

Mareeba Shire Waste Survey - 2026

Frequently Asked Questions

Why is Council engaging with the community?

Council has completed a public invitation to tender for kerbside collection services to select a preferred contractor to commence waste collection services from 1 December 2026.

Kerbside collection services are an essential community service that provide a weekly waste service to residents and waste collection across Council facilities and waste transfer station network. The awarded contract will commence from 1 December 2026.

Fortnightly kerbside Recycling and/or kerbside Garden Organics (GO) service pricing was tendered as an optional service that can be introduced for the contract term, with recycling transported to the Cairns Materials Recovery Facility for processing and GO transported to Shark Recycling for processing.

Council is now seeking resident's feedback on these options by way of a Community Survey to determine the community's interest in implementing optional services.

The survey results will be carefully reviewed and considered as part of the decision-making process. The final determination will reflect a balanced assessment of community feedback, financial and operational feasibility, and long-term community interests.

When will the Community be advised about a decision?

- The Community Survey will be open from Monday 23 March until Sunday 12 April 2026.
- Data will be carefully collated and considered by Council for a decision at a Council meeting on 17 June 2026.
- The community will be notified of a decision if optional services will commence after this time.
- If approved, any new service may commence after 1 December 2026.

What options do I have to submit a survey?

You can complete an online survey here: <https://www.surveymonkey.com/r/Z925CFV>

If you'd like to complete the survey on a paper form, please request one by emailing communitywellbeing@msc.qld.gov.au, phoning 4086 4910 or in person at a Council Customer Service Centre.

The paper survey can be returned:

- In person: Monday to Friday, 9am – 4pm at a Council Customer Service Centre
- By post: PO Box 154, Mareeba QLD 4880
- By email: communitywellbeing@msc.qld.gov.au

Paper copies must be received by COB Monday, 13 April 2026.

What areas within Mareeba Shire Council currently receive general kerbside waste collection services?

- Areas of Mareeba, Kuranda, Julatten, Speewah, Dimbulah, Bibbohra, Koah, and Mt Molloy current receive weekly general kerbside waste collection services.
- For full details, please refer to waste collection maps on Council’s website: [Waste Collection - Mareeba Shire Council](#)

I live in an area that doesn’t currently receive general kerbside waste collection services. Will I receive a Recycling or GO bin?

- No.
- The optional services are not available to properties located outside of the current general kerbside waste collection service areas.
- Kerbside collection services can only be provided within designated collection zones to ensure operations are safe, efficient, and cost-effective.

What are the benefits of Recycling and Garden Organics Bins?

Recycling Benefits:

Kerbside recycling bins make it easy for households to recycle, reduce environmental impact by diverting waste from landfill, save resources, support local jobs, and help councils manage waste more sustainably.

Garden Organics Bin:

A garden organics bin makes it easy to manage green waste responsibly, reduces environmental impact by reducing waste to landfill, supports composting and reuse, and helps both households and councils save time and money.

How much would the services cost Ratepayers?

The approx. minimum costs reflected on Rate Notices over a 12 month period are:

- **Kerbside Recycling Bin:**
A minimum of approximately *\$180 per household per year (for the first year).
- **Garden Organics Bin:**
A minimum of approximately *\$110 per household per year (for the first year).

*Final costs for the first year will depend on many factors and this is an approximate figure. Costs will be reviewed annually based on CPI and operational factors.

Will there be any additional costs to council or ratepayers?

All known costs associated with introducing a Recycling or Garden Organics (GO) service have been identified; however, there are several additional operational costs for Council to consider:

Recycling Contamination Costs

Recycling contamination is expected to be high during the early stages of a new service. Estimated minimum annual cost: \$50,000 per year.

Education and Behaviour-Change Costs

Ongoing education is essential to reduce contamination and support correct bin use. Estimated education budget: \$30,000–\$60,000 per year (includes a part-time officer and campaign costs).

Contractual Pricing

Rollout pricing is subject to contract rise-and-fall provisions, meaning costs may vary depending on market conditions, fuel prices, and processing costs.

Any changes to the budget or service levels would be considered during Council's annual budget process.

If Council decides to implement a Kerbside Recycling or Garden Organics (GO) service, will I still be able to drop off my recycling or green waste at the waste station?

If Council introduces kerbside Recycling or Garden Organics services, you will still be able to drop off your recycling and green waste at Council's waste transfer stations.

Kerbside services are intended to provide added convenience for households, but they do not replace existing waste facility services.

Transfer stations will continue to operate as usual for residents who prefer to drop off materials directly or who have additional volumes that don't fit into their kerbside bins.

If Council decides to implement a Kerbside Recycling or Garden Organics (GO) service in my area, can I choose not to have it or opt out?

No.

If Council decides to implement a Kerbside Recycling or Garden Organics (GO) service, and its not in my area, can I request a service or opt in?

No.

In the survey, can I provide my preference for just one of the additional services, i.e. 'yes' to recycling and 'no' to GO bin?

Yes, in the survey you can select your preference to have either Recycling and/or GO service or both, or none.

The results of the survey will be carefully reviewed and considered as part of the decision-making process. The final determination will reflect a balanced assessment of community feedback, financial and operational feasibility, and long-term community interests.

I currently have two general waste bins at my property, will I receive two recycling and/or GO bins?

If introduced, residents will only be provided with one recycling bin and/or one GO bin.

What size are the recycling and garden organics bins?

If an additional service is implemented, the bins will be the same size as the current general waste (red lid) bins, 240 litres.

How often would the Recycling or Garden Organics bins be picked up?

If introduced, the additional kerbside service would be collected fortnightly, not weekly.

Would GO bins be implemented in all areas?

It may be viable for Council to introduce GO bins in selected areas within the larger collection area. Council will use the community's feedback to guide decisions on where GO bins may be introduced.

Implementation will only occur in selected areas, where there is interest and will depend on financial considerations, operational capacity, and overall feasibility.

Can I cancel the service at any time?

- No.
- If a new service is implemented, the service/s will be included in the property's rates notice.
- **Households cannot opt out of a service if it is introduced.**

- All eligible properties within the service area would automatically receive the bin/s as part of the kerbside waste collection system. This ensures the service is delivered efficiently, consistently, and at the lowest possible cost to the community.

Where will the waste be processed?

- Recyclables would be transported to Cairns Materials Recovery Facility (MRF).
- Garden Organics would be transported to Shark Recyclers in Bibbohra for processing.

What waste can go into the recycling bins?

Great question! Council has partnered with [Recycle Mate](#) to assist with all recycling questions. Download it to your device for advice on the go.

Otherwise, in Mareeba Shire, the following items are recyclable:

- Plastics such as sauce bottles, salad dressing bottles, shampoo and conditioner containers, cooking oil bottles, ice cream containers, water bottles, detergent bottles, cleaning product containers, juice bottles, buckets, pots, yoghurt containers, soft drink bottles, CD jacket covers, milk bottles, motor oil containers.
- Glass such as glass jars and bottles, medicine bottles.
- Steel and Aluminium such as food containers, aerosol containers, steel food tins, biscuit containers, drink cans.
- Paper, cardboard

We know that there is a lot of conflicting information out there, so we also have the latest information on our website: [Recycling - Mareeba Shire Council](#).

Items such as wire, batteries, laptops are also recyclable – however need to be disposed of at a transfer station.

What waste can go into Garden Organics (GO) bins?

- Grass clippings
- Leaves and small branches
- Prunings and cuttings
- Weeds (non-invasive)
- Flowers and plants
- Palm fronds
- Small twigs and sticks
- Hedge trimmings

Items such as food, food scraps, general or ‘compostable’ packaging cannot be placed in a GO bin.

Where do I find more information about waste and recycling?

More information about Council's waste services can be found by visiting Council's website:

- Transfer Station Services: [Transfer Stations Information - Mareeba Shire Council](#)
- Recycling Options & Information: [Recycling - Mareeba Shire Council](#)
- 'Recycle Mate' Information App: [Recycle Mate](#)
- Council's current Waste Management Strategy: [Waste Management Strategy](#)
- Waste Collection Areas and Information: [Waste Collection - Mareeba Shire Council](#)

More questions?

Contact us

Phone: 4086 4910 or 1300 308 461

Email: info@msc.qld.gov.au

In person 65 Rankin Street, Mareeba