

# **Attachment D**

**City of Sydney Letters sent to Community  
regarding Cleanaway Industrial Action  
February 2023**

3 February 2023

Dear Resident

**Waste collection delays Tuesday 7 February 2023**

We have been advised that some employees of our waste contractor, Cleanaway, plan to carry out a 24-hour stop-work industrial action on Tuesday 7 February.

If your red, yellow, or green lid bins are normally collected on this day, you may experience delays.

**Please put your bins out on Monday evening as usual and leave them out until they are collected.**

On Tuesday, the limited available crews will be prioritising collecting red lid bins.

If your bins are not collected by 6pm, we encourage you to report a missed collection online at [cityofsydney/misplaced-collection](https://cityofsydney.nsw.gov.au/misplaced-collection) or if you are unable to report online call 02 9265 9333.

As we were only given 72 business hours' notice of the Cleanaway industrial action, this letter may be reaching you after 7 February. If your bins still haven't been collected, please report it to us as soon as possible.

We apologise for the inconvenience, and we are working closely with Cleanaway to minimise the impact on our residents.

Yours sincerely



**Monica Barone**  
Chief Executive Officer



THE LORD MAYOR OF SYDNEY  
**CLOVER MOORE**

10 February 2023

Dear Resident

### **An update on waste collection**

Industrial action being carried out by staff of the City of Sydney's domestic waste contractor, Cleanaway, has impacted domestic waste collection services.

Further industrial action is planned, including on Tuesday 14 February. This means there will be delays to waste collection across the City again this week, but we are doing everything we can to ensure your bins are collected in the coming days.

Please continue to put your bins out on your regularly scheduled day and a crew will collect it as soon as possible. If your bins are not collected after 48 hours, I encourage you to report a missed collection online at [cityofsydney/missed-collection](https://cityofsydney.nsw.gov.au/cityofsydney/missed-collection) or by calling 02 9265 9333.

The City supports the rights of workers to take action to achieve fair wages and conditions, and there may be additional industrial action after Tuesday. We are all hoping the situation is resolved quickly.

### **We give the highest priority to delivering this essential service**

I have met with the CEO and General Manager of Cleanaway to discuss their contract and service delivery issues. My focus in that meeting was on ensuring Cleanaway's service returns to the high standard the City and our residents expect, and my expectation that workers receive fair pay and conditions.

Like an estimated 95% of local Councils in NSW, the City contracts an external waste contractor to help deliver the best services possible for the community. The City has run a combined internal and outsourced cleansing and waste service for more than 20 years. This enables us to provide a range of services, respond to the community's needs, and adapt when short-term issues arise.

***I know this is a difficult situation, and we are working hard to minimise the disruption to residents during this industrial action. You can find out more at [cityofsydney/waste-update](https://cityofsydney.nsw.gov.au/cityofsydney/waste-update).***

Yours sincerely

Clover Moore  
**Lord Mayor of Sydney**