



## FREQUENTLY ASKED QUESTIONS

Everything you need to know about our service!

- **How do I store my chemicals safely until they are collected?**

ChemClear will forward Group 1 and Group 2 stickers (corresponding with your registration) within a month of your booking.

These stickers are designed to provide easy recognition and separation of chemicals in your chemical storage area while waiting for disposal, provide quick identification of the chemical group at the collection site and provide information for auditors and quality assurance programs.

- **Do I have to book online?**

Booking online is just one of our booking options.

To register for the program, phone 1800 008 182, complete the inventory form available on this website and either fax it to (03) 9369 4380 or mail it to us.

Before calling, please ensure you take a full inventory of the chemicals you wish to register with the program.

- **Do I have to make a booking to bring my chemicals in?**

You certainly do! Only the chemicals listed in your booking reference will be collected. ChemClear does not accept any extra quantities of chemical that aren't a part of your registered manifest on collection day.

It's quite easy to add or subtract from your registration, you can do this by contacting the booking line.

- **What are these green dots I see on the online booking form?**

The green dots marked against products on the web booking system refer to all Group 1 chemicals.

- **What information will I have to submit to the online booking system?**

We only ask for general information such as your company name, contact name, postal address, email address and relevant phone numbers.

- **How do ChemClear and *drumMUSTER* differ?**

Any unwanted Group 1 classified chemical (200mls and above) remaining in its original container is eligible for collection under the program for disposal.

Any unwanted Group 1 chemical with less than 200ml remaining in the container must be rinsed free of residue before it is eligible for return under the *drumMUSTER* container recycling program. Any volume of Group 2 chemical is eligible under the program for collection and disposal.

- **Is ChemClear a free service for primary producers?**

In some states ChemClear may have subsidy assistance from the state government in place for primary producers.

Ask our booking line representative for details of any subsidy available in your state when registering your products.

- **I have some old drums in my shed, but I'm not sure if they are strong enough to be transported; they might fall apart if I try to lift them!  
What do I do?**

It's important to make sure that the integrity of the containers is sound.

The container should be able to be transported safely to the collection point. If you are concerned about the integrity, as a minimum precaution you should place the suspect container into a secure oversized drum or hazmat container (please do not decant the chemical).

Please also ensure you are wearing appropriate protective equipment when handling chemicals.

You may need to arrange for specialist assistance and you can do this by contacting 1800 008 182.

- **I've got stuff in containers that aren't labelled and I don't know what's in them - will you take them?**

These chemicals will classify as a Group 2 and attract a fee per litre/kilogram for disposal. Please contact us for further assistance and registration.

- **Does ChemClear accept unrinsed, empty chemical containers?**

Clean, empty containers are accepted by the *drumMUSTER* program. We encourage you to visit [www.drummuster.com.au](http://www.drummuster.com.au) to search for a collection site in your local area.

- **Can I combine the contents of several small containers into one large container?**

We're afraid not! You should never mix the chemical contents of different containers, please register them separately for collection and disposal in their existing containers.

- **Is there any limit on the amount I can book in?**

No, we encourage you to use this opportunity to register all of your chemicals.

However, use common sense and don't overload your vehicle! Environment Australia recommends that up to 200kg or litres of chemicals can be transported on a private vehicle, so long as the container is properly secured and safe from spillage.

Don't transport pesticides in the passenger space or the boot of vehicles.

- **I live in a large country town and have some pesticides that my parents brought into town with them when they moved from the farm. Can I still register them for collection?**

Yes, please choose the classification option farmer/primary producer when registering these products.

- **I can't bring my chemicals to the collection point. Can you get someone to pick them up and take them for me?**

A direct collection depends on access and the route of the scheduled collection run. We may be able to organise a direct collection if the requirement is urgent and the collection vehicle is in the same area the chemicals are stored. Please contact us for further assistance.

- **Can I take my chemicals to a different collection site in another shire?**

Once a waste holder registers their unwanted chemicals, ChemClear uses their postal address to determine which shire they reside in. A host site is requested and utilised for all waste holders that have registered in that area.

If you live closer to a neighboring council and we can facilitate a collection site, you will have the option to choose your preferred drop-off point.

- **Can I leave my booked-in chemicals at the collection site prior to the collection day and stipulated time periods?**

Unfortunately not, you will be advised of the collection day and time you will have to attend your local site, with the chemical that you have registered for collection by the CC team. At no time will the host site accept, hold or store your chemical before the arrival of CC's contractor. This is because most sites do not hold the specific licences to store hazardous chemicals in bulk.

- **What should I do if the chemicals I'm bringing in for disposal spill on my way there?**

You are fully responsible for the safe handling and transportation of your chemicals to the collection point.

You should take precautions to ensure that there are no spills. If there is an incident, you should contact your regional office of the Environmental Protection Authority for advice and contact the local fire brigade in the area.