# Appendix 4 – Feedback - draft Waste and resource recovery strategy 2017–26

**October 2017**

As part of the Waste and resource recovery strategy development, the waste management team undertook community consultation on the draft document. This was in addition to an initial 700 respondent telephone survey conducted prior to development of the survey.

Part of this consultation was a series of online surveys asking residents to rate or comment on matters relating to the overall strategy, or select individual topics they wish to provide feedback on. The surveys were promoted on Facebook, and via newsletters.

Response rates were as follows:

|  |  |
| --- | --- |
| Type | Responses |
| Feedback on overall survey | 161 |
| Feedback on Reducing Waste survey | 10 |
| Feedback on Hard Waste Collection Changes survey | 28 |
| Feedback on Reducing Burning off survey | 21 |
| Feedback on Waste Advocacy survey | 6 |
| Written responses received | 1 |
| Comments on Facebook posts | 48 |

## Demographics

* 74.5% heard about the strategy through Facebook, 14% through email
* 76% of responders were female and 24% were Male
* 86% of responders fell between the ages of 25 and 64

## Key themes and outcomes

### Reducing waste

Ten residents chose to respond to the survey specifically related to this topic. When given an option of five ways to reduce waste to landfill and asked to rank them in order of priority, the top two responses from survey respondents were:

* increasing compost bin and worm farm rebate from $30 to $50, and
* more recycling and education at Council run and supported facilities.

Survey respondents were also given the opportunity to provide comments. Common themes were:

* requests for additional recycling bins
* support for more waste education to the community especially new residents
* support for more composting and diversion of food waste.

*Hard waste service changes*

Only 28 people chose to respond to the Green and hard waste service survey, indicating generally low levels of concern/engagement with the proposal to move toward a bookable service model. Council received 178 responses and 23 comments to the individual and collective survey. Residents were all fully supportive of a green and hard waste service, considering it to be a necessary and well used service. These self-selected surveys showed a drop in support to 42 per cent from the previous 6.2 mean score for support to move toward a bookable green and hard waste service.

Key themes (comments):

* People might not know how to book service which will result in more dumped rubbish
* Booked/voucher system would be good
* Separate out green waste service from general hard waste – make separate bookings available
* Booked service would mean rubbish in our street all year round
* Can’t see how this (a bookable service) would work for hills areas

*Reducing burning off*

Residents were asked how supportive they were of the proposed options to support the Open Air Burning Policy, with 21 specifically responding to this survey topic. Generally, residents chose to comment on how supportive they were of burning off generally, with 50 per cent of comments supporting reduced burning off, others felt burning off was the only practical solution to protect their properties.

The well-supported solutions for alternatives to burning off were:

* A trial of a free green waste drop-off at local transfer stations during the fire preparation period (54.04% rated 1 or 2)
* A bookable green waste service as part of a booked hard and green waste collection (51.56% rated 1 or 2)

Comments (common themes):

* Request more frequent green bin collections
* Burning off is necessary for my property
* Don’t have access to trailer for moving quantities of waste
* Would support limiting burning off days if communicated properly

*Advocacy*

Ten residents chose to respond to the survey specifically related to this topic. Together with responses for the full survey, 144 responses were received to the question relating to Council advocating on behalf of the community in a number of waste areas including state-wide waste facilities, policy, legislation and programs as well as national waste and litter issues.

The topics with the most support were:

* Reducing soft plastics/ban plastic bags
* Recovery of food waste (composting/fogo/community compost areas)
* More recovery streams (ewaste, food)

## Written response

A written response was received from residents of one property outlining that the practice of burning off was necessary for their property, and that the alternatives proposed were not suitable. The strategy document was updated to acknowledge that the practice of burning off is necessary in some parts of the shire to reduce risk from bushfire and advise it is Council’s intension to provide some alternative options for residents through the action plan.

## Council’s response to feedback

The following table outlines Council’s response to this feedback, which was updated into the Waste and resource recovery strategy considered for adoption by Council in December 2017.

|  |  |  |
| --- | --- | --- |
| New/amended/existing actions | Feedback and Council response | Related strategy action |
| New action | * Feedback showed residents want to have more space in their recycling bin to recycle more. * This new action will investigate how Council can support the community to make better use of the kerbside recycling system. This will explore: providing advice on how to make more room in your recycling bin such as squashing bottles and boxes, minimising contamination, incentives for taking up a second yellow lidded bin, and/or potential for bins with more capacity. | 5. Investigate strategies for maximising benefits of kerbside recycling bins. |
| Amended/existing actions | * Council acknowledges community feedback suggesting that some areas of the shire require burning off to reduce the risk of bushfire. * WRRS updated to reflect this, confirming objective to provide alternative options for residents where available. | 6. Implement a suite of options that provide alternatives to burning off  7. Trial green waste drop off option for residents at 2 transfer stations  11. Promote green waste services and their benefits within the community to expand knowledge |
| Amended/existing actions | * There is concern around increased dumped rubbish, related to bookable hard waste. * We will move forward the timing of the business case for a litter and illegal dumping prevention officer to support bookable hard waste services and minimise dumping/litter. * Works to address other concerns are also covered in existing actions. | 17. Review dumped rubbish service for improved delivery  18. Explore options for gaining evidence of illegal dumping and littering and undertake trial.  19. Develop a business case for a dedicated litter and illegal dumping prevention officer to promote correct behaviours, as per Best Practice (timeframe now October 2019) |
| Amended/existing actions | * It is clear the community supports composting * Council will increase current compost rebate to $50 within an existing action. | 2. Expand waste reduction rebate program to reward positive behaviours by increasing compost bin/worm farm rebate to $50, and expanding to include a $50 green waste mulcher rebate  9. Continue to promote the benefit of composting as a preference to all other collection systems. |
| Amended/existing actions | * Council acknowledges there is strong support for more waste education. * Comments showed residents are not always aware of all our initiatives, or services, which is addressed in current actions | 10. Participate in regional education programs where available  13. Review waste and resource recovery content on website annually to ensure continued relevance  14. Provide educational material and support to schools and ELC to improve engagement and resource recovery  15. Provide education and promotion on emerging or hot issues as part of Council’s waste and resource recovery education program, annually identified  21. Complete roll out of national standard signage to public place litter and recycling services to assist users to correctly use bins |
| Amended/existing actions | * There is strong support for hard waste service and synergies with reducing dumped rubbish * There are some concerns about the cost of a move toward a bookable service. * Existing actions address these issues, with a tender process allowing a cost benefit comparison. | 32. Hard waste – move toward booked services for future hard waste contracts, considering dumped rubbish service synergies  – Council will tender both options to provide a cost benefit comparison at tender process  33. Hard waste – initiate discussions with other Council’s on joint procurement |
| Amended/existing actions | * Residents have advised they would value more frequent hard waste services and tip vouchers. * Council commits to exploring the option of a voucher (in lieu of second hard waste collection) for disposal of hard waste at resource recovery centres. This will be done in conjunction with advocacy and potential delivery of a privately run reuse shop to encourage separation and recovery opportunities. | 26. Build on success of new resource recovery facilities by advocating for improved resource recovery and reuse options (such as e-waste/detox your home/SV programs/new streams/reuse opportunities/education)  32. Hard Waste – move toward booked services for future hard waste contracts, considering dumped rubbish service synergies:  – Tender both models at next tender period, considering dumped rubbish service synergies. Consider options for a voucher system where a reuse shop can be established, i.e. one booked service and/or one voucher for disposal at transfer station and/or reuse shop |
| Existing action/s | * There was strong support for future food waste collection services and more frequent green waste collections as a waste reduction and sustainability measure. * As an existing measure, Council will be investigating these possibilities | 8. Undertake a review and develop a system for diverting food waste from landfill |
| Existing action/s | * There is strong support   for advocacy around reducing plastic bag use.   * This is covered within an existing action. | 15. Provide education and promotion on emerging or hot issues as part of Council’s waste and resource recovery education program, annually identified  27. Advocate for limited use of single-use plastics at Council-supported events and facilities. |

The feedback was included in the updates to the final waste and resource recovery strategy and attachments prior to adoption by Council December 2017.