

Strategy at a glance

Based on a review of current waste services in the LGA, current policy and best practices the following issues, opportunities and actions have been identified to support QPRC's management of waste while increasing resource recovery and developing the circular economy locally.

Kerbside services



Issue / Opportunity	Action	Potential Impact
Issue 1: Expand FOGO services to comply with the <i>Protection of the Environment Legislation Amendment (FOGO Recycling) Act 2025</i> regulatory deadline by 2030.	Conduct a review of FOGO roll-out service provisions for urban SUDs, MUDs and Rural 2-bin services in preparation for the mandates by 2030.	<ul style="list-style-type: none"> • Collection cost increase. • FOGO processing cost increase. • Landfill disposal cost decrease. • Improved circular economy outcomes.
Recognition that rural residents have specific challenges for consideration.	Review waste services offered to rural residents to provide waste services which support improved equity/access to services, positive environmental outcomes and are financially viable for Council and residents.	<ul style="list-style-type: none"> • Service cost increase. • Improved service level.



Bulky waste



Issue / Opportunity	Action	Potential Impact
<p>Issue 2: The kerbside bulky waste collection service faces challenges related to demand exceeding availability and funding limitations.</p> <p>Issue 3: Bulky waste – provide an efficient and equitable service to residents and financially viable for council and residents.</p>	<p>Review options for the bulky waste service for the LGA to look at service needs, cost effectiveness and access for rural and remote residents, including:</p> <ul style="list-style-type: none"> • BAU; • Kerbside bulky waste service as per BAU (with increased service availability), plus voucher system for households not currently eligible to use kerbside service to drop off at predetermined QPRC waste facilities. <p>Opportunity 1: Provide a voucher system to residents (all households) to drop off at predetermined QPRC waste facilities.</p>	<ul style="list-style-type: none"> • Service cost increase as service capacity increases. • Improved service level. • Reduced service cost if self-haul vouchers are preferred. • Greater resource recovery with self-haul vouchers. • Greater uptake of waste app improves waste communications and education. • Increased diversion of reusable items currently disposed to landfill.
Increase reuse of bulky waste items	<p>Opportunity 2: Enhance buy-back centres to increase the recovery of reusable materials.</p>	<ul style="list-style-type: none"> • Potentially cost neutral if operates on a cost recovery model. • Greater resource recovery. • Improved customer satisfaction.

Reduce / reuse recycle



Issue / Opportunity	Action	Potential Impact
Reduce waste generation, and increase reuse, repair and recycling.	<ul style="list-style-type: none"> • Explore home composting workshop and promotional programs. • Review placement of CDS collection point (TOMRA) at a Council site. • Explore appropriate clothing bins in town centres. • Explore options to increase access to existing or future product stewardship schemes. • Explore the feasibility of establishing a partnership-based initiative, potentially with a charity or non-for-profit, to restore and refurbish quality furniture recovered from bulky waste collections or drop-offs. • Conduct a material flow analysis of Council generated wastes to identify how Council can lead in procurement policies and procedures that support the circular economy locally. 	<ul style="list-style-type: none"> • Improve education and awareness. • Reduce costly and ineffective public place recycling. • Improve community engagement in resource recovery. • Divert waste/recover resources. • Utilise recycled materials locally.

Operational facilities



Issue / Opportunity	Action	Potential Impact
Issue 11: Transport to Shellharbour for FOGO processing is inefficient, reflects lack of local processing infrastructure.	Opportunity 3: Review options for cost effective local solutions for FOGO processing, including Council own and operate model.	<ul style="list-style-type: none"> • Reduced service cost. • Higher operational risk. • Reduced transport distances. • Local employment opportunity. • Circular economy opportunity to use more recycled organics locally.
Improve residential access to waste services.	Opportunity 4: Expand operating hours and staffing at Braidwood and Bungendore WTS to enhance efficiency and service accessibility. Including hiring one additional full time equivalent (FTE) to assist operations at Braidwood WTS. Reinstate Team Leader Central Waste role and ensure reporting lines are arranged to ensure Bungendore WTS is effectively managed.	<ul style="list-style-type: none"> • Increased operating cost at Braidwood WTS. • Cost neutral at Bungendore WTS. • Improved level of service to rural community.
Issue 4: On-going misuse of rural recycling stations.	Implement a phased approach to replace rural recycling stations with alternatives such as bin compounds under a user-pays principle, considering contamination and service viability.	<ul style="list-style-type: none"> • Reduced service cost. • Some cost recovery via user charges. • Better ability to manage contamination. • Improved resource recovery.
Issue 5: Self-hauled garden waste received at the Queanbeyan WAMI, Bungendore RRC and Braidwood WTS is shredded on-site and is sent to Soilco for processing.	Review options for cost effective local solutions for GO processing, including Council own and operate model.	<ul style="list-style-type: none"> • Divert waste/recover resources. • Utilise recycled materials locally. • Reduced transport distances. • Local employment opportunity. • Circular economy opportunity to use more recycled organics locally.
Issue 6: Limitations of the WAMI site due to size and location, limiting its ability to accept broader range of materials, including general waste, and increased throughput.	Review the options for waste transfer within Queanbeyan urban area, and whether the existing Queanbeyan WAMI remains fit-for-purpose, including exploring opportunities to repurpose the site for circular economy initiatives such as a tip shop or reuse centre.	<ul style="list-style-type: none"> • Improved service level. • Improved circular economy outcomes.
Issue 7: Staffing levels at many waste facilities does not provide sufficient supervision, and coverage of staff sickness and leave which results in additional exposure to public safety and environmental risks.	Improve supervision, accountability, and leave coverage, better understand usage patterns, streamline procurement, contract, and customer service admin through development and implementation of a workplace change proposal.	<ul style="list-style-type: none"> • Improved service level. • Better utilisation of staff and resources.

Operational facilities (continued)



Issue / Opportunity	Action	Potential Impact
Issue 8: Poor recording of loads and internal Council access outside of hours without proper cost recovery.	Review recording process and procedures. Upgrade software at waste facilities.	<ul style="list-style-type: none"> Improved data recording.
Urban encroachment and landfill capacity in the region.	<p>Review the "future proofing" of the Bungendore RRC with regard to increasing population and urban encroachment.</p> <p>Review risks associated with dwindling landfill capacity in the region and consider risk mitigation strategies in the development of new waste disposal contracts.</p>	<ul style="list-style-type: none"> Future proofing / planning for local infrastructure.

Staffing and resourcing



Issue / Opportunity	Action	Potential Impact
Improve staff and resourcing of waste management in the LGA.	<p>Opportunity 5: Support the development and resourcing of waste management within Council to increase efficiency and outcomes including:</p> <ul style="list-style-type: none"> Invest in staff upskilling and review pay rates. Review staffing structure duties to meet changing operational requirements. Introduce competency training such as a Cert III/IV in waste management as a necessary qualification to be obtained by waste operations staff. Develop a detailed operational policies/procedure as a resource for staff. 	<ul style="list-style-type: none"> Improved service level. Professional development of staff.

Transfer systems, green waste and source separated waste at small transfer stations



Issue / Opportunity	Action	Potential Impact
<p>Issue 9: Green waste, mattress, tyre, battery, hazardous waste items, construction waste currently being disposed of at small bin compounds and transfer stations. This is not feasible and increases risks associated with fire and environmental compliance.</p> <p>Mode of transfer at small transfer station is not consistent or efficient and includes a mix of MGBs, open bays, stockpiles, hook lift bins etc. which should be standardised where possible to improve operational efficiency, work, health and safety and environmental compliance.</p>	<p>Consider alternatives to stockpiling of green waste at small facilities.</p> <p>Standardise the model of operation for larger transfer stations, small transfer stations and bin compounds. This will be achieved through the development of a Transition and Communications Plan to engage stakeholders prior to changes being implemented.</p> <p>Upgrade small transfer stations to accommodate efficient transfer systems (e.g. hook lift bins).</p>	<ul style="list-style-type: none"> • Positive environmental outcomes. • Reduce environmental and WHS risks. Increased distance for rural/ remote residents to dispose of some wastes. • Greater efficiency and economy of transfer station operations.

Public place bins



Issue / Opportunity	Action	Potential Impact
<p>Issue 10: High contamination rates and low resource recovery from public place bins.</p>	<p>Review options for management of general waste and recycling in public areas e.g. wire CDS baskets.</p>	<ul style="list-style-type: none"> • Reduce costly and ineffective public place recycling. • Opportunity for community recovery of CDS refund.

Business waste



Issue / Opportunity	Action	Potential Impact
<p>Issue 12: Business waste diversion programs are not well utilised.</p>	<p>Continue to support and promote the NSW Government BinTrim business waste education programs to cover the entire LGA.</p>	<ul style="list-style-type: none"> • Divert waste/recover resources. • Increase education and awareness.
<p>FOGO Mandate on commercial premises.</p>	<p>Review provision of a FOGO collection for businesses within existing domestic waste collection zones to support the upcoming commercial FOGO mandate.</p>	<ul style="list-style-type: none"> • Improved service level. • Service cost increase. • Divert food organics from landfill.

Food rescue



Issue / Opportunity	Action	Potential Impact
Increase C&I recycling in the region.	<p>Continue to participate in the CRJO Food Rescue program.</p> <p>Opportunity 6: Investigate opportunities to support local business through their purchasing practices, waste management contracts, provision of appropriately zoned land, education activities and/or direct investment.</p>	<ul style="list-style-type: none"> • Improved circular economy outcomes. • Divert waste/recover resources. • Increase education and awareness. • Support social outcomes within community.

Construction and demolition waste



Issue / Opportunity	Action	Potential Impact
Better management and diversion of C&D waste.	<p>Opportunity 7: Review C&D waste management practices for potential improvements, including expanding operations at Braidwood WTS to include C&D processing.</p>	<ul style="list-style-type: none"> • Divert waste/recover resources. • Utilise recycled materials locally. • Potentially revenue generating operation. • Creation of local jobs.

Education



Issue / Opportunity	Action	Potential Impact
Utilise existing education materials and services, and develop new material to increase community awareness/education	<p>Opportunity 8: Consider better utilisation of waste app for the following potential purposes; as a communications tool; a platform for delivery of education; waste/bulky waste disposal vouchers; an on-line booking and payment portal for waste related activities (e.g. tours, kerbside clean-ups, missed collections).</p> <p>Review opportunities for implementation of first nations/ CALD/accessible education programs/materials.</p>	<ul style="list-style-type: none"> • Improved service level. • Greater uptake of waste app improves waste communications and education.

Natural disaster management



Issue / Opportunity	Action	Potential Impact
Proactive planning for waste and resource recovery following a natural disaster.	<p>Opportunity 9: Prepare a plan for the management of waste generated by natural disasters.</p>	<ul style="list-style-type: none"> • Proactive management to reduce environmental and community impact of waste from a natural disaster. • Quick response to disposal and recycling of waste.