

What you need to know!

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

We are pleased to introduce our Nappy Collection Service, designed to make waste disposal more efficient and environmentally friendly. To ensure your experience with this service is as easy and stress free as possible, please take a moment to read through the following frequently asked questions and instructions.

SERVICE INSTRUCTIONS

WHY?

WHAT NAPPIES ARE ACCEPTED FOR COLLECTION?	
The collection service only accepts DISPOSABLE nappies and incontinence aids.	The processing method requires nappy material that is not designed to breakdown. So while the material used for disposable nappies and incontinence aids is terrible for landfill, it is particularly suitable for re-use due to its ability to withstand liquid and heat during sterilisation.

HOW DO I PREPARE MY NAPPIES FOR COLLECTION?	
Place any wipes you have used in a separate bin.	Wipes are not made of a material that can be processed.
NOT ESSENTIAL – To help reduce bin odour – Tip any solid nappy contents into the toilet first.	This is not essential, but can reduce odour between collections.
Fold nappies as tightly as possible.	Folding the nappy tightly helps reduce the smell.
White, clear, or coloured, semi-transparent bin bag. Black bags are not accepted.	The white, clear, or coloured soft plastic bag will be processed with the nappies and is required so the contents of the bag can be seen from the outside as easily as possible.

WHAT CAN'T I DO?	
You can not include wipes in the service.	Wipes are not made of a material that can be processed and are considered contamination.
You can not include individually wrapped nappies.	Wrapping nappies individually reduces the effectiveness of the processing method because the person processing them has to cut the bags by hand to extract the nappy.
You can not include loose nappies.	Loose nappies can not be collected by our collection crew.
You can not include any other waste products, including sanitary items, bathroom items, or household waste.	Contaminating the collection with other items can slow down and prevent our recycling partner from processing nappy waste. Please help keep our waste collection "clean" by not contaminating with any items other than nappies or incontinence aids
Do not double bag.	This reduces plastic bag use, and make opening the bags for processing easier for our recycling partner.

HOW DO I STORE MY NAPPIES DURING THE WEEK?	
You may prefer to store your nappies in a lidded storage container inside the house or outside adjacent to your kerbside bins.	We are unable to use kerbside bins due to the current manual (hands on) method of collecting the nappies. We will be looking to improve this service to make it easier for you in the future.

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	Your nappy collection day is the same day as your kerbside bin collection day to make it less confusing.

HOW SHOULD I LEAVE MY NAPPIES OUT FOR COLLECTION?	
Once your nappies are bagged in a white, clear, or coloured semi-transparent soft plastic bin bag, place them outside prior to 8am on the morning of your collection day. Place them adjacent to the doorstep, mailbox, front gate, or convenient location for our staff to see and collect from 8am.	The service commences at 8am to ensure you have enough time in the morning to place the nappies on your doorstep, because we understand and appreciate there is concern with leaving nappies outside overnight. By placing the bag of nappies in a location visible from the road, such as adjacent to the doorstep, mailbox, or front gate, you help our collection crew to quickly locate them.

Nappy Collection Service Do's and Don'ts



DO tightly fold each nappy



DO securely tie the nappy bag



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



DO place the bag adjacent to the doorstep, mailbox, front gate, or convenient location for our staff to see and collect from, from 8am onwards. 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 clear plastic bin bag that is inside a lidded container/receptacle.



DON'T double bag.

DON'T use black garbage bags

