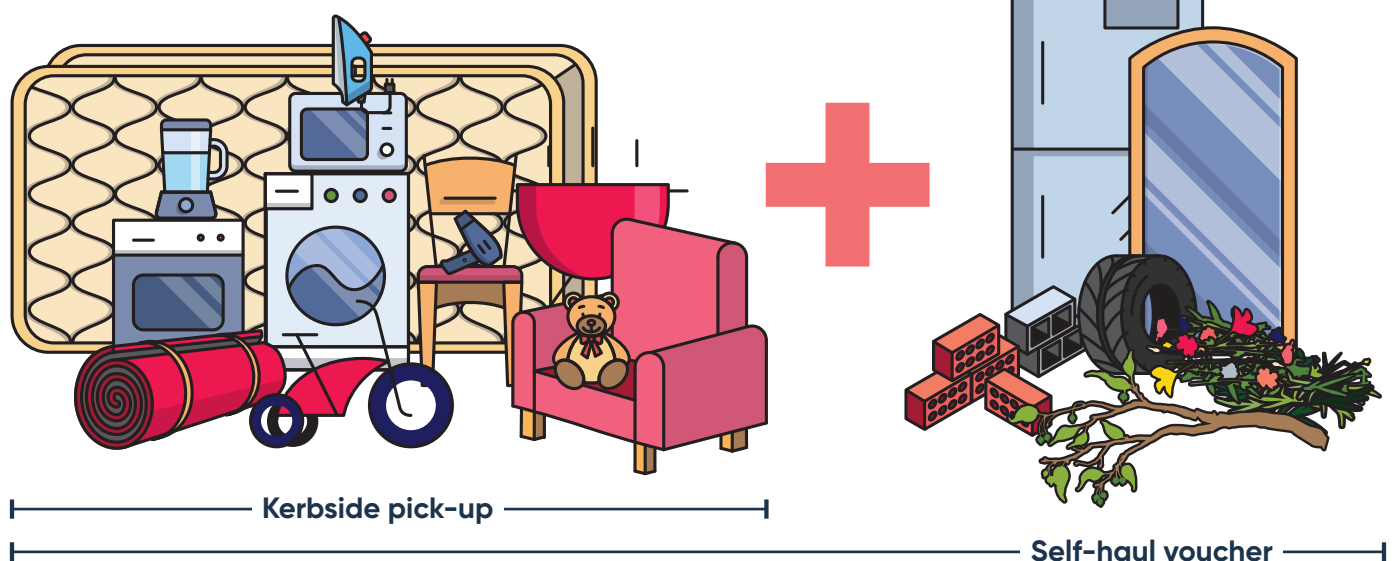
- Have your bulk waste collected from the kerb (**kerbside pick-up**), or
- Request a voucher and take it to Summerhill Waste Management Centre in Wallsend yourself (**self-haul voucher**). This option helps you to quickly dispose of a wider range of items.

## How many services can I have?

You can request **two services** (i.e. two kerbside pick-ups OR two self-haul vouchers) within any rolling 12-month period. The rolling period begins from the time that you last used the service.

For example, if you used the service in February and again in October this year, you could request your next service from February next year.

You can dispose of up to **two cubic metres** of bulk waste per service. See overleaf for details.



The **self-haul voucher** lets you dispose of bulky wastes accepted at the kerbside pick-up, **PLUS** other items such as fridges, renovation materials and garden waste.

To request a **self-haul voucher** or a **kerbside pick-up**, or for more information, visit [newcastle.nsw.gov.au/bulk-waste](http://newcastle.nsw.gov.au/bulk-waste) or call **4974 2000**.

## Which one is right for me?

| Item  | Self-haul voucher | Kerbside pick-up |
|---|-------------------|------------------|
| Mattresses, bed frames/bases  | ✓                 | ✓                |
| Household appliances and electronics (e-waste)*   | ✓                 | ✓                |
| Whitegoods (excluding fridges, freezers and air-conditioners unless de-gassed by a licensed technician) | ✓                 | ✓                |
| Bicycles, BBQs, scrap metal   | ✓                 | ✓                |
| Furniture, such as lounges, chairs and bedside tables   | ✓                 | ✓                |
| Carpet, rugs and linoleum   | ✓                 | ✓                |
| Toys and sporting goods   | ✓                 | ✓                |
| Tree branches < 100mm thick   | ✓                 | ✓                |
| Tree branches (any size) and other garden waste   | ✓                 |                  |
| Fridges, freezers and air-conditioners  | ✓                 |                  |
| Car tyres and rims (max. of five)   | ✓                 |                  |
| Building and renovation waste such as concrete, bricks, tile, stone, plasterboard and soil              | ✓                 |                  |
| Windows, glass and mirrors  | ✓                 |                  |
| Household rubbish and recyclables   | ✓                 |                  |

**Asbestos only option:** You can use a self-haul voucher to dispose of up to 100kg of asbestos only. Strict booking and disposal conditions apply. Please call us or visit our website for more information.

\*To ensure e-waste is recycled, residents are encouraged to use a self-haul voucher or drop off electronics separately at Summerhill Waste Management Centre through our Sort & Save service.

## Can I use the service if I'm renting?

Absolutely. In fact, only the people that live at a property, regardless of if they rent or own it, can request a bulk waste service for that residence.

You must be able to provide proof of address (e.g. current driver licence) when redeeming a self-haul voucher at Summerhill Waste Management Centre.

## How long do I have to wait for a service?

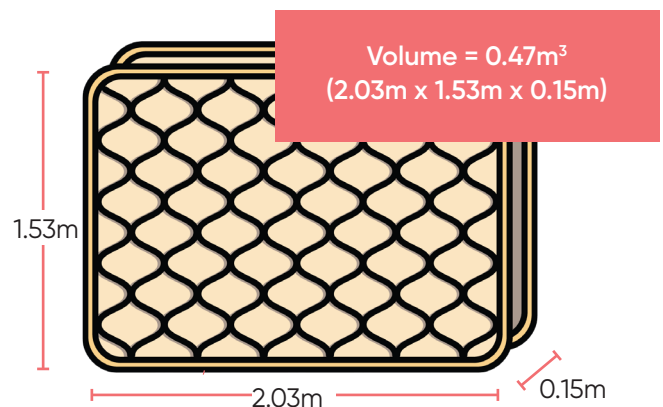
Our self-haul service provides the quickest disposal option, with vouchers typically issued within three business days of request.

The standard wait time for a kerbside pick-up is three weeks, however, this can increase during peak periods. Current wait times are available on our website.

## How much is two cubic metres of waste?

Two cubic metres (2m<sup>3</sup>) is equivalent to a volume of two metres by one metre by one metre (2m x 1m x 1m) –roughly the capacity of a 6' x 4' box trailer.

You can estimate the volume of individual items by multiplying their dimensions. For example, a mattress that is 2.03m long, 1.53m wide and 15cm high will have a volume of 0.47m<sup>3</sup> –about a quarter of your bulk waste entitlement.



# Book today

Request a self-haul voucher or kerbside pick-up.

**Please note:** Only the person(s) residing at the property can request a bulk waste service.

|              |  |
|--------------|--|
| <b>Web</b>   | <a href="http://newcastle.nsw.gov.au/bulk-waste">newcastle.nsw.gov.au/bulk-waste</a>                                 |
| <b>App</b>   | <b>City of Newcastle App</b><br>Available to download via the Apple Store and Google Play—search 'City of Newcastle' |
| <b>Phone</b> | <b>4974 2000</b><br>Between 8am and 5pm, Monday to Friday (excluding public holidays)                                |

