



# Nappy Collection Service

**Your nappy collection day will be the same as your regular kerbside collection service.**

Ensure your experience with this service is easy and stress free by reading the following frequently asked questions and instructions.  
Remember, you can opt out from the service at any time.

## SERVICE INSTRUCTIONS

## WHY?

### WHAT NAPPIES ARE ACCEPTED FOR COLLECTION?

Only **disposable** nappies and incontinence aids.

Only disposable nappies and incontinence aids are made from material that can withstand liquid and heat during the sterilisation process required for re-use.

### HOW DO I PREPARE MY NAPPIES FOR COLLECTION?

Place any wipes you have used in a separate bin.

Wipes are not made of material that can be processed.

Fold/roll and tab nappies closed.

This helps with processing and reduces smell.

Place nappy in semi-transparent (white, clear or coloured) bin bag. Black bags are not accepted.

Semi-transparent (white, clear or coloured) bags are required to allow contents of the bag to be visible.

To reduce bin odour, tip any solid nappy contents in the toilet first. This is not essential or required to use the service.

Tipping solid nappy contents in the toilet will help reduce odour in your nappy bin and can help improve the nappy processing phase.

### WHAT CAN'T I DO?

Do not individually wrap nappies.

Wrapping nappies individually reduces the effectiveness of the processing, because the bags have to be cut by hand to extract each nappy.

Do not include loose nappies.

Loose nappies are too unhygienic for collection.

Do not include other waste products, such as bathroom and sanitary items, or household waste.

Other waste products contaminate the collection, slow down the processing, and may even prevent the nappies from being processed.

### HOW DO I STORE MY NAPPIES DURING THE WEEK?

Store your nappies in a lidded storage container, either inside the house, or outside adjacent to your kerbside bins.

### WHEN WILL MY NAPPIES BE COLLECTED?

Your nappies will be collected weekly, on the same day as your kerbside bin collection service.  
View your kerbside bin collection calendar here: [shepp.city/whichbin](http://shepp.city/whichbin)

### HOW SHOULD I LEAVE MY NAPPIES OUT FOR COLLECTION?

Take the bagged nappies out of their storage container, and place them adjacent to your doorstep, mailbox, front gate, or other convenient location, for our collection crew to see and collect.

# Nappy Collection Service Do's and Don'ts



**DO** fold and tab each nappy



**DO** securely tie the nappy bag



**DON'T** bag each nappy separately or include any wipes, gloves, or other waste items



**DO** place the bag adjacent to the mailbox, front gate, or other convenient location for collection. If your property has a front yard with a dog, please ensure your dog is secured, otherwise your nappies will not be collected.



**DO** place nappies in a semi-transparent plastic bin bag and place inside a lidded container.



**DON'T** double bag unless there is a split or tear in the first bag.



For any further questions or assistance with this service contact us by emailing [nappies@shepparton.vic.gov.au](mailto:nappies@shepparton.vic.gov.au) or phoning 5832 9700.



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