

DRAFT

saving
our
species

Together we can secure
threatened species in NSW



AECOM
Imagine it.
Delivered.

Stage 1 Community Consultation Outcomes

Waste Management Strategy

Queanbeyan-Palerang Regional Council (QPRC)

December 3, 2018

FINAL DRAFT**Quality information****Prepared by**

Diana Atkins –
Communications &
Engagement Consultant

Checked by

Sonia Doohan – Principal
Communications
Consultant

Verified by

Mary Diab – Community
and Stakeholder
Engagement Director

Approved by

Katherine Dodd –
Senior Environmental
Scientist QPRC

Revision History

Revision	Revision date	Details	Authorized	Name	Position
01	30 November 2018	DRAFT	QPRC	B BELCHER	Program Coordinator
02	3 December 2018	FINAL DRAFT	TBC	TBC	TBC

FINAL DRAFT

Prepared for:

Queanbeyan-Palerang Regional Council

Prepared by:

AECOM Australia Pty Ltd
Level 21, 420 George Street
Sydney NSW 2000
PO Box Q410
QVB Post Office, NSW 1230

T: +61 2 8934 0000

F: +61 2 8934 0001

aecom.com

ABN 20 093 846 925

AECOM in Australia and New Zealand is certified to ISO9001, ISO14001, AS/NZS4801 and OHSAS18001.

© 2018 AECOM Australia Pty Ltd. All Rights Reserved.

This document has been prepared by AECOM Australia Pty Ltd ("AECOM") for sole use of our client (the "Client") in accordance with generally accepted consultancy principles, the budget for fees and the terms of reference agreed between AECOM and the Client. Any information provided by third parties and referred to herein has not been checked or verified by AECOM, unless otherwise expressly stated in the document. No third party may rely upon this document without the prior and express written agreement of AECOM.

FINAL DRAFT**Table of Contents**

1.	Introduction	1
2.	Community Consultation	2
2.1	Consultation Activities	2
2.1.1	Drop in information sessions	2
2.1.2	Survey	2
2.1.3	Nerriga residents	2
2.1.4	Workshop	3
2.2	Communication Tools.....	4
3.	Outcomes	5
3.1	Drop in information sessions	5
3.2	Survey	6
3.3	Nerriga residents survey	6
3.4	Workshop participation.....	7
4.	Recommendations	8
5.	Next steps.....	8
	Appendix A - Collateral	9
	Posters	9
	Factsheet	9
	Webpage.....	10
	Survey Presentation	11
	Appendix B – Survey results.....	15
	Demographic Information.....	15
	Waste Management Questions	16
	Appendix C – Nerriga residents' survey comments	20
	Appendix D – Workshop outcomes	22
	Wants versus barriers.....	22
	Vision for the next 5 to 30 years.....	23

FINAL DRAFT

1. Introduction

Queanbeyan-Palerang Regional Council (QPRC) are currently reviewing the waste strategies for the region as not all areas in the Local Government Area (LGA) have the same waste management and there are issues Council is facing with the existing strategies. Some of these issues relate to population growth, landfills reaching capacity as well as varying waste services and fees.



Additionally, local, state and national policies are continuously changing. A Waste Strategy is required to develop waste management programs that meet environmental and government regulations. Consolidating and improving QPRC's waste management strategies will enable Council to address the waste issues they are currently facing and manage these over the next 30 years.

AECOM was appointed by Council to prepare the Waste Strategy for the region. Stage 1 of the project included;

- a briefing paper, which identifies the existing situation with waste management in the QPRC region
- consultation with the community to understand views, perceptions and experiences on waste management in the local areas and how services can be improved.



As part Stage 1, QPRC and AECOM consulted with local residents and key community members through community information sessions and a targeted workshop. A survey was also used to collect feedback on residents and businesses experience with waste services.

FINAL DRAFT

2. Community Consultation

The consultation approach involved engaging key community representatives and the general public through a combination of informal and targeted settings. The key aspect was to listen to community members and facilitate real opportunities for input into the development of options.

2.1 Consultation Activities

2.1.1 Drop in information sessions

The objective of the information sessions was to explore responses to the current outcomes on waste management in the QPRC LGA, which were identified in the QPRC Waste Strategy Briefing Paper (AECOM, 2018). These allowed the community to ask questions in one-on-one conversations with the project team. To maximise the opportunity to hear from a range of local experiences, various sessions were carried out at different townships:

Date and time	Location
Thursday 25 October 2018, 2:00pm – 6:00pm	Riverside Plaza, Morisset Street, Queanbeyan
Friday 26 October 2018, 2:00pm – 6:00pm	Bungendore IGA, Malbon Street, Bungendore
Saturday 27 October, 9:00am – 12:00pm	Braidwood Farmer's Markets, Braidwood

Representatives from QPRC and AECOM spoke to about 120 community members over the course of three sessions. Surveys were carried out with those interested in having their say.

2.1.2 Survey

Surveys were used to collect baseline data on community's attitudes towards waste management, Council's waste services, value for money and willingness to pay. Two types of surveys (Appendix A) targeting residents and businesses were made available through the following channels:

- Online through the QPRC Your Voice website
- Paper based forms at the drop in information sessions and Council administration offices
- Digital platform (iPads) at the drop in information sessions and community workshop

A total of 201 surveys were received through these channels. The level of participation through the various channels is indicated in Table 2.

Table 2 Survey responses

Survey platform	Level of participation
Information sessions (iPads)	64
Council's 'Your Voice' website	130
Paper based forms	7

2.1.3 Nerriga residents

In addition, Council specifically surveyed the Nerriga residents to understand their specific waste management issues. Eighty-three responses were received.

FINAL DRAFT**2.1.4 Workshop**

A community workshop was designed as an interactive approach to understand the community's attitude to existing waste management. A workshop facilitator navigated community members through group activities to discuss their ideas for improvement, and explore their attitudes towards value for money and willingness to pay.



The workshop was held on Friday 26 October 2018 at the Queanbeyan RSL Arcade between 10:00am and 12:00pm. Representatives from key community groups were invited to take part in the workshop to gain region wide perspectives around these topics. Table 1 identifies the key stakeholders that were invited to participate in the consultation process.

Table 1 Stakeholders invited to participate in the workshop

Stakeholder Category	Stakeholder Group
Environment	Landcare – Upper Murrumbidgee: Queanbeyan, Carwoola, Hoskinstown, Captains Flat, Fernleigh Park, Little Burra, Royalla, Burra, Smiths Road Landcare - Wamboin
Agriculture	Southern NSW Harvest Association
Commercial	Bungendore Chamber of Commerce and Industry
Residents and ratepayers	Queanbeyan Ratepayers' and Residents' Association Burra Urila Residents' and Ratepayers' Association Jerrabomberra Residents Association Googong Residents Association Bungendore Residents Group
Community associations	Wamboin Community Association Carwoola Community Association Braidwood Community Association Captains Flat Community Association Royalla Community Association Hoskinstown Community Association Nerriga Progress and Sporting Association Araluen Progress Association Majors Creek Progress Association Oaks Estate Progress Association Burra Community Association Bywong Community Association
Community services	Queanbeyan Men's Shed
Local clubs	Queanbeyan Lions Club Rotary Club of Bungendore Rotary Club of Queanbeyan Rotary Club of Queanbeyan West Rotary Club of Jerrabomberra

FINAL DRAFT

A total of seven representatives from six community organisations in the QPRC region attended. They were from the following groups:

- Braidwood Community Association
- Burra Community Association
- Captains Flat Community Association
- Nerriga Progress and Sporting Association
- Jerrabomberra Residents Association
- Wamboin Community Association

2.2 Communication Tools

Supporting communication tools (Appendix A) were used at the drop in information sessions and workshop to inform community members, prompt discussions around waste management promote the project and advertise engagement opportunities.



Online 'Your Voice'



Fact sheets and posters



Workshop slide deck



Feedback channels



Workshop invitations



Survey form

FINAL DRAFT

3. Outcomes

3.1 Drop in information sessions

Representatives from QPRC and AECOM spoke to approximately 120 community members over the course of three sessions and carried out a survey with those interested in having their say. The key recurring themes and comments that arose from conversations are outlined in Table 3.



Table 3 Drop in session outcomes

Themes	Conversations with Community
Education	- Lack of understanding about what can be composted and recycled due to changing messages in advertising campaigns and communication by operational staff at some facilities (e.g. soft plastics, composting food waste such as meat, removing bottle lids before disposal) or general ignorance despite labelling on bins. - Further education required promoting awareness of existing Council services and encouraging better recycling practices. - Importance of education on better waste minimisation and recycling practices at a school level was highlighted.
Community perception	Community perception that waste at the transfer stations are not correctly processed as there are times where it accumulates without adequate separation of materials by staff. This acts as a deterrent to many members of the community who drop off their waste at these facilities and develop distrust towards the system.
Rates and fees	One individual at Braidwood suggested that kerbside collection waste services rates should be assessed based on weight of waste generated to be fair towards community members that do not use this service frequently due to minimal waste generated.
Accessibility	- Concerns about the opening hours of the transfer station at Queanbeyan and the difficulty to access during work hours. - A few community members indicated the ease of mattress disposal ('soft landing' contractor service).
Additional services	Request for a return and earn facility at Bungendore.
Communication	Request for the regular kerbside bin collection schedule to be communicated in the Council section of the local newspaper (Bungendore weekly).
Benchmarking	Suggestion to adopt Canberra's green shed service at Bungendore and Braidwood.
Former strategies	- Queries were raised about Braidwood tip closing and when the new tip is opening. - Issues raised by those not receiving a regular bin collection service and the requirement to self-haul to transfer station instead.
Other queries	- Queries were raised around the buy-back scheme at Bungendore. - Queries were raised around where the green waste from the local area of Bungendore gets transferred. - Queries were raised around where hazardous waste can be disposed.

FINAL DRAFT

3.2 Survey

Due to changes between the survey at the information sessions and the survey produce online and in hard copy, AECOM has consolidated the results. This has been done to ensure all feedback has been considered. Key outcomes from the survey include:

Waste Management Questions

- Self-haul facilities and kerbside bin collection (residual, recycling and green waste) was the most common service utilised by respondents and recognised as Council run services.
- Majority of respondents indicated that they thought all of Council's waste services were worthwhile. Just over 10 per cent specified services that are not worthwhile.
- Over 87 per cent of respondents felt they were between fairly and absolutely confident in deciding what goes into what bin.
- Whilst the majority of respondents confirmed a high level of confidence in waste separation, there was a high interest (over 60 per cent) amongst the respondents in receiving between a bit to a lot more waste education from Council.
- There was a high level of uncertainty amongst respondents as to how much they pay for waste services each quarter with over 50 per cent indicating they were unsure.
- Despite this level of uncertainty around quarterly rates, majority of respondents confirmed that the level of waste services received was good in relation to how much they were paying. Just over 20 per cent of respondents rated the level of service as poor to very poor in relation to how much they were paying.
- About 80 per cent of respondents indicated that they would like Council to provide other waste services and specified their preferences. The top three results included requests for:
 1. more composting services and options to dispose of food waste into green bins
 2. soft plastics recycling services
 3. increased availability of kerbside bin collection for rural residents and changes to the frequency for current receivers.
- The assessment of respondents' willingness to pay for these extra services showed that majority (over 47 per cent) would want to pay the same rates and almost 15 per cent wanting to pay less. Thirty-seven per cent were willing to pay between \$5 to \$10+ more per quarter.

Demographics

- Majority of respondents that participated in the survey were female and comprised of almost 60 per cent.
- The main age group that respondents fit within was the 41-45 years bracket.
- Almost 90 per cent of respondents were property owners or owner-occupiers.
- Majority of respondents indicated that their households earned the higher income bracket of more than \$140,000 per year.
- Over 55 per cent of respondents confirmed that 1-2 people live in their home. Only 2 respondents indicated a household size of over 6 people.

See Appendix B for the detailed results of the survey carried out during this initial phase.

3.3 Nerriga residents survey

Council sent a survey to homes in the Nerriga area to understand their preferred options for waste collection in their area. Five options were presented in the survey for residents to rank in order of preference. These options were:

- Do nothing
- Rural recycling station
- Bin compound
- Kerbside collection
- Transfer station

FINAL DRAFT

In total, 83 community members responded to the survey. Of the 83, 13 entries were not included as community members did not correctly fill in the survey. The following chart captures the responses by 70 participants and compares each of the options as they were ranked by respondents.

Respondents were requested to rank their preference against the options from 1 (most preferred) to 5 (least preferred). Most respondents, 47, rated the 'Do nothing' option as least preferred. The most preferred option is the transfer station, with 21 respondents.

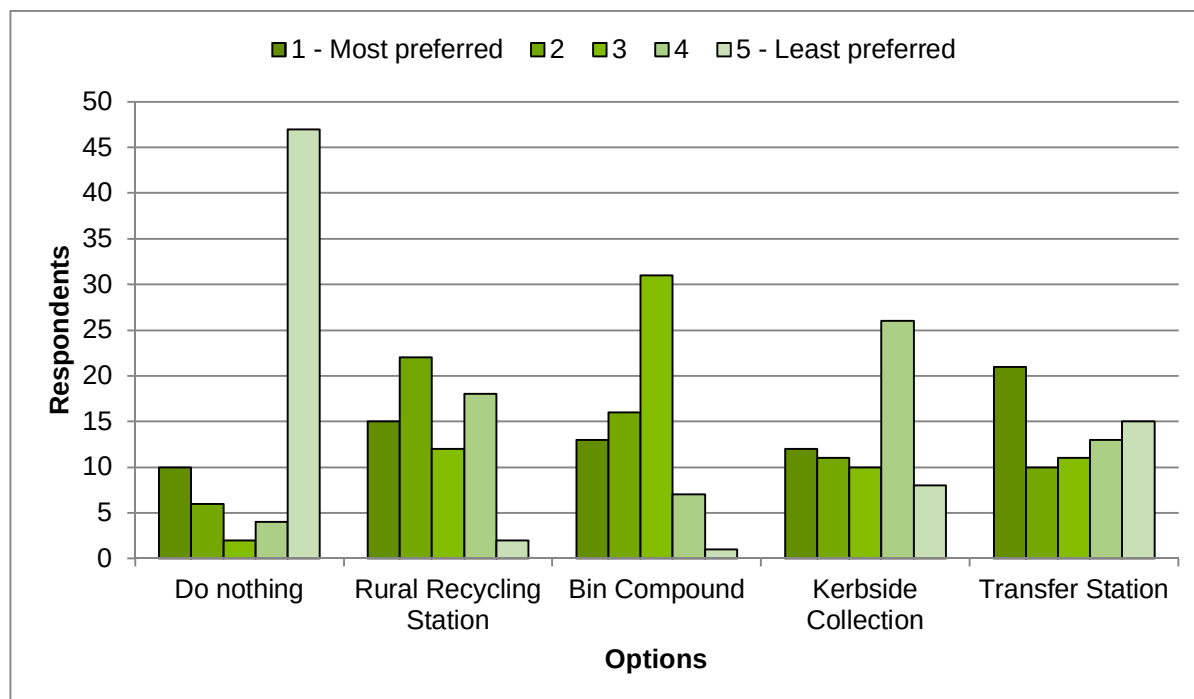


Figure 1 Nerriga residents survey options response

Comments made in the survey are detailed in Appendix C.

3.4 Workshop participation

All stakeholders that attended the workshop were very passionate about waste management and quite active within their communities in promoting messages about waste reduction. Discussions around the waste topic during group activities demonstrated a strong sense of unity amongst community members and motivation towards involving the local community in organised initiatives to improve the outlook on waste.

All attendees agreed that education programs were central to reinforcing better waste management practices and the foundation for this begins at schools. Discussions on the role that technology plays in developing innovative solutions arose frequently when considering the community vision for the next 30 years. Community members conveyed a strong interest in lobbying companies to reduce over-packing of products in stores and believed Council should support such campaigns.

Appendix D provides more details on the discussion held during the workshop.

FINAL DRAFT

4. Recommendations

In light of the survey results, outcomes of the community workshop and conversations with the community during drop in information sessions, the following recommendations have been suggested for consideration in the development of the draft Waste Strategy:

- General improvement and expansion of waste-related education activities
- organise local waste management initiatives to involve community in the 30 year strategy so they can be part of the solution
- implement traditional forms of advertising through static displays, local newspapers and mail distribution within high traffic areas (such as shopping centres, existing council facilities, etc.) to promote an awareness of Council services
- implement an active behaviour change and education program to empower residents to proactively and sustainably manage waste through schools and community groups
- review options for collection and processing of organics waste
- consider enhancement of Council's branding throughout waste management facilities provided by Council to increase community's association of existing services to the provider

The main limitation in implementing additional services however is the low level of willingness to pay increased costs. To achieve suggestions by community members, the objectives of the 30 year Waste Strategy and balance this financial outcome, Council may consider:

- restructuring rates and fees
- minimising the frequency of waste services to areas that do not consider them to be worthwhile allowing reallocation of funds towards more favourable services
- incentivising recycling practices
- partnering with organisations to support community events and initiatives such as composting or local clean up events.

5. Next steps

The findings from this report will support the development of options by Council and AECOM to address the existing waste management issues. A draft Waste Strategy will be prepared outlining the preferred management options arising from the options development process. The draft Waste Strategy will incorporate input from Council's Waste Strategy Working Group, targeted community groups and feedback received from the community. The draft Waste Strategy will be on public display in 2019 at which time community members will have an opportunity to view and provide comment before it is finalised.

FINAL DRAFT

Appendix A - Collateral

Posters

QPRC

QUEANBEYAN-PALERANG REGIONAL COUNCIL
WASTE MANAGEMENT STRATEGY

Where are we now?

Site visits and staff discussions

Prepare briefing paper
• Community consultation

Prepare Draft Strategy
• Community consultation

Council review including Council's Waste Strategy Group

Prepare final Strategy

What would you like to see in the new Waste Management Strategy?

We want your opinions, suggestions and thoughts for consideration. Have your say online at the QPRC Your Voice website: yourvoice.qprc.nsw.gov.au. You can send written submissions via: Mail: PO Box 60, Queanbeyan NSW 2620. Email: council@qprc.nsw.gov.au

We want to know more about how you use Council's waste management services

What services do you currently use?

What other services would benefit you?

Surveys are available for you to provide your feedback, feel free to have your say.

Collecting meaningful feedback

We have set up a Waste Strategy Working Group which brings residents, business leaders and elected representatives together to help us workshop ideas and prepare the new strategy.

We are planning for how we manage waste now and for the next 30 years.

QPRC

QUEANBEYAN-PALERANG REGIONAL COUNCIL
WASTE MANAGEMENT STRATEGY

What is happening?

Not all areas in our region have the same waste management; Queanbeyan-Palerang Regional Council is reviewing and improving the current waste strategies for the entire LGA.

Currently, we do not meet the targets set out in NSW Waste Avoidance and Resource Recovery Strategy 2014-2021.

Key issues we are facing

- population growth
- landfills reaching capacity
- different waste services
- different delivery of these services
- different fees

What makes up our waste

General waste Recycling waste Green waste Electronic waste

Waste is estimated to roughly double from 2016 to 2050 which means our waste services need to be improved.

Tonnes generated in 2016

12,289 (Landfill) 8,692 (Recycling) 8,010 (Organics)

Tonnes generated in 2050

23,245 (Landfill) 12,080 (Recycling) 8,510 (Organics)

We want to be a sustainable, "clean green" community and create the right solutions for our local residents, businesses, service providers and community groups.

Factsheet

QPRC

QUEANBEYAN-PALERANG REGIONAL COUNCIL
WASTE MANAGEMENT STRATEGY

We are planning for how we manage waste now and for the next 30 years.

We are currently reviewing the waste strategies for our region. This provides an opportunity for us to address key waste issues we are facing for the next 30 years.

What are we doing?

We are developing a new Waste Management Strategy for the entire region. We are committed to sustainability so our waste needs to be managed in a responsible, environmentally safe way that considers the future.

Where are we now?

Site visits and staff discussions

Prepare briefing paper
• Community consultation

Prepare Draft Strategy
• Community consultation

Council review including Council's Waste Strategy Group

Prepare final Strategy

Why are we developing a new Waste Management Strategy?

Consolidating and improving our waste management strategies will have a positive impact on our community and region. As local, state and national policies are continuously changing, we need to plan ahead to make sure our waste management meets environmental and community requirements.

What are the key issues we are facing?

- population growth
- landfills reaching capacity
- different waste services
- different delivery of these services
- different fees
- not achieving Waste Avoidance and Resource Recovery Strategy targets

What services do we currently provide?

- kerbside collection
- bulky waste collection
- waste disposal
- access to self-haul facilities
- education programs

What makes up our waste?

On average, the waste generated by residents is 21 per cent landfill, 28 per cent recyclables and 51 per cent organics (food and garden), (2018 kerbside audit). Our waste is estimated to roughly double from 2016 to 2050. That's a lot to manage.

We are also thinking about how to best manage waste from local businesses, construction and commercial industries that produce similar types of waste as well as concrete, sand, soil and other mixed products.

QPRC

Where does our waste get disposed?

- residual waste is disposed at Woodlawn Waste Management Facility, Braidwood Landfill or Nemiga Landfill, Mugga Lane Landfill
- recyclables are processed at the Hume Materials Recovery Facility
- organics are transferred to Oaks Estate, Woodlawn and GoTerra Worm Farm
- bulky waste is currently self-hauled by residents of the former Palerang LGA to Waste Transfer Stations, while waste generated by residents of the former Queanbeyan LGA is transferred to Mugga Lane Landfill

What regulations have changed?

The Waste Avoidance and Resource Recovery (WARR) Strategy released by the NSW EPA in 2014 set new recycling targets to be achieved by the year 2021-2022. The targets relate to avoidance and reduction of waste, increasing recycling, diverting more waste from landfill, managing problem waste better as well as reducing litter and illegal dumping.

Currently, we do not meet the targets set out in this strategy.

What steps are we taking?

As part of the strategy, we're looking at what we do to meet the WARR Strategy targets and our growing waste. Actions and areas we are looking at include:

- range, price, access and convenience of waste services
- additional waste services and/or facilities
- facilities and services on a user pays basis or through resident and business rates
- land available for developing and operating waste management and resource recovery facilities
- resource recovery in both the residential and non-residential sectors
- educating residents and businesses on what can and cannot be recycled, reducing litter and how to avoid generating waste

What is the role of the community?

We want your opinions, suggestions and thoughts to help us shape the draft Strategy. By helping us to understand what our community wants from our waste services, we can better balance community wants with budget, regulatory and legislative constraints.

How do we collect feedback?

We have set up a Waste Strategy Working Group which brings together residents, business leaders and elected representatives to help us workshop ideas and prepare the new strategy.

We are also seeking feedback from residents, ratepayers and businesses. We want your opinions, suggestions and thoughts.

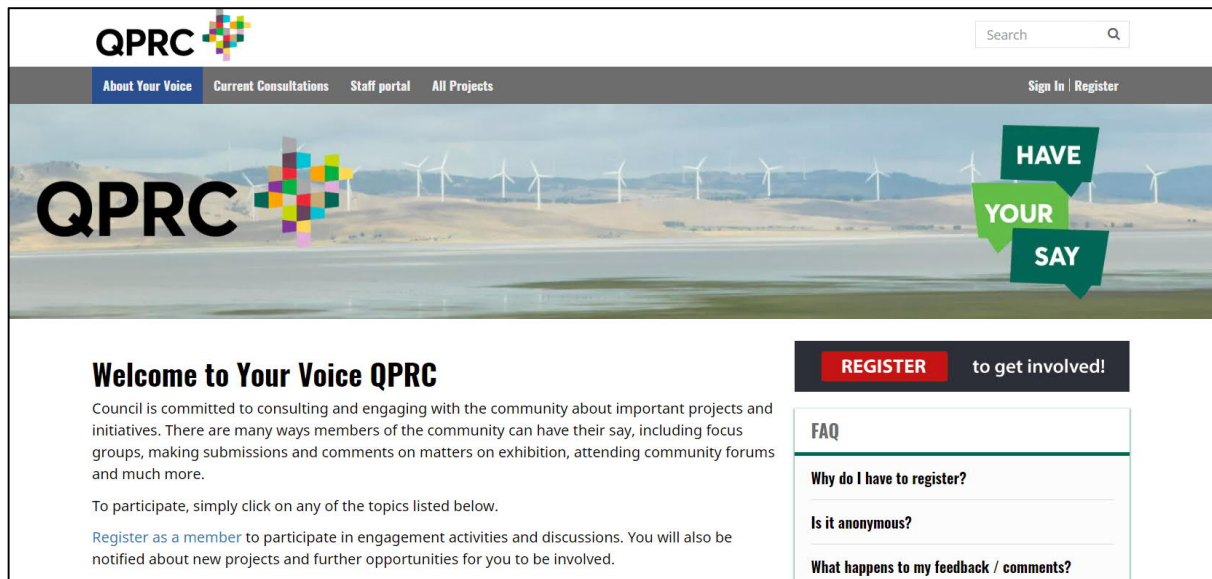
FAST FACT

Our recycling rate across the region is around 46 per cent. In comparison, the ACT recycles almost 70 per cent of their waste.

You can have your say online at the QPRC Your Voice website: yourvoice.qprc.nsw.gov.au. You can also mail your submission to PO Box 60, Queanbeyan NSW 2620, email: council@qprc.nsw.gov.au or deliver to any of our customer service centres.

FINAL DRAFT

Webpage



FINAL DRAFT

Survey

QPRC **QPRC Waste Management Survey**

1. What is your gender?

☐ Female ☐ Male ☐ Other

2. What is your age?

☐ Less than 18 ☐ 41 - 45 ☐ 66 - 70
☐ 18 - 25 ☐ 46 - 50 ☐ 71 - 75
☐ 26 - 30 ☐ 51 - 55 ☐ Older than 75
☐ 31 - 35 ☐ 56 - 60
☐ 36 - 40 ☐ 61 - 65

3. Do you rent or own your home?

☐ Rent ☐ Owner ☐ Owner-occupier
☐ Other (please specify)

4. What is your yearly combined household income?

☐ Less than \$20,000 ☐ \$60,000 - \$80,000 ☐ \$120,000 - \$140,000
☐ \$20,000 - \$40,000 ☐ \$80,000 - \$100,000 ☐ More than \$140,000
☐ \$40,000 - \$60,000 ☐ \$100,000 - \$120,000

5. How many people live in your home?

☐ 1 - 2 people ☐ 5 - 6 people
☐ 3 - 4 people ☐ More than 6 people

QPRC **QPRC Waste Management Survey**

6. What Council waste services do you currently receive or use?

7. Looking at the list below, what other Council waste services do you currently receive or use?

☐ Weekly kerbside collection - General waste
☐ Weekly kerbside collection - Recycling
☐ Weekly kerbside collection - Green waste
☐ Self haul (Ops, transfer stations, WAM)
☐ Community Recycling Centre
☐ Household Chemical Clean Out Day
☐ Tech Collect - E-waste recycling
☐ Kerbside hard waste clean up
☐ Drum/Chest/Ceiling

☐ Return and Earn
☐ Other (please specify)

8. Are there any Council waste services that you don't think are worthwhile?

☐ No
☐ Yes (please specify)

1

2

QPRC **QPRC Waste Management Survey**

9. How confident are you in deciding what goes into what bin?

1 I have no idea what goes where
2 Not very confident
3 Neither confident nor unconfident
4 Fairly confident
5 Absolutely confident

10. How much waste education do you want from Council?

1 A lot less
2 A bit less
3 About the same
4 A bit more
5 A lot more

11. Thinking about your quarterly rates bill, how much do you pay for waste services?

☐ Unsure ☐ I do not own the property
☐ Each quarter, I pay \$

QPRC **QPRC Waste Management Survey**

12. Thinking about how much you pay each quarter, do you think the level of waste services you are receiving is:

1 Excellent
2 Good
3 Neutral
4 Poor
5 Very poor

3

4

FINAL DRAFT**Presentation**

Waste management **QPRC**

How can we manage waste in our community now and for the next 30 years?



Ice breaker **QPRC**

- ☐ Name?
- ☐ What do you love most about your community?
- ☐ What do you expect from this workshop?



Group expectations **QPRC**

- ☐ Share your thoughts
- ☐ Be respectful and considerate of everyone's opinions
- ☐ Build and contribute to the conversation
- ☐ Stay focussed on the discussion topic
- ☐ Keep phones on silent or switched off
- ☐ Ask questions!

What role do you play in the waste system? **QPRC**

- How do you use waste services now?
- What good experiences have you had?
- What bad experiences have you had?



What we'll focus on today **QPRC**

1. Getting to know each other
 - Ice breaker
2. What role do you play in the waste system?
 - Group discussion
3. How do we produce and manage waste?
 - Small group activity
4. What could happen in the future?
 - Small group activity
 - Group discussion



Break into groups

3 – 4 people per group

FINAL DRAFT

How do we produce and manage waste? QPRC



Using pens and paper, tell us:

- Where waste comes from in your home or business
- What different types of waste is produced in the home or business

What happens to your waste? QPRC



What's in our waste? QPRC

Each week, the average household in the QRPC region produces:



Residual (landfill) 3.6kg	Recycling 4.6kg	Organics 6.8kg
------------------------------	--------------------	-------------------

What happens to your waste? QPRC

- Different waste services
- Different delivery
- Different fees and charges
- Different gate fees at material recycling facilities
- Different disposal facilities



What's in our bins? QPRC

Each week, the average household with kerbside collection in the QRPC region disposes of the following:



Residual (landfill) 8.4kg	Recycling 4.1kg	Organics 4.7kg
------------------------------	--------------------	-------------------

Break

15 minutes

FINAL DRAFT

What could happen in the future? QPRC 

What could our waste management look like in 30 years?

(15 minutes)

In groups, write, draw or use pictures to show:

- How you would like our waste management to support our community?
- What changes you would like to see?
- How you see the community being more (or less) involved?



What could happen in the future? QPRC 

In groups, discuss and use sticky notes to capture:

- What needs to happen in the next 30 years for your vision to become reality?
- What are the barriers preventing your vision being achieved?



Thank you for your feedback

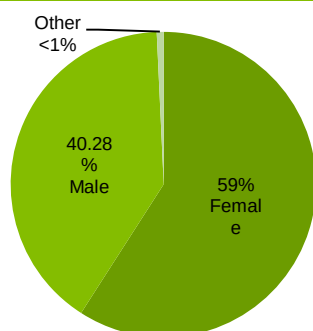


FINAL DRAFT

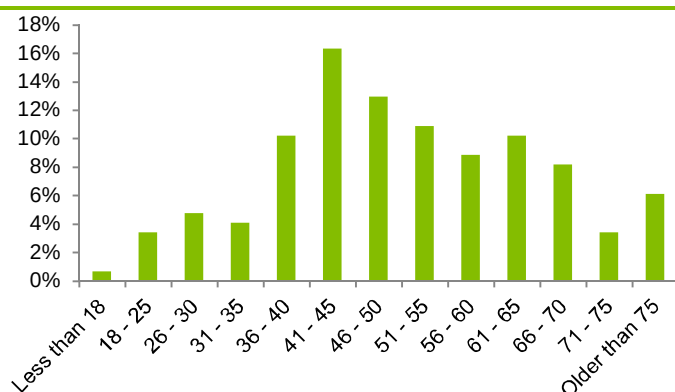
Appendix B – Survey results

Demographic Information

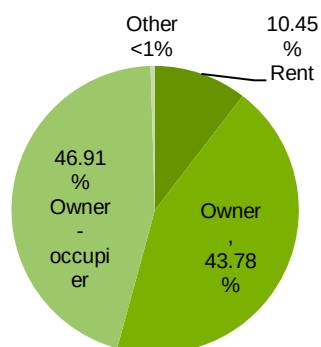
Gender



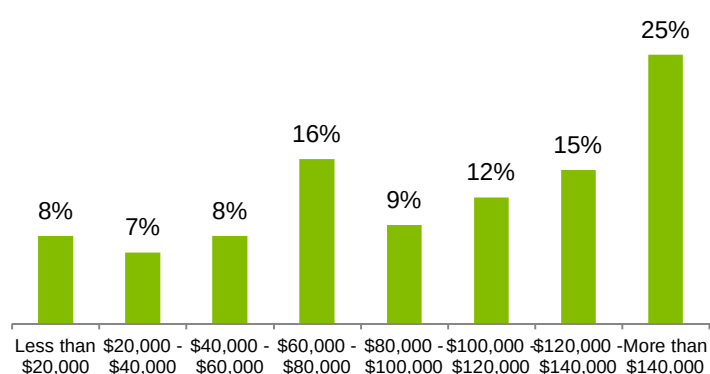
Age



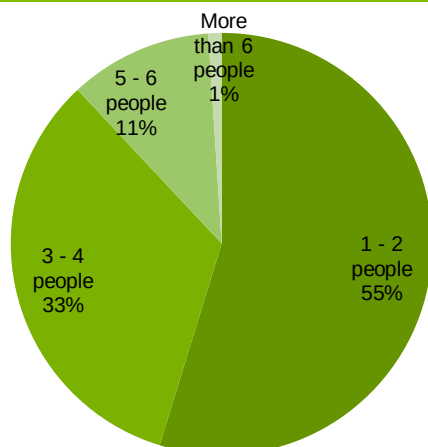
Do you own or rent your home?



Yearly combined household income



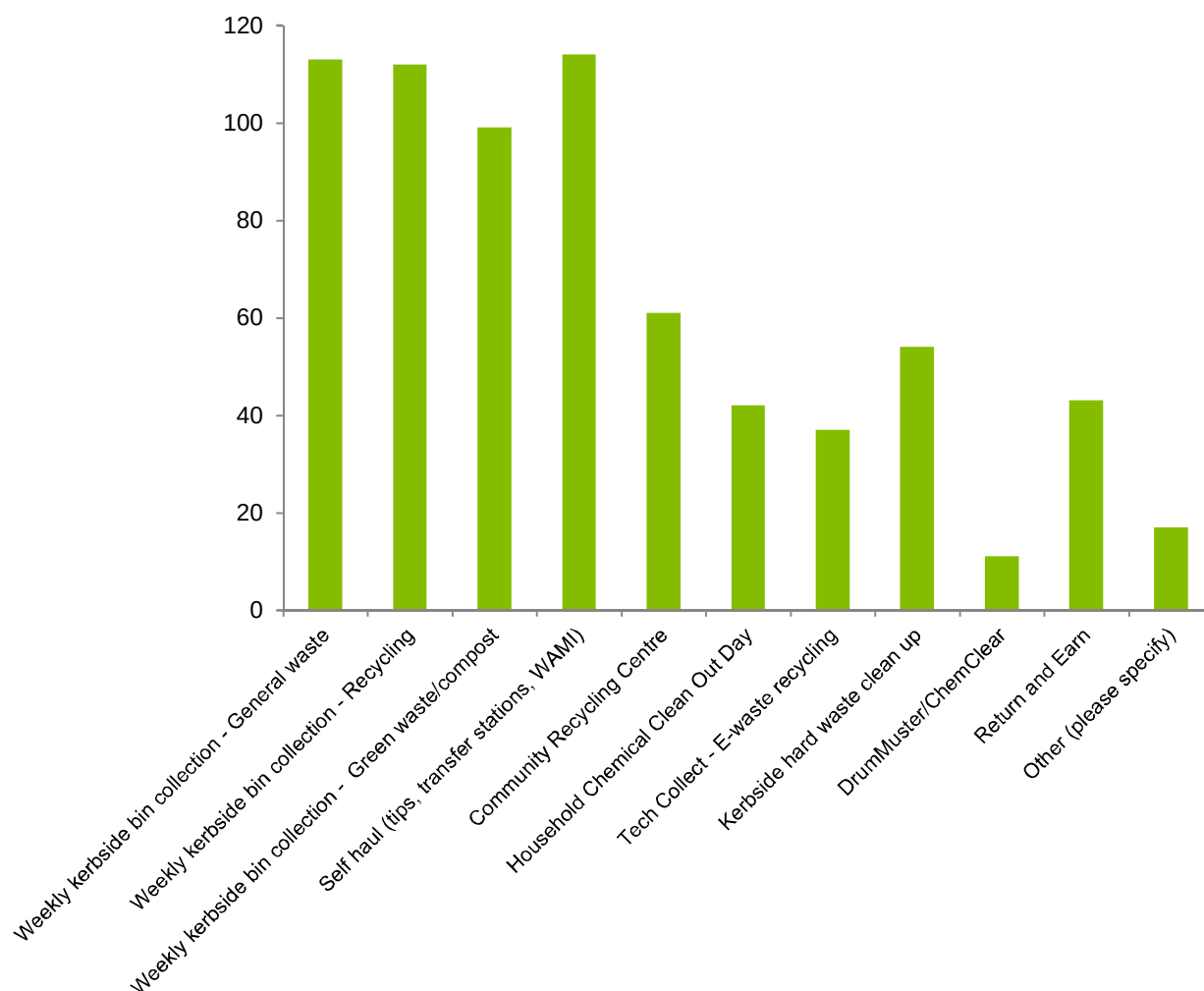
How many people live in your home?



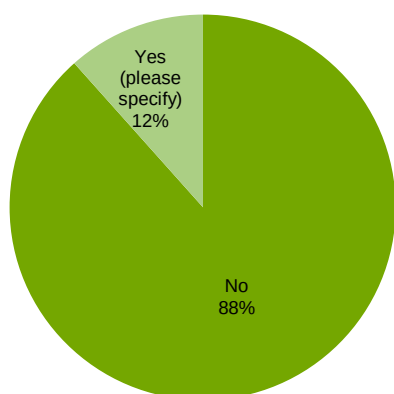
FINAL DRAFT

Waste Management Questions

What Council waste services do you currently receive or use?



Are there any Council waste services that you don't think are worthwhile?

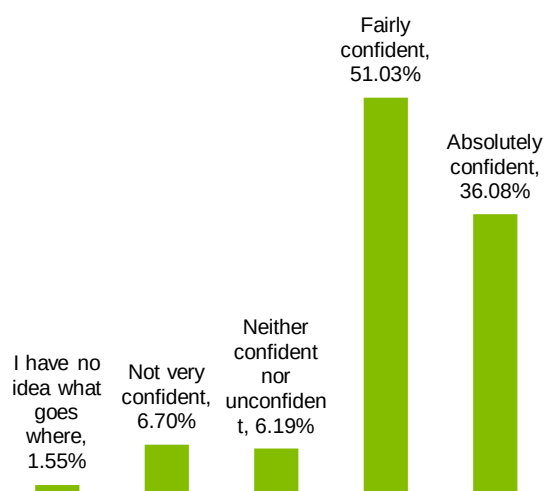


Of the 12 per cent of respondents indicated that the following Council services are not worthwhile:

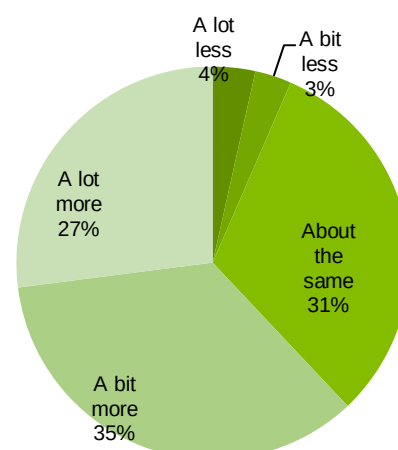
- Return and earn service as noted by three respondents.
- The waste transfer station as it is not cost effective - the discount received is minor compared to rates paid.
- Individual, weekly bin pickup services.
- Kerbside garbage pickup services in rural areas.
- Green waste bins due as noted by two respondents.
- A physical tip pass.
- Council rubbish collection services in Carwoola, as residents already have Sullivans.

FINAL DRAFT

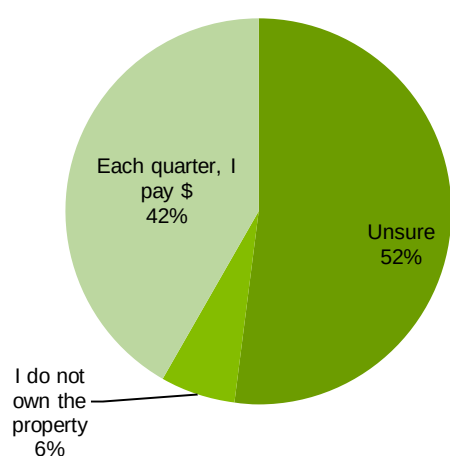
How confident are you in deciding what goes into what bin?



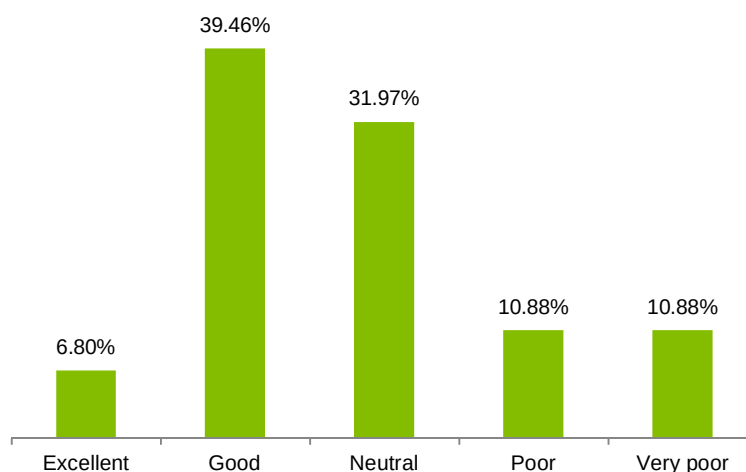
How much waste education do you want from Council?



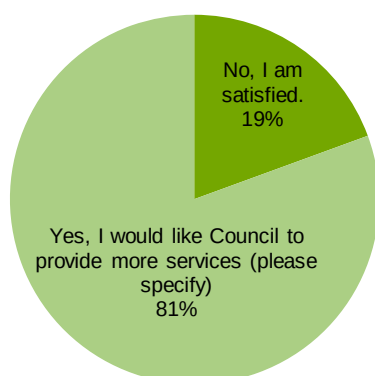
Thinking about your quarterly rates bill, how much do you pay for waste services?



Thinking about how much you pay each quarter, how would you rate the level of waste services you are receiving?



Would you like Council to provide other waste services?

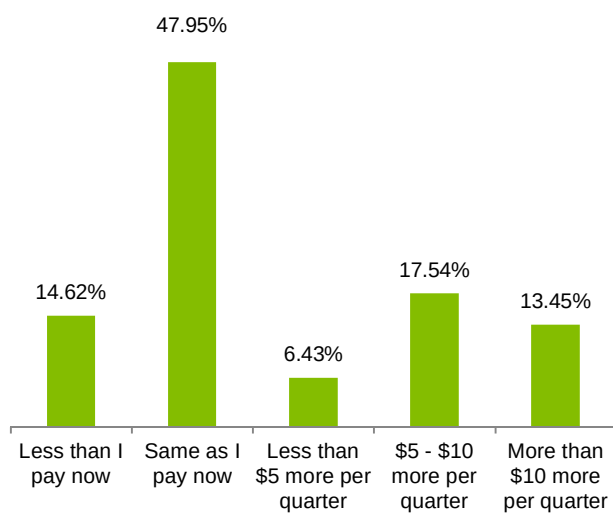


Majority of respondents indicated that they would like Council to provide more services in their local communities. The requests made by community members and the number of times they were made are outlined in Table 4.

FINAL DRAFT**Table 4 Survey responses**

Community requests	Frequency
Composting service for kitchen waste and ability for food waste to be put into green bins.	43
Soft plastics recycling service.	17
Kerbside waste collection: - Provision of bins and kerbside pick-up for residents of Old Cooma Road, Lake Road, Wamboin and rural/farming communities. - Three respondents suggested changing the red bin service to fortnightly suggested weekly recycling bins and weekly green waste collection in summer. - One respondent requested for lockable bins. - One respondent requested for complimentary additional bins as required between collection services. - One respondent request for recycling bins at Wamboin. - Provision of calendar with schedule.	17
Hard waste/bulky goods collection: - Occasional kerbside pickup or availability of a communal skip. - One respondent requested this for Carwoola.	8
E-waste: - More convenient e-waste and battery recycling service. - E-waste bin at the transfer centre needed.	5
Improvements to the tip sites - Prioritise disposal at the buy-back shed first before vehicles travel over the weight bridge to dispose of residual waste. - Fix conditions of the tip sites (potholes). - Recycle materials left here more often. - Improved staff processes. - Collector tip (Upper Lachlan Shire) is no longer taking larger items of waste	6
Transfer stations: - More accessible smaller transfer station for weekly waste in the community. - Transfer stations that have better facilities for added separation of materials, such as in Braidwood. - Extend availability of tip sites with few options to access during the week, including Bungendore Waste Transfer Station. - Improved processing of garbage so that more materials get recycled at facilities.	6
Better education for community members	5
Regular road side and local community spaces such as parks to have clean-up services, including at the park with the oval in Warrenlittle.	4
Option to purchase compost/collect organics deposited at relevant facilities to recycle organic waste.	3
Return and earn to be more positioned at more accessible locations and a request made for one at Braidwood	3
Building materials: - Request for pick-up service - Concrete disposal option - Central recyclable metal drop off points.	3
Clean up events and initiatives funded by Council (such as Clean Up Australia Day)	1
Green shed service	2
All of council's services listed to be accessible by all	1
More convenient household rubbish disposal service for those out of town or nominated bin collection point for rural areas .	2
Better advertising of available services, for example, paint/oil collection day in Carwoola.	2
Rebate system to encourage use of reusable items such as nappies to prevent landfill disposal.	1
Provision of green bags for food scraps and green bins for apartments.	1
Household chemicals collection service once a year.	1
Central skip bin for townhouses instead of individual sets of bins.	1
Rates system based on weight .	1
Utilisation of organic waste produced in biogas system .	1

FINAL DRAFT**How much would you pay for these extra services?**



Majority of respondent would want to pay the same rates, with 37 per cent willing to pay between \$5 to \$10+ more per quarter.

FINAL DRAFT

Appendix C – Nerriga residents' survey comments

COMMENTS

Cost recovery needs to be carefully designed so that people don't pay for services they can or don't use - especially non-permanent ratepayers

Keep existing facility. The only problem with this site is proper maintenance from QPRC. With better and improved management, this site has longevity and will have significant savings for ratepayers.

Our property is a weekend and we take all out waste back to Bundnoo where we live, we do want Council to provide a service for waste management for residents for good environmental stewardship and will pay out contribution to this.

History show in areas such as Campbeltown that when a rubbish tip is closed or waste facilities attract a cost, rubbish is dumped roadside and costs the council even more!. Keep the tip open and free.

Your council never provides any services or improvements in Nerriga so I puzzled at the rush of blood you are having so just leave it as it is.

Prefer no form of waste collection and dispose of rubbish as we go to Braidwood

Have a tip the same as Braidwood. Anyway to burn it all as recycle energy with filters for the smoke? Create a small power station? Recycle all plastic and glass bottles etc. Good Luck

Preferred option would be to keep a landfill site in the area. Additional waste collection charges should only apply to participating properties.

What a joke. What will be next

Support for option 2 only.

A new land fill with appropriate recycling available would be the best option. All of the above are likely to encourage dumping of rubbish in the area. In our area we look after our own water supply and sewage but we need suitable, acceptable waste management by council. Travelling waste all the way to Braidwood is not a suitable option and people with resort to dumping and burning.

We do not live there permanently. More rate charges not welcomed pay too much now for services (provided?)

Having a rural property, bins would not work as I would have 1km transit from cabin to roadside (Corang Post Office Road) or 3km to Braidwood Road. Any decision needs to consider those in remote rural. Preference is a transfer station for general and recyclable waste.

Nerriga tip remain open 2 days minimum and better organised with large steel bins - recycling paper, glass, plastic and aluminium. New bins for residents to drop off - collection not needed.

We are happy with the current arrangements due to our property only being for holidays and weekend getaways. The cost of rates in 10 years has grown ridiculously already.

My property has more than one title, waste charged on more than one title. We don't get much for the cost we pay now.

Just local recycle and red bin waste needed the organic waste is good for the farm environment.

My experience is that people are likely to take an option that feels "simple" which could lead to illegal dumping and inappropriate disposal of waste, thank you for soliciting my opinion.

Please do the right thing; we are paying for this service.

No 2 but bins must be emptied much more frequently over holidays eg: Christmas and long weekend. Our local bins are overfilled by campers and visitors over holidays., we do not want more recycling bins at Tomboye

Always pay my rates on time and what do I get for that, no water, no electricity, a dirt road, no garbage pickup. But that's ok. I say keep the tip and manage it better, surely that can't be hard. Spend our money and fix the tip like Nowra has done. Recycle everything and turn it into a good Business. That's what people want. That's what I want not going to drive 100k to a tip. Fix it and give people a job, give our new tip and new name.

Wants to leave as it is.

FINAL DRAFT**COMMENTS**

Option 1 - Do nothing and remove the charges from the waste program and landfill as for landowners like myself do not use it at all. It is too inconvenient to use Braidwood anyway or else just replace it with another tip.

We are casual visitors at our lot and would not be going near Braidwood Waste Transfer station, when coming back to our Kiama Residence. Therefore, if the closure at Nerriga goes ahead we would expect our rates on our garbage to be cancelled.

Extend the current tip at Nerriga

The list breakdown would make it easier to rate the options. Rubbish dumping from weekenders may become a significant issue, what are the plans to combat this???

As ours and many other properties in the area are weekenders and not permanently resided in, the kerbside option just isn't an option for us. We already feel like the rates we pay give us no services other than the Nerriga tip in return as we do not have access to power or sewer facilities. Many of the properties surrounding ours are owned by people from the Shoalhaven area therefore driving to Braidwood to dispose of waste is impractical.

You must provide some sort of service because people are NATURALLY Lazy and will just dump their waste anywhere

I propose a landfill be constructed at the Nerriga motocross track. No Civil works or occupation certificates are required. In general compliance with FA will not be necessary.

DO NOT RATES TO INCREASE

Does not apply to users/owners of above address. All our waste is removed on return to our home (Wollongong) for disposal. Limited use at this property. No permanent residence.

If you have to travel 50kms to a waste centre, it is also an expensive option. IF this is the case then am I right to assume no charge at entry for these ratepayers?

Keep services as is just tighten up the use of tip passes for residents not actually living on properties as they leaving other rubbish from their homes in faraway property and businesses and some friends

Unable to make a choice as more information needed re costs and re current landfill tip

Local comment is - "Why bother, they will do what they want. Our opinions don't count. It's a mere public formality before doing exactly what Council wants!" I hope not, I do wonder.
 You give us no costing so how can we make comment {about the options}. We need large & bulky item disposal, glass/tin and swap centre.
 We sort out our own food/green/light waste. We use the tip for glass, some tins and big items. We need facility for these.
 We always bring back bits - nails + screws (containers of) and odd things others are clearing out. So we want a swap facility which is a 5-star environmentally friendly disposal by people with similar needs. Run the tip properly - everyone - and it will last lots longer.
 We think the Huskisson Tip is the best model and Tarago the worst. Sure there are holes can still fill. Don't tell us it is too expensive. It is the only utility the Council has given us for years for the rates we pay. You and we know few/no projects have been provided other than the tip so don't focus on finance!

Why do we have tip fees and Queanbeyan does not?

Why close our landfill system. What is the cost of running the tip the way it is. What happen when the subdivision is completed with no tip. We at Nerriga would like answers from Council before agreeing to any changes when we do not know what any of the fees will cost for any changes. We have been paying extra in our tip fees for years because Council said it was for a transfer station and now what has our extra money on our tip fees been paying for. Certainly nothing for Nerriga

FINAL DRAFT

Appendix D – Workshop outcomes

Experiences with waste services and how to manage issues

		
• Macs Reef transfer station • Proactive clean-up of litter by residents • Great local schools that are conscious of environment • Bins placed in the park • Doggie bag containers at park • Kitchen food waste bags • Kerbside collection in Captains Flat • Recycling bin system • Fishing areas emptied regularly • Litter pick up and gardening (J'Berace)	• Dumping around the park (Captains Flat) • Bins removed from park (Captains Flat) • Missing pick-ups in Captains Flat • Green bags not widely use or known about • No differentiation with landfill and recyclable materials (Bungendore) • A lot of litter observed • Knowledge of what waste can be taken to transfer stations • Return and earn in wrong locations • Customer service at transfer stations • Waste calendars not provided • Knowing about how to arrange replacement lids for bins • Nerriga tip site limited opening hours • Comingling recycling and perception by people/lack of education (Nerriga) • Tip sites filling quickly	• Increase efficiency of waste facilities • Decrease use of plastics and creation of rubbish towards zero waste approach • Education that starts with children and is reinforced through lots of mediums • 'Train' the supermarkets, food outlets/shops to decrease plastics • Better structured rubbish facility • Improved use of council services • Community compost bins and education on use • Recycling facility for soft plastics • Technology and innovation

Wants versus barriers

Wants

- Roadside litter management/signs
- Targeted education for residents and schools
- Better ways to reuse old tyres and printer cartridges
- Manufacturers to take responsibility for end of life products
- Less into landfill
- Reduce, reuse, recycle
- To make all plastic containers recyclable
- Less product packaging in shops
- Clean up Australia Event and Captains Flat



Barrier

- Intergenerational culture
- Information from council
- Human behaviours and personal responsibility
- Red tape
- Mindful purchasing practices – power of community
- Affordability/increased rates
- Companies not taking action on reduced packaging
- Reducing synthetic fibres
- Better information and knowledge on buying items

FINAL DRAFT

Vision for the next 5 to 30 years

- 
- Consultation with community and council listening
 - Home based review and further education
 - Volunteering initiatives supported by Council
 - Improved customer service and Council facility
 - Financial incentives to recycle, e.g. funding of community composts and worm farms
 - Reducing carbon emissions
 - Innovation and advanced technological solutions to reuse waste
 - Attraction for more people to live in the area through forward thinking approach

