

*Future of Waste*



**Community Consultation Report  
Waste Strategy Project  
(Processing Technology)  
2010**

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## Glossary

**CEN:** Community Environment Network (local community environmental advocacy group)

**GHD:** consulting company contracted to project manage the Waste Awareness Campaign for Council.

**LGA:** Local Government Area

**LMCA:** Lake Macquarie Climate Action (local community environmental advocacy group)

**LMCC:** Lake Macquarie City Council

**Three bin system:** the term used to describe Council's preferred waste processing technology. It is technically known as 'Source Separated Organics, Enclosed Composting with Phased Introduction'. It includes three household garbage bins, for organic waste, (food and garden waste), recycling and non-recoverable waste. This system is implemented in two phases with the major change been the disposal of food waste into different bins:

### Phase 1

Residual garbage bin: general household waste, collected weekly.

Organics bin: garden waste only, collected fortnightly

Recycling bin: collected fortnightly (alternates with organics bin)

### Phase 2

Organics bin: food and garden waste, collected weekly

Residual garbage bin: general household waste (no food), collected fortnightly.

Recycling bin: collected fortnightly (alternates with residual garbage bin)

**Two bin system:** the term used to describe the main alternative waste processing technology that includes only two bins, one for recycling and one for all other general household waste. Technically known as Two Bin Enclosed Composting- Alternative Waste Treatment.

**Rising Tide:** a local environmental advocacy group

## **1. INTRODUCTION**

This report is a supplement to the development of the LMCC waste strategy. The purpose of this report is to provide evidence that a diligent, transparent and effective process of consultation and consideration of comments has occurred. It reports on the framework, process and findings of the consultation undertaken with community and staff during the development of the Draft Waste Strategy (processing technology) 2010.

## **2. EXECUTIVE SUMMARY**

### **2.1 Consultation Context**

The Waste Strategy Project was initiated in November 2009 in response to a number of critical drivers such as the increasing State Government landfill levy and landfill diversion targets, the limited capacity of Lake Macquarie's one and only landfill and a likely Federal carbon pollution tax. Waste management is one of Lake Macquarie City Council's largest financial commitments, commercial risks and ratepayer service. The task of the project is to address the drivers whilst encompassing LMCC's sustainability agenda and community expectations. According to the 2009 LMCC Community Survey, waste services were rated as one of the most important services and service satisfaction is high. Consequently, community consultation is a key step in the development of the new waste strategy.

### **2.2 Overview of Consultation**

The development and implementation of the consultation framework and process began in June 2010. The purpose of the consultation process was to engage community and staff to seek feedback to inform the development of the waste strategy and have a supportive and engaged Council and community in the eventual implementation of a final waste strategy.

Community consultation officially began 21 July 2010 and concluded 24 December 2010 with the closing of the Draft Waste Strategy (processing technology) exhibition whereby the public were asked to provide feedback via written submissions. The consultation methods included workshops, information sessions, an online discussion forum, one on one correspondence and submission forms.

The consultation framework comprised three topics of consultation; quadruple bottom line analysis weighting, preferred waste processing technologies and the Draft Waste Strategy exhibition which concluded the consultation program.

Specifically the consultations aimed to:

- Get a sense of the community's priorities, attitudes and risk thresholds associated with existing waste services and future waste management options.
- Raise awareness of Lake Macquarie's waste issues.
- Gauge community views of Council's preferred waste processing technologies (two and three bin system).
- Seek feedback on the Draft Waste Strategy to gain further knowledge on issues and concerns regarding the three bin system.

A genuine effort was made to engage the Lake Macquarie community and staff. A comprehensive communication and media plan entailed online, print and radio advertisements and cross promotion of workshops and the Draft Waste Strategy exhibition. All workshops and consultation opportunities were advertised widely.

## **2.3 Stakeholder Groups**

### **Consultation with Community**

Lake Macquarie residents and ratepayers were strongly encouraged to participate in the community workshops and engage in the online discussion forum. Council conducted a total of 11 workshops with the public and maintained an online discussion forum for 11 weeks. Workshops were held in each of the LGA wards (North, East and West) and were scheduled at different times to allow flexibility to attend. A total of 248 submissions were received during the exhibition of the Draft Waste Strategy.

Workshops were also held with established focus groups such as Lake Macquarie Youth Advisory Council and the Community Advisory Group. Local environmental groups (LMCA, CEN, and Rising Tide) were addressed as special interest groups for the waste strategy development and were contacted for separate workshops, although these offers were declined.

### **Consultation with Staff**

The waste strategy team conducted a series of workshops; information sessions and staff focus forums with LMCC staff. Specific consultation and feedback was sought from Waste Operations staff from the Waste, Environment and Rangers Department and Sustainability Department due to their direct stake in Council's waste management, operations and sustainability policies.

### **Waste Advisory Committee**

Consisting of elected Councillors, the Waste Advisory Committee is a key stakeholder group in the development of the Waste Strategy Project. Meetings with the Waste Advisory Committee were held on the third Thursday of every month and will continue as the project develops.

### **Project Interest Group**

A LMCC Project Interest Group was formed to meet monthly to keep internal stakeholders informed and in preparation for upcoming decisions regarding the waste strategy's development. The group consisted of the Executive, Manager Sustainability, Manager Integrated Planning, Manager Customer Service and Communications and finance staff and managers from Waste, Environment and Rangers Department. The purpose of this meeting group was to openly communicate the Waste Strategy Project's progress and ensure any operational or administrative organisational implications or issues associated with the development of the waste strategy were addressed. Meetings will continue with this group as the project develops.

## **2.4 Key Findings**

As a result of consultations conducted, findings have shown the most important consideration of the community in developing a waste strategy is the impact on the environment, and consequently significant support for the three bin system (SSO Organics) has been found.

There is majority public support for the Draft Waste Strategy and consultation and research suggests community acceptance and substantial support for a third bin for organics (food and garden waste). Whilst extensive efforts were made to engage the public in discussions, attendance at workshops was low and a total of 248 submissions were received. To supplement the consultation findings, a community survey was conducted by external research consultant Micromex Research in November 2010 to have a statistically valid sample of community views regarding the Draft Waste Strategy. The key findings are as follows:

- 69% of respondents (sample of n=1000) believed the three bin system is the best option for their household (Waste Services Community Survey November 2010)
- 64% of submissions received from the Draft Waste Strategy exhibition selected the three bin system as their preferred waste management system.
- 68% of participants voted for the three bin system in an online poll as part of the online discussion forum.
- 55% of participants in community workshops selected the three bin system as their preferred solution and 18% selected either (three or two bin system) option as viable.

- 47% staff preferred the three bin system and 8% indicated either (three or two bin system) option as a viable solution for the city

## **2.5 Key Issues and Concerns**

The community feedback received shows the community like and support the Draft Waste Strategy based on:

- The long term environmental benefits associated with producing a high quality, contaminant free compost
- Effective management of green waste for residents
- Cheaper waste management option

Key dislikes include:

- Residents that home compost see no use in having an organics bin service and don't want to have to pay for a service they will not use
- Residents living in high density housing and multi-unit complexes see issues with storing an additional bin

Additionally, there were a number of issues raised by residents and staff that require consideration in formulating the comprehensive strategy.

- Storage space of third (organics) bin at multi-unit dwellings and high density housing areas.
- Fairness and equity issues arose with people that already home compost and see no need for a third bin for organic waste.
- Suggestions for a user pay system or rebate scheme for residents that home compost.
- Elderly residents and pensioners that made submissions indicated they had no need for a third bin because they generate a very small amount of waste and also had concerns about increasing costs.
- Assistance for elderly or physically challenged with managing an extra bin.
- More detailed costing of waste management charges for residents including the costs of the extra bin.
- Questions about supply of biodegradable bags to manage food waste and prevent odour issues.
- Will the compost from three bin system be available to residents either freely or for a reduced charge?
- Requests to increase recycling service frequency or for larger bin sizes to be made available.

## **2.6 Next Steps**

It is anticipated that the outcomes of this consultation process will become publicly available in March 2011. The findings are expected to be published on [www.ARRR.com.au](http://www.ARRR.com.au) and [www.lakemac.com.au](http://www.lakemac.com.au)

The feedback provided through this consultation process is being provided to Council for consideration in their decision making regarding the Draft Waste Strategy.

# **3. CONSULTATION DETAILS**

## **3.1 Consultation Team**

The LMCC staff involved in the community consultation process were:

- Director City Strategy, Tony Farrell
- Group Coordinator Waste Operations, David Brake
- Project Manager Waste Strategy, Kate Barton
- Waste Strategy Officer, Katie Handford
- Waste Awareness Officer, Jenni Donaldson

External contractors involved in the consultation process were:

- Lloyd Consulting Waste Specialist, Mark Ricketts
- Mike Ritchie and Associates Waste Specialist, Mike Ritchie
- Michael Murray and Associates Facilitator, Michael Murray
- Connectivity One Facilitator, Jacqueline Upton

### **3.2 Facilitator**

An independent facilitator was contracted to facilitate the community workshops and information sessions to ensure transparency and impartiality in the consultation process. At each workshop and information session, the facilitator managed the feedback sessions to ensure transparency in discussions.

### **3.3 Consultation Framework**

A table of the consultation session details such as the venues, dates, attendance figures and formats can be found in section 3.6.

#### **Round One: Quadruple Bottom Line Analysis**

The framework for the first round of consultation needed to gauge the community's existing awareness and views of LMCC's current waste services. The workshop began with focus questions asking the participants what they like or dislike about LMCC waste services and what other waste services and systems they know of. Following these questions and discussions a presentation was delivered by Waste Strategy Project Manager Kate Barton and Lloyd's consultant Mark Ricketts. The presentation outlined the drivers for the Waste Strategy Project, LMCC current waste issues and the future plan to develop a waste strategy. Feedback from participants was facilitated by Michael Murray through a quadruple bottom line analysis weighting exercise. Participants were split into working groups and were asked to score environmental, social, financial and governance issues in order of importance and value. The workshops concluded with an open discussion and questions from participants. Tony Farrell closed the workshops with an overview of proposed further community consultation opportunities and project timeframes. Full details of the workshops can be found in the table in section 3.6.

**Key results:** satisfaction with existing waste services was found to be high and the environmental impact of a waste management system was raised as the most important factor for the community.

#### **Round Two: Preferred Waste Processing Technologies**

The framework for this round focused on conveying how Council arrived at two preferred waste processing technologies (two and three bin system) and to seek feedback on the preferred options. The workshop started with a welcome and introductions and was then followed by a detailed presentation outlining the top ten suitable waste processing technologies for Lake Macquarie. The second part of the presentation explained Council's two preferred options in detail - the two and three bin system. After the presentation, approximately 40 minutes was allocated to feedback and questions where the community were invited to indicate any aspects of the two short listed options that they liked or had concerns about. This process was facilitated by Michael Murray. There was also an opportunity for participants to ask questions with expert waste consultant, Mike Ritchie. Following this open discussion, participants were asked to indicate whether they had a clear preference for one of the two options presented, or were comfortable with either of them, or not comfortable with any option being implemented. Full details of the workshops can be found in the table in section 3.6.

**Key results:** preference was shown for the 3 bin system

#### **Round Three: Draft Waste Strategy**

With the Draft Waste Strategy on public exhibition, this round of consultation was structured as an information session with feedback sought in the form of written submissions. Tony Farrell conducted introductions by providing an overview of the Waste Strategy Project and waste management challenges facing Council. Mike Ritchie presented steps taken in developing the Draft Waste Strategy and the context for the preferred three bin system. Jacqueline Upton (facilitator) facilitated the questions and discussion sessions focussing on a number of key

questions to encourage participation. Full details of the information session can be found in the table in section 3.6. Key questions discussed included;

- Do you agree that Lake Macquarie is faced with a very real issue regarding waste management and the time for action is now?
- Do you understand that regardless of what future actions we take, the cost of managing waste will increase?
- What do you think about sorting your waste at home?
- Is the quality of compost that is produced an issue for you?
- What are your main concerns with the three bin system?
- Do you agree that the three bin system is the better option for Lake Macquarie for the long-term, and why?

**Key results:** general consensus agreed that there is a waste management issue in Lake Macquarie and the time to act is now. There were many questions and issues raised about the implementation of the three bin system.

#### **Public debate: The Great Waste Debate**

A community debate was held on 1 December 2010 at Lake Macquarie Performing Arts Centre to engage and encourage discussion with a variety of age groups on the Draft Waste Strategy. Local schools and members of community groups (Community Advisory Group and Lake Macquarie Youth Advisory Committee) were brought together to form the debating teams to debate the advantages and disadvantages of the three bin system as outlined in the Draft Waste Strategy. The debate topic was "That a three bin system is the best option for Lake Macquarie". An independent external adjudicator adjudicated the debate and approximately 40 residents and local media were in attendance. Full details of the event can be found in section 3.6.

**Key results:** local youth and community engaged in discussions on the Draft Waste Strategy and media interest was generated with stories reported in the *Newcastle Herald* and *Lakes Mail*.

#### **Online Forum: Have Your Say Lake Mac- Future of Waste**

An online discussion forum was set-up to engage the online community in discussions on the development of the Waste Strategy Project and to provide an alternative forum for participation for those that could not attend workshops. The forum posted a number of topics for participants to express their views and encourage discussion. The topics were similar to the community workshop focus questions that sought the public's awareness and likes and dislikes of LMCC's current waste services. As the project developed, topics became more focused on the two and three bin systems and potential implementation issues. Robust discussions were posted between participants, topics included; environmental issues with the two and three bin system; hygiene and odour concerns with the organics bin in the three bin system; costs of each system; willingness to sort waste at home for the three bin system; and ideas on the best way to communicate changes in waste services to the public. The online forum ran from 16 August to 1 November 2010.

**Key results:** 209 registered users participated in the forum with 5, 483 site visits.

#### **Community Advisory Group**

Three workshops were held with the Community Advisory Group over the course of the consultation. In general, the workshop topics reflected that of the broader community workshops with presentations delivered on the background of the Waste Strategy Project, the drivers for the project, a quadruple bottom line analysis weighting, the 10 suitable waste processing technologies and the two preferred waste processing technologies. At each of the sessions there was robust discussion on the advantages and disadvantages of the various solutions for Lake Macquarie with some members becoming so involved as to conduct their own neighbourly surveys on the two and three bin systems.

**Key results:** a well-informed and engaged group of residents providing considered feedback on the Draft Waste Strategy and proactive residents discussing Lake Macquarie's waste issues within their surrounding neighbourhood.

## Lake Macquarie Youth Advisory Council

Two workshops were held with the Lake Macquarie Youth Advisory Council where a presentation was delivered with open discussion and questions. The youth group were engaged in the topic and expressed diverse views on the importance of the environment and what they thought of the impacts would be of either the two or three bin system within their own households.

**Key results:** a representative group of local youth informed and engaged with Lake Macquarie's waste issues and likely solutions.

## Shopping Centre Visits- Mergence of Waste Awareness Campaign

Throughout the exhibition period of the Draft Waste Strategy, 15 shopping centre visits were conducted across the city to merge the Waste Awareness Campaign messages with the Draft Waste Strategy. Stalls were set-up at the city's major shopping centres to highlight the link between Lake Macquarie's waste issues and the solution Council is proposing in the Draft Waste Strategy. The visits were to also encourage feedback from the community via submissions. The stalls were manned by one LMCC staff and two staff from the GHD (Waste Awareness Campaign Project Manager).

**Key results:** the key result for this consultation activity was the vast amount of residents reached through direct conversation. This format encouraged engaged one on one discussions with residents and enabled Council staff to link waste issues with the Draft Waste Strategy which then gave the resident an opportunity to make an informed submission. Approximately 1700 residents were reached.

## **3.4 Consultation Communication and Media**

A communication and consultation plan was developed to support the Waste Strategy Development Project by providing a framework for communicating and consulting with stakeholders. Whilst the community consultation and Waste Awareness Campaign were managed separately internally, they ran concurrently based on the following objectives:

- To deliver relevant information on waste minimisation and management.
- To involve stakeholders in the process of developing long-term solutions for the management of waste in Lake Macquarie.
- To ensure an understanding and well-informed community are able to participate in decision-making around waste strategy options.

The main purpose of running the Waste Awareness Campaign and the consultation program in tandem was to prepare and equip the community to be aware of the waste issues Council faces. It was designed to ensure that at the time of consultation, the community would be relatively informed about Lake Macquarie's waste issues. The Waste Awareness Campaign formally launched on 19 September 2010 and included extensive television, print and online informative advertisements. The campaign's key messages were designed to be simplified versions of the critical drivers for the Waste Strategy Project and were summarised as the following:

1. Waste costs are going up
2. Our tip is nearly full
3. What's all the interest about waste?
4. ARRR- Avoid, Reduce, Reuse, Recycle

In addition to the Waste Awareness Campaign which featured over 500 television commercials from mid September to December 2010 (details in Appendix 1), there were separate media and communication plans developed for each of the consultation rounds. These plans were developed to ensure the public and staff received reasonable notice of the upcoming workshops and feedback opportunities. Each plan detailed an internal and external communication schedule which entailed media releases for events, print and online advertisements in local and regional papers, news stories in internal publications, radio commercials and notices on Councils website and the two additional waste strategy websites (Waste Awareness: [www.ARRR.com.au](http://www.ARRR.com.au) and Community Consultation: [www.haveyoursaylakemac.com.au](http://www.haveyoursaylakemac.com.au) ). Additionally, Draft Waste Strategy displays were set up at all

city libraries for the duration of the exhibition period. Full details of the advertising and communication efforts for the community consultation and Waste Awareness Campaign can be found in Appendix 1.

Advertisements of community workshops and the Draft Waste Strategy exhibition appeared multiple times in each of the following media:

- *Newcastle Herald*
- *Lakes Mail*
- *The Post*
- *The Star*
- KOFM Radio
- NXFM Radio
- [www.lakemac.com.au](http://www.lakemac.com.au)
- [www.haveyoursaylakemac.com.au](http://www.haveyoursaylakemac.com.au)
- [www.ARRR.com.au](http://www.ARRR.com.au)

A reasonable amount of media interest was generated through media releases and direct conversations between Council’s Public Relations Officer and local journalists. Approximately 40 news stories about Council’s activities, plans for changes to waste services and community responses were reported in the local and regional papers from July to late December 2010. Approximately two interviews were conducted by ABC Radio with Director City Strategy and the Mayor on the advantages and disadvantages of the LMCC Draft Waste Strategy. Clippings of media stories relating to the Waste Strategy Project can be found in Appendix 2.

### **3.5 Integration of Consultation with Waste Awareness Campaign**

As the project reached a more defined direction with Council’s adoption of the Draft Waste Strategy, there was an opportunity to merge the Waste Awareness Campaign with community consultation for the Draft Waste Strategy public exhibition. A series of shopping centre visits were scheduled for November and December across the city. To indicate to the community the relationship between the waste issues Lake Macquarie is faced with and the Draft Waste Strategy, these shopping centre visits were used to inform the community of Council’s intended solution with the three bin system and to seek feedback. The shopping centre displays were manned by either the LMCC Waste Strategy Officer or Waste Awareness Officer and at least two other staff from the Waste Awareness Project managed by GHD.

The reception at the shopping centres was significant and mostly positive with approximately 1700 people engaging in discussions. Many people had existing awareness of waste issues either through TV commercials or through news stories or workshops. There were also comments regarding the Draft Waste Strategy posted on the campaign’s icon, Arthur the Pirate’s social media site, Twitter, with a total of 16 posts directly relating to either consultation activities or the Draft Waste Strategy. Twitter posts included links to the online discussion forum website, promotional statements about the community workshops across the city, the mobile exhibition shopping centre visits and the Draft Waste Strategy exhibition. A full list of twitter postings can be found in Appendix 2.

### **3.6 Consultation Process**

This table outlines each of the 53 consultation activities conducted with community and staff to seek feedback on the development of the waste strategy.

<b>Date</b>	<b>Group</b>	<b>Location</b>	<b>Format</b>	<b>Approximate Number of Participants</b>
15 Jun	Waste Operations (drivers)	Council Depot	-Information Presentation -Group Discussion	20

21 Jul	Community Advisory Group	Council Chambers	-Information Presentation -Group Discussion	13
30 Jul	Project Interest Group	Council Chambers	- Group discussions -Questions and Answers	21
5 Aug	Waste Advisory Committee	Council Chambers	- Group discussions -Questions and Answers	10
11 Aug	Lake Macquarie Youth Advisory Council	Council Chambers	-Directed questions -Information presentation -Group discussion -Group activity	11
16 Aug	Have Your Say on the Future of Waste	Internet	Online discussion forum, new topics posted every 2 weeks.	209
16 Aug	Charlestown Community Workshop	Charlestown Bowling Club	-Directed questions -Information presentation -Group discussion -Group activity	12
17 Aug	General Staff	Council Chambers	-Information Presentation -Group Discussion	35
18 Aug	Swansea Community Workshop	Swansea Centre	-Directed questions -Information presentation -Group discussion -Group activity	6
18 Aug	Community Advisory Group	Council Chambers	-Directed questions -Information Presentation -Group discussion -Group activity	15
19 Aug	Waste Operations (drivers and bulk waste)	Council Depot	-Information Presentation -Group Discussion	26
19 Aug	Waste Operations (parks and gardens)	Council Depot	-Information Presentation -Group Discussion	6
19 Aug	Waste Operations (Awaba Landfill staff)	Awaba Landfill	-Information Presentation -Group Discussion	9
19 Aug	Morisset Community Workshop	Morisset Country Club	-Directed questions -Information presentation -Group discussion	3

			-Group activity	
20 Aug	General Staff	Council Depot	-Information Presentation -Group Discussion	3
26 Aug	Waste Advisory Committee	Council Chambers	Information Presentation Group discussion	9
15 Sep	Waste Operations (driver and bulk waste)	Council Depot	-Information Presentation -Group Discussion	9
15 Sep	Waste Operations (parks and gardens)	Council Depot	-Information Presentation -Group Discussion	6
15 Sep	Waste Operations (Awaba Landfill staff)	Awaba Landfill	-Information Presentation -Group Discussion	9
20 Sep	Speers Point Community Workshop	Council Chambers	-Information Presentation -Group discussion and feedback table -preference vote	36
20 Sep	Charlestown Community Workshop	Charlestown Bowling Club	-Information Presentation -Group discussion and feedback table -preference vote	30
21 Sep	Morisset Community Workshop	Morisset Country Club	-Information Presentation -Group discussion and feedback table -preference vote	32
21 Sep	Swansea Community Workshop	Swansea RSL	-Information Presentation -Group discussion and feedback table -preference vote	18
22 Sep	NSW Department of Housing	Council Chambers	One on one discussion and written submission received 6 Oct 2010	1
23 Sep	Waste Advisory Committee Meeting	Council Chambers	-information presentation -group discussion	9
15 Oct	Project Interest Group	Council Chambers	-project update -group discussion	20
20 Oct	Briefing to Waste Operations Staff	Council Depot	-Information presentation -group discussion	12

			-preference vote	
20 Oct	Community Advisory Group	Council Chambers	-Information Presentation -Group discussion and feedback table -preference vote	12
21 Oct	Case Management Team	Council Chambers	-Information Presentation -Group discussion and feedback table -preference vote	22
28 Oct	Staff Focus Forums	Council Chambers	-Information Presentation -Group discussion and feedback table -preference vote	22
28 Oct	Staff Focus Forums	Council Depot	-Information Presentation -Group discussion and feedback table -preference vote	19
3 Nov	Lake Macquarie Youth Advisory Council	Council Chambers	-Information Presentation -Group discussion and feedback table -preference vote	8
5 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Charlestown Shopping Centre	-face to face discussions -Summary documents & submission forms on offer	300
15 Nov-24 Dec	Draft Waste Strategy Exhibition	Lake Macquarie LGA	-Draft Waste Strategy Summary 2010 -Submission forms	248
18 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Morisset Woolworths	-face to face discussions -Summary documents & submission forms on offer	200
23 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Mt Hutton (Lake Macquarie Fair)	-face to face discussions -Summary documents & submission forms on offer	90
23 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Swansea Woolworths	-face to face discussions -Summary documents & submission forms on offer	100

24 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Warners Bay Homemaker Centre	-face to face discussions -Summary documents & submission forms on offer	<20
24 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Morisset Square Shopping Centre	-face to face discussions -Summary documents & submission forms on offer	70
25 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Belmont Citi Centre	-face to face discussions -Summary documents & submission forms on offer	80
30 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Edgeworth Town Mall	-face to face discussions -Summary documents & submission forms on offer	90
30 Nov	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Stocklands Glendale	-face to face discussions -Summary documents & submission forms on offer	60
1 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Toronto Town Square	-face to face discussions -Summary documents & submission forms on offer	70
1 Dec	The Great Waste Debate (CAG, LMYAC, St Mary's Gateshead, Belmont High, Morisset High)	Lake Macquarie Performing Arts Centre	Formal debate	40
1 Dec	Warners Bay Information Session	Lake Macquarie Performing Arts Centre	-Information presentation -group discussion	17
1 Dec	Kahibah Information Session	Kahibah Bowling Club	-Information presentation -group discussion	8
2 Dec	Morisset Information Session	Morisset Country Club	-Information presentation -group discussion	15
2 Dec	Swansea Information Sessions	Swansea Centre	-Information presentation -group discussion	7

17 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Edgeworth Town Mall	-face to face discussions -Summary documents & submission forms on offer	90
20 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Swansea Woolworths	-face to face discussions -Summary documents & submission forms on offer	90
20 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Belmont Citi Centre	-face to face discussions -Summary documents & submission forms on offer	80
22 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Mount Hutton Lake Macquarie Fair	-face to face discussions -Summary documents & submission forms on offer	300
22 Dec	Integrated Waste Awareness Campaign and Draft Waste Strategy Exhibition	Stocklands Glendale	-face to face discussions -Summary documents & submission forms on offer	110

### **3.7 Post Exhibition Engagement Activities**

Community engagement and consultation is an important and ongoing task within the Waste Strategy Project. Consultation and engagement with stakeholders will continue to ensure the community and staff are informed and kept up to date on issues that affect them. A new communication and education program will be developed once a complete Waste Strategy has been developed and adopted by Council. This is anticipated to happen in the first half of 2011. Further community interaction is planned with the following events.

Date	Group	Location	Format	Approximate Number of Participants
18 Jan 2011	Morisset Senior Citizens	Morisset Masonic Lodge	-Information presentation -group discussion	50
26 Jan 2011	Australia Day	Speers Point Park, Australia Day Festival	Information and Awareness Stall	250
10 Feb 2011	Waste Advisory Committee	Council Chambers	-Information presentation -group discussion	NA
24 Feb 2011	Project Interest Group	Council Chambers	-Information presentation -group discussion	NA
2 Apr 2011	Fernleigh Track	TBC	Information and Awareness Stall	NA

## 4. CONSULTATION FINDINGS AND ANALYSIS

### 4.1 Submission Findings

The majority of submissions received (158 of 248) were in support of the Draft Waste Strategy mainly citing the environmental benefits (compost quality) of a three bin system. A small number of submissions indicated that the community engagement and self-responsibility aspect of sorting waste at home with the three bin system were their reasons for supporting the Draft Waste Strategy. A minority of submissions suggested that the green bulk waste collection service cease at the introduction of the three bin system. Whilst some submissions indicated they would prefer the size of bins decrease, other submissions indicated they support the three bin system conditional on bin sizes remaining the same. A detailed analysis of each submission can be found in Appendix 3.

The most prominent comments in support of the three bin system were:

- Satisfaction and support for Council in taking an environmentally sustainable direction with waste management.
- Submissions indicated the community likes the high quality and contaminant free compost with the three bin system and the community involvement in taking responsibility for sorting their own waste.
- Submissions indicated that the benefit of the three bin system was having additional space to dispose of their green waste as they generate a sizeable amount on their property and have difficulty disposing of it.
- Submissions indicated that some residents were unable to home compost or had been unsuccessful in their attempts to home compost or could not use all the compost generated, and so the three bin system allowed them to participate in this practice.
- It is the cheaper of the two preferred options.

A number of submissions preferring the two bin system expressed views that indicated the resident was not aware of the inevitable increase of waste costs and they were also unaware that the three bin system was the cheaper of the available options. Surprisingly, only three submissions specifically indicated that nappies or medical refuse left in the non-recoverable waste bin for a fortnight were a concern for them with the three bin system (submissions 64, 59, 101). Additionally, very few submissions showed concerns over odour and hygiene issued associated with the three bin system. The most common comments against the three bin system were:

- Residents have no use for a third bin as they do not generate enough waste.
- Residents home compost and see no need for an organics bin. Many suggested Council introduce a user pays system as an incentive and reward for people that home compost.
- Residents have no room to store the third bin (most of these submission were from residents identified as living in multi-unit dwellings).
- A small number of submissions suggested the general public are too apathetic and lazy to use a three bin system properly.

### **Unique Comments**

There were a few submissions that did not select either the two or three bin options available and made unique comments:

- Three submissions suggested Council embark on a city-wide home composting program instead of the three bin system (submission 28, 124, 146).
- One submission request Council do not act for five years from a risk management and cost perspective to see what developments happen in waste management technologies (submission 17).
- One submission request Council takes more of an advocacy role in reducing the State Government waste charges and other waste related issues (submission 24).

- A submission requested Council investigate a United States waste management system called WastAway as it appears to be a cheaper option than what Council has proposed (submission 31).
- A submission suggested that the third bin for organics should be an optional service, available to residents as a phone in request (submission 80).

Comments were received which addressed a range of other issues. In particular, there were recurring comments on the need to increase waste education for effective recycling. Requests were also received for the recycling service to be increased from weekly to fortnightly collections. Another recurring comment was the suggestion for Council to play more of an advocacy role in waste issues such as capping the State waste levy and waste avoidance strategies.

#### **4.2 Submission Analysis**

Whilst a common reason for residents favouring the two bin system was because they already home compost, there was a substantial number of submissions in support of the three bin system that also home compost.

A significant number of submissions preferring the two bin system expressed views that indicated the resident was unaware of the inevitable rise in costs for waste disposal and also that the three bin system is the cheaper option of the two.

- Out of 248 submissions, 158 residents selected the three bin system over the two bin system, of which 18 residents currently home compost.
- 24 submissions that either selected the two bin option or stated they do not want the 3 bin system indicated they already home compost and hence a three bin system is of no use to them.
- A total of 16 submission indicated that a user pays system would be their ideal system for managing waste.
- 16 of the 55 submissions that did not support the 3 bin system displayed views that indicated the resident was not aware of the inevitability of increasing waste costs.
- Submissions did not require demographic information to be supplied, however, a small number of submissions volunteered information on dwelling type. Seventeen submissions self-identified their dwelling type as a multi-unit dwelling, high density style housing or cluster (villa) style housing. The majority of these submissions selected the two bin system as their preference, with only three submissions selecting the three bin system with suggestions for a smaller amount of organic bins to be provided to the multi-unit complexes.

This table outlines the most frequent views and statistics found in submissions.

Comment	Total	Submission No.
Submission selected 3 bin system	158	
Submission selected 2 bin system	55	
Submissions that request Council consider a user pays system for managing waste collection services	16	15, 24, 60, 80, 82, 83, 126, 128, 204, 219, 235, 239, 240, 241, 242, 245,
Submissions that select 3 bin system and home compost	18	19, 61, 72, 98, 110, 132, 135, 142, 150, 151, 155, 166, 176, 186, 195, 214, 241, 249.
Submissions that select 2 bin system and home compost	24	2, 18, 20, 29, 35, 58, 64, 65, 66, 69, 90, 116, 124, 126, 128, 129, 130, 136, 141, 168, 182, 210, 237, 243.
Submissions in support of 2 bin system that held views reflecting a lack of awareness of external factors driving the increase in waste costs	16	18, 20, 32, 56, 58, 82, 102, 105, 115, 116, 124, 141, 153, 235, 237, 247
Multi Unit Dweller, High Density Housing or Villa/Cluster style Housing.	17	12, 21, 22, 23, 34, 36, 40, 53, 57, 140, 147, 166, 180, 196, 213, 231, 238,
Portion of submissions identified as multi unit dwellers that selected 2 bin system	14 of 17	12, 21, 22, 23, 34, 36, 40, 57, 140, 180, 196, 213, 231, 238,
Multi unit dweller selected 3 bin or raised issues about implementation of 3 bin system	3 of 17	53, 147, 166

#### **4.3 Waste Services Community Survey November 2010 Findings**

A community survey of 1000 residents was conducted to assist with informing Council of resident's attitudes towards the Draft Waste strategy. The survey was conducted by Micromex Research over the week commencing 10 November 2010. The full report can be found in Appendix 4.

The findings state that there is strong community preference for the 3 bin system. Sixty nine percent of respondents stated that they believed it would be the best option for their household. The prime drivers for the preference for the three bin system were essentially improved green waste management and the environmental benefits. In the raw data provided for why respondents chose the three bin system, the overwhelming majority of responses were the environmental benefits. Nineteen percent of residents preferred the 2 bin system primarily because they felt that the current system of waste collection already met their needs and requirements and a further 9% of respondents indicated they would be satisfied with either system.

## **Preference skews**

Residents aged 35-54 had significantly higher levels of preference for a three bin system, compared to residents aged 55 and over. Similarly, residents living in a free standing house on a standard sized block were significantly more likely to prefer a three bin system than those living in multi-unit complexes or semi-detached housing. Interestingly, 50% of the people living in multi-unit complexes stated they would prefer the three bin system.

## **Comments for why a respondent preferred 3 bin system**

“Have been waiting for Council to do this for years”

“Don't mind separating into different bins”

“It makes more sense to separate at the source”

“If we can save money and get a better product by doing it ourselves at home, we should”

“Cheaper and more environmentally friendly”

## **4.4 Department of Housing Submission**

In an effort to ascertain potential issues with the implementation of three bin system in high needs and multi-unit complexes, Council sought a submission from the NSW Department of Housing. Housing NSW stated it is committed to supporting sustainable waste management and recycling that would assist in reducing greenhouse emissions and promote the use of recyclable material. Therefore, Housing NSW has no objections to either the three or two bin system. Their concern is for multi-unit complexes and the capacity of existing garbage bays to house further bins. Housing NSW request Council liaise with them in order to achieve a mutually acceptable number of bins for their multi-unit complexes.

## **4.5 Sustainability Department Submission**

The Sustainability Department support the three bin system primarily due to the opportunity it provides to make the link between consumption and waste generation at the household level and the high quality compost produced by the three bin system. The full submission can be found in Appendix 5.

## **4.6 Waste, Environment and Rangers – Operations Group Staff Submission**

The Operations Group staff support the two bin system. Their reasons are based on the risk associated with community change management and improper use of an additional organics bin resulting in contamination of input. Additionally, presentation and collections issues associated with an additional bin and the logistical and administrative issues in the delivery of the service. The full submission can be found in Appendix 6.

## **4.7 Information Session Comments**

Four community Information Sessions were conducted at the beginning of December as a part of the Draft Waste Strategy exhibition. At these sessions, a presentation outlined in detail the two and three bin systems with open discussion following. At each session the general consensus from participants was that they understood that landfill capacity is a serious issue for Lake Macquarie and the sense of urgency to implement a solution was recognised. The questions and concerns raised at each of the sessions were generally about the implementation of the proposed waste strategy.

The main concerns about the Draft Waste Strategy at these sessions were:

- Concern about lack of awareness within the community of waste issues and waste avoidance.
- Health issues: hygiene concerns were raised about odour and potential insect activity from the organics bin; concern about disposable nappies sitting in the general waste for up to a fortnight.
- Education issues: at all sessions encouragement for broader waste education and awareness was expressed.
- Dwelling type: there were a number of issues raised on the impact the additional bin may have on multi-unit dwellings, these included:

- Storage requirements for an additional bin for each unit.
- The option for smaller sized bins.
- Is there an option to have a larger single bin for a multi unit complex?
- Negotiating on street parking with bin collection on narrow streets and high density housing.
- The issue of large waste vs. small waste contributors.
- Compost: concerns raised about the regulations on compost quality and subsequent limitations on use of compost, general consensus that the market for low-grade compost is not guaranteed, therefore the creation of premium grade compost would be preferable.
- Costs: participants expressed a need for clarification about the actual cost to the ratepayer, and what these costs included. The costs included in the Draft Waste Strategy Summary document were not clear enough for individual households.
- Processing: many questions about the location, maintenance costs and management of the proposed waste processing plant.
- Recycling: at each of the sessions there was discussion about recycling in general and Council's responsibility to encourage and educate the community to recycle more and properly.

## 5. CONCLUSION AND RECOMMENDATIONS

In conclusion, over the course of community consultation and research it has been found there is overwhelming community support for introduction of the three bin system. The majority of views expressed support an organics bin service and encourage Council to take an environmentally and long term sustainable direction with waste management. In response to feedback suggesting Council implement a user pay system to reward those that home compost or are small waste contributors, it is noted that only 1.5% of households present bins with no organic waste (source: EC Sustainable Bin Audit July 2010 and October 2010). Basing a waste management system that needs to divert organic waste from landfill on 1.5% of the population represents many difficulties.

This report concludes that Council act on the majority community support and encouragement to introduce a sustainable solution for Lake Macquarie's waste issues with implementing the phased three bin system.

This report makes the following recommendations:

1. In recognising the community support and encouragement, Council adopt a three bin source separated organics system with a phased introduction.
2. Integrate the Waste Awareness Campaign with a waste strategy education and communication program to prepare and inform the community of upcoming changes to their waste services and to continue explaining why these changes are occurring.
3. Investigate and advise on solutions for implementing an organics waste collection service for multi unit complexes and high density housing involving key stakeholders.
4. Council examine the supply of biodegradable bags to residents for Phase 2 of the three bin system.

## APPENDICES

### APPENDIX 1: TABLE OF ADVERTISING AND PROMOTION FOR CONSULTATION PROGRAM

#### Community Consultation

**Table of Newspaper Advertisements for Community Consultation Workshops, Draft Waste Strategy Exhibition and Great Waste Debate**

<b>Round 1</b>	<b>Dates Advertisements Appeared</b>
Newcastle Herald	31/07, 07/08
The Star	04/08, 11/08
The Post	04/08, 11/08
Lakes Mail	05/08, 12/08
<b>Round 2</b>	
Newcastle Herald	04/09, 11/09, 18/09
The Star	08/09, 15/09
The Post	08/09, 15/09
Lakes Mail	09/09, 16/09
<b>Round 3</b>	
Newcastle Herald	13/11, 20/11, 27/11, 04/12, 11/12, 18/12
The Star	17/11, 24/11, 08/12, 15/12
The Post	17/11, 24/11, 08/12, 15/12
Lakes Mail	18/11, 25/11, 09/12, 16/12
<b>Debate Advertisement</b>	
Newcastle Herald	27/11
The Star	24/11
The Post	24/11
Lakes Mail	25/11

**Table of Radio Advertisements for Community Consultation Workshops, Draft Waste Strategy Exhibition and Great Waste Debate**

\*Radio advertisements were used in the second and third round of consultation to increase attendance numbers at workshops. After the low number of participants in the first round of consultation, advertisements and promotion of consultation opportunities were expanded to radio for wider exposure of events.

<b>Round 2</b>	Dates Advertisements Appeared	Frequency of Advertisements	Length of Advertisement	Total Number of Advertisements
KOFM	13 Sept – 20 Sept	Approx 3 daily	30 seconds	35
NXFM	13 Sept – 20 Sept	Approx 3 daily	30 seconds	35
<b>Round 3</b>				
KOFM	15 Nov – 28 Nov	Approx 4 daily	30 seconds	72
NXFM	15 Nov – 28 Nov	Approx 4 daily	30 seconds	72

## Waste Awareness Campaign

**Table of Television Commercial Schedule**

Television Station	Dates Broadcast	Approx. Frequency of Broadcast
Channel 10	19 Sept – 11 Dec 2010	Daily
ONE HD	3 Oct – 14 Oct 2010	Daily
ELEVEN	11 Jan 2011 - ongoing	Daily
Total: Over 500 commercials broadcast		

**Table of Newspaper Advertisement Schedule**

Newspaper	Dates Advertisements Appeared	Frequency of Advertisements	Size of Advertisement
The Post	22 Sept – 2 Dec 2010	weekly	Half page
Lakes Mail	22 Sept – 2 Dec 2010	weekly	Half page
Total: 22 half page advertisements			

## APPENDIX 2: CLIPPINGS OF WASTE RELATED NEWS STORIES

Full articles located in TRIM D02013650

NH: Newcastle Herald

ST: The Star

LM: Lakes Mail

P: Post

DT: Daily Telegraph

1. 01/07/10 'The waste of five years- plans approved to expand tip site and divert waste to other areas' LM, p5
2. 26/07/10 'An organic approach' NH, p3
3. 27/07/10 'Lake to set own target for reducing landfill' NH, p3
4. 04/08/10 'Landfill reduction' ST
5. 05/08/10 'Plan to divert food waste from landfill' LM, p16
6. 18/08/10 'Waste workshops at the lake' ST, p4
7. 14/09/10 Opinion and Analysis cartoon, NH, p11
8. 14/09/10 'Lake's homes may get 3 bins', NH, p1
9. 14/09/10 'Three-bin option in waste plan', NH, p6
10. 15/09/10 'Lake waste options' Post, p7
11. 16/09/10 'Waste strategy' LM, p6
12. 20/09/10 'Pirates hit lake to talk garrbage' NH, p14
13. 18/10/10 'Arrr, they be listenin', NH p60
14. 27/10/10 'Waste forum' ST, p4
15. 30/10/10 'Green waste to grow bins- \$1.8bn plan to improve recycling' NH, p2
16. 30/10/10 Opinion and Analysis cartoon, NH, p18
17. 02/11/10 'Three-bin strategy for Lake households' NH
18. 02/11/10 'Opening lid on trash talk' NH, p2
19. 03/11/10 'Bin plan a risk- community to comment' NH, p 23
20. 04/11/10 '3 bins good, now for bulk waste' NH, p10
21. 04/11/10 'Have your say on \$1.8 billion waste bins' LM, p5
22. 10/11/10 'Waste proposal- bin or no bin' ST, p3
23. 10/11/10 'Lake residents need to have say on 'bin or no bin' ST
24. 11/11/10 'Vote on trips to tips- council waste study takes in Perth' NH, p7
25. 11/11/10 Comment by Allan Searnt, Charlestown NH, p10
26. 11/11/10 'Rubbish revival- Landfill nears capacity' NH, p21
27. 12/11/10 'Better way to cut waste at the lake' comment by Jack Jones, Glendale NH, p10

28. 13/11/10 'Waste proposal to go on display' NH, p28
29. 17/11/10 'Great waste debate-Rubbish Solutions' St, p5
30. 18/11/10 'Third bin to boost household recycling' LM, p3
31. 24/11/10 'Newcastle considers three bins- Another bin may reduce local landfill' ST, p3
32. 24/11/10 'Three bin debate set' ST, p4
33. 25/11/10 'Waste scheme' LM, p14
34. 02/12/10 'Third bin debated- Lake waste in spotlight' NH, p19
35. 01/12/10 'Great waste debate' ST, p4
36. 09/12/10 'Three bins create a stink, student says' LM, p16
37. 17/12/10 'A waste of money- Council approach a threat to business' NH, p25
38. 15/12/10 'Residents keep quiet on the three-bin system' ST, p5
39. 22/12/10 'Green begins at home', NH, p10
40. 23/12/10 'Ban on bin food scraps' DT

## Twitter Posts from Arthur's Twitter Page

Posts that relate specifically to the Consultation and Draft Waste Strategy are in **BOLD**.

1. ARRR Merry Christmas Lake Macquarie [Saturday, 25 December 2010 5:29:48 PM](#) via [Twitter for iPhone](#)
2. **ARRR Lake Macquarie, tomorrow's the last day to have your say on the 3 bins proposal for better waste management** <http://bit.ly/hkdQK9> **Thursday, 23 December 2010 2:06:13 PM** via web
3. **ARRR Lake Macquarie residents – final chance to have your say on the proposed 3 bin plan. Visit www.arrr.com.au** [Friday, 17 December 2010 12:55:19 PM](#) via web
4. **LMCC Draft Waste Strategy is on exhibition til Fri 24 Dec for residents to have their say on how many bins they'd like** <http://fwd4.me/rzX> **Wednesday, 8 December 2010 4:09:20 PM** via web
5. **Find out more about Lake Macquarie City Council's Draft Waste Strategy tomorrow at Stockland Glendale** <http://fwd4.me/q9c> **Monday, 29 November 2010 12:43:12 PM** via web
6. **ARRR come and see the Mobile Waste Exhibition – Edgeworth Town Mall tomorrow between 12.30 and 1.30pm** <http://fwd4.me/q9b> **Monday, 29 November 2010 12:42:05 PM** via web
7. **3 bins for Lake Macquarie residents – final chance to have your say** <http://fwd4.me/q9a> **Monday, 29 November 2010 12:39:17 PM** via web
8. Arrr it's National Recycling Week [Monday, 8 November 2010 6:59:52 AM](#) via [Twitter for iPhone](#)
9. ARRR Its National Recycling Week 8-14 November. Here's some tips on how you can do your bit <http://fwd4.me/ltU> **Thursday, 4 November 2010 3:43:51 PM** via web
10. arrr Lake Macquarie did you know that our tip is almost full? <http://fwd4.me/gCm> **Monday, 11 October 2010 12:11:26 PM** via web
11. Bad wrap: the high cost of convenience <http://fwd4.me/h45> - C'mon, say ARRR [www.arrr.com.au](http://www.arrr.com.au) **Saturday, 2 October 2010 10:52:54 AM** via web
12. [@JillHallMP](#) have they been talking about waste management? ARRR [Thursday, 30 September 2010 1:46:07 PM](#) via web [in reply to JillHallMP](#)
13. ARRR I just got the [#newtwitter](#) on me ship. That'll annoy landlubbers like [@mediahunter](#) & [@the\\_git](#) who don't have it yet. ARRR [Wednesday, 29 September 2010 1:54:40 PM](#) via web
14. [@tbutson](#) i though you'd be excited matey. ARRR!! [Wednesday, 29 September 2010 1:53:18 PM](#) via web [in reply to tbutson](#)
15. ARRR You might be surprised how many things around the home can be recycled once you've finished using them <http://fwd4.me/gQB> **Tuesday, 28 September 2010 12:21:50 PM** via web
16. ARRR Lake Macquarie, did you know that our tip at Awaba is almost full? <http://fwd4.me/gCm> **Monday, 27 September 2010 10:25:28 AM** via web

17. @HVGardens ARRR, ahoy there mateys [Friday, 24 September 2010 1:56:08 PM](#) via web [in reply to HVGardens](#)
18. We're looking at possible Waste Options for Lake Macquarie – Two Bins or Three? <http://fwd4.me/fk7> [Friday, 24 September 2010 12:50:56 PM](#) via web
19. @1233newcastle Bobby mcferrin [Friday, 24 September 2010 5:51:12 AM](#) via [Twitter for iPhone](#) [in reply to 1233newcastle](#)
20. Did Wil just say ARRR on #gruen ? [Wednesday, 22 September 2010 9:23:49 PM](#) via [Twitter for iPhone](#)
21. Possible Waste Options for Lake Macquarie – Two Bins or Three? <http://bit.ly/b9eadw> say ARRR! [5:00 PM Sep 22nd, 2010](#) via [TweetMeme](#)
22. @crazy\_sage ARRR thank ye for the retweet. All this tweetin' is makin' me parrot jealous! [3:18 PM Sep 22nd, 2010](#) via web
23. Couldn't make it to our waste management workshops? You can still go to the online forum to have your say. [www.arry.com.au](http://www.arry.com.au) [3:12 PM Sep 22nd, 2010](#) via web
24. Waste Awareness Community Workshop 7-9pm tonight at Swansea Centre RSVP 49210333 [8:58 PM Sep 21st, 2010](#) via [Twitter for iPhone](#)
25. Another Waste Awareness Community Workshop 7-9pm tonight at Swansea Centre RSVP 49210333 [11:43 AM Sep 21st, 2010](#) via web
26. Waste Awareness Community Workshop today at 10am – come along and have your say Morisset Country Club RSVP 4921 0333 [11:42 AM Sep 21st, 2010](#) via web
27. ARRR there be a Pirate special on Mythbusters tonight. [10:00 PM Sep 20th, 2010](#) via [Twitter for iPad](#)
28. If you can't make it to one of the community workshops, go to our online forum to have your say <http://fwd4.me/eyM> [5:13 PM Sep 20th, 2010](#) via web
29. More Community Workshops tomorrow: 10am – 12noon at Morisset Country Club & 7pm – 9pm at Swansea Centre RSVP 4921 0333 [5:12 PM Sep 20th, 2010](#) via web
30. Ahoy!! There's a Waste Management Community Workshop at Charlestown Bowling Club tonight 7pm – 9pm. All welcome. RSVP 4921 0333 [5:10 PM Sep 20th, 2010](#) via web
31. ARRR why don't we try to Re-Use things before throwing them out? Like this <http://fwd4.me/eWR> [5:07 PM Sep 20th, 2010](#) via web
32. lakemac RT @Crispin\_BtT: RT @BangtheTable: ... Lake Macquarie waste management strategy <http://haveyoursaylakemac.com.au/#gov20 #gov2au #yam> [12:31 PM Sep 20th, 2010](#) via [TweetDeck](#)  
Retweeted by [say\\_arry](#) and 2 others
33. @coledude avast, everyday be Talk Like A Pirate Day fer me and me crew of seadogs and lusty wenches. ARRR [12:14 PM Sep 20th, 2010](#) via web [in reply to coledude](#)
34. ARRR, the words been getting out. The Herald interviewed me y'day for Talk Like a Pirate Day and some other garbage <http://fwd4.me/ewu> [11:04 AM Sep 20th, 2010](#) via web
35. @realbalance maybe you arrr [10:29 PM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to realbalance](#)
36. ARRR my ad was just on TEN during Jnr Masterchef. Cmon everybody, say ARRR. [9:47 PM Sep 19th, 2010](#) via [Twitter for iPhone](#)
37. ARRR I was just on NBN News for Talk Like A Pirate Day explaining we all need to Avoid Reduce Re-Use & Recycle. [8:09 PM Sep 19th, 2010](#) via [Twitter for iPhone](#)
38. @KKeneally what about celebrating Talk Like A Pirate Day? ARRR [4:31 PM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to KKeneally](#)
39. @mulph Arrr! see ye out at the Lake. Not much wind for me frigate today so I hope I'm not late. [11:16 AM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to mulph](#)
40. ARRR here's a bit of background on why Lake Macquarie needs to Say ARRR <http://bit.ly/coOluf> [11:15 AM Sep 19th, 2010](#) via [Twitter for iPhone](#)
41. @franksting ARRR hoist those scurvy dogs to the top of the yardarm. [11:10 AM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to franksting](#)
42. @mpesce ARRR be safe out there. Those Swedes are famous Nordic pirates. [11:09 AM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to mpesce](#)
43. Ahoy there Newcastle media. I'll be at Warners Bay rotunda 11am for a wee press conference about why we all need to say #ARRR. [10:02 AM Sep 19th, 2010](#) via [Twitter for iPhone](#)
44. @frogpondsrock arrr I undystand. [10:00 AM Sep 19th, 2010](#) via [Twitter for iPhone](#) [in reply to frogpondsrock](#)
45. @frogpondsrock it'd be in the ships galley. #arr 9:44 AM Sep 19th, 2010 via [Twitter for iPhone](#) [in reply to frogpondsrock](#)

46. @[DaithiRua](#) It's pirate Pirates like me and that pretender Jonny Depp. [#ARRR 9:44 AM Sep 19th, 2010](#) via [Twitter for iPhone in reply to DaithiRua](#)
47. [DaithiRua](#) International talk like a pirate day ... Is that Somali pirates or Software pirates? [#arr 9:11 AM Sep 19th, 2010](#) via web Retweeted by [say arrr](#) and 1 other
48. Ahoy there landlubbers, it's me favourite day of the year: International Talk Like A Pirate Day. [8:51 AM Sep 19th, 2010](#) via [Twitter for iPhone](#)
49. @[karalee](#) ARRR that be bad. Ye gonna need a pirate hat like mine on Sunday. Aye. [8:02 PM Sep 17th, 2010](#) via [Twitter for iPhone in reply to karalee](#)
50. @[drdrdr09](#) nye, she goes all day long. ARRR [7:43 PM Sep 17th, 2010](#) via [Twitter for iPhone in reply to drdrdr09](#)
51. There be BIG swell of Lake Macquarie this weekend. Keep ye ships in the Lake and relax. ARRR [6:02 PM Sep 17th, 2010](#) via web
52. Sunday 19 September is International Talk Like a Pirate Day. Say ARRR! [5:59 PM Sep 17th, 2010](#) via web
53. @[lakemac](#) ARRR I can't wait til Sunday....the whole world'll be talking like me. [5:59 PM Sep 17th, 2010](#) via web [in reply to lakemac](#)
54. [ChasLicc](#) Stunned that the wider media hasn't chased up the big scoop headlining the Newcastle Herald site today [http://bit.ly/bK29eM 3:15 PM Sep 16th, 2010](#) via web Retweeted by [say arrr](#) and 26 others
55. @[3beanespresso](#) ARRR I would go diving for crabs. Wanna use my ketch? [4:53 PM Sep 16th, 2010](#) via web [in reply to 3beanespresso](#)
56. Here's some simple solutions for you to REDUCE your household waste [http://fwd4.me/eGK](#) ARRR [1:07 PM Sep 16th, 2010](#) via web
57. @[CafeBooksNcle](#) ARRR me matey, thanks for ye tweet [1:05 PM Sep 16th, 2010](#) via web [in reply to CafeBooksNcle](#)
58. @[ermelbow](#) hey, that's my line. Good luck in ye olde exam anyway. [6:53 PM Sep 15th, 2010](#) via web [in reply to ermelbow](#)
59. @[ermelbow](#) if yer fail ye can always become a Pirate [6:46 PM Sep 15th, 2010](#) via web [in reply to ermelbow](#)
60. Dusting off me best lingo fer International Talk Like a Pirate Day this Sunday. ARRR [6:45 PM Sep 15th, 2010](#) via web
61. @[drdrdr09](#) Aye, Sir...I'm a very happy Pirate, and me parrot ain't half jolly too. [4:25 PM Sep 15th, 2010](#) via web [in reply to drdrdr09](#)
62. @[The\\_Git](#) do you mean ARRR? [2:09 PM Sep 15th, 2010](#) via web [in reply to The\\_Git](#)
63. Here's a few tips on how you can AVOID creating waste [http://fwd4.me/e5M](#) ARRR [12:52 PM Sep 15th, 2010](#) via web
64. ARRR This can't be good ---Federal Police in nation-wide piracy crackdown: [http://bit.ly/c3TfX6 12:02 PM Sep 15th, 2010](#) via web
65. @[StephenRinaldo](#) ARRR thanks for ye olde tweet matey [8:55 PM Sep 14th, 2010](#) via [Twitter for iPhone in reply to StephenRinaldo](#)
66. @[crazy\\_sage](#) we want everyone to get on board and say ARRR so retweets are welcome (although me parrot might get jealous) [5:44 PM Sep 14th, 2010](#) via web [in reply to crazy\\_sage](#)
67. @[crazy\\_sage](#) thx, its not easy talking rubbish all the time ARRR [5:32 PM Sep 14th, 2010](#) via web [in reply to crazy\\_sage](#)
68. [Wil Anderson](#) Breaking news: John Singleton to replace MTR presenters with pirates and rename the station MT-Arrr... [5:21 PM Sep 14th, 2010](#) via web Retweeted by [say arrr](#) and 12 others
69. @[Wil Anderson](#) thats a great idea, why didn't aye think of that ARRR [5:29 PM Sep 14th, 2010](#) via web [in reply to Wil Anderson](#)
70. @[crazy\\_sage](#) aye, it could be.... [5:14 PM Sep 14th, 2010](#) via web [in reply to crazy\\_sage](#)
71. @[josh\\_m](#) that explains the burrry pictures! ARRR [5:13 PM Sep 14th, 2010](#) via web [in reply to josh\\_m](#)
72. @[aaronkearneyaus](#) I hear ye been doing some good work on the electric wireless, not talking any rubbish like me. ARRR [4:42 PM Sep 14th, 2010](#) via web
73. @[josh\\_m](#) ARRR reckon I saw ya out near the Lake last week with a very long lens on ya tripod, aye? [4:39 PM Sep 14th, 2010](#) via web
74. ARRR hello there @[siobhan\\_curran](#) with a name like that me thinks you can also talk like a pirate. [4:35 PM Sep 14th, 2010](#) via web
75. Looks like they're talking rubbish in Newcastle herald today. Bins that is. ARRR [http://fwd4.me/dvT 3:32 PM Sep 14th, 2010](#) via web

76. ARRR did you know that this Sunday is Talk Like a Pirate Day?!! My favourite day of the yearrrrr. [12:33 PM Sep 14th, 2010](#) via web
77. aye....chooks are great..I was hanging out with on last week ARRR [5:44 PM Sep 13th, 2010](#) via web
78. Ahoy me hearties, I've got me a website. [www.arry.com.au](http://www.arry.com.au) - Avoid, Reduce, Re-Use, Recycle [5:35 PM Sep 13th, 2010](#) via web
79. [@johnvacy](#) I agree. There ARRR so many things you can compost rather than throwing them in your bin (cc [@paulbevo](#) ) [5:33 PM Sep 13th, 2010](#) via web [in reply to johnvacy](#)
80. Here's where I was saying ARRR y'day - Living Smart Festival <http://fwd4.me/dZK> [5:31 PM Sep 13th, 2010](#) via web
81. It was great seeing so many of you landlubbers at Speers Point yesterday. ARRR [4:43 PM Sep 13th, 2010](#) via [Twitter for iPhone](#)
82. [@N21LA](#) ARRR thx for the hearty RT [7:27 PM Sep 12th, 2010](#) via [Twitter for iPhone in reply to N21LA](#)
83. [@JohnLCoombes](#) ARRR that's a fine photo of a nice ship [7:27 PM Sep 12th, 2010](#) via [Twitter for iPhone in reply to JohnLCoombes](#)
84. The Sustainable Living Festival is on today at Speers Point Park, Lake Macquarie. Come down and say ARRR. [8:42 AM Sep 12th, 2010](#) via [Twitter for iPhone](#)
85. Come and meet me tomorrow at the Sustainable Living Festival at Speers Point. ARRR [9:05 PM Sep 11th, 2010](#) via [Twitter for iPhone](#)
86. [@The\\_Git](#) they have service? That must be a new thing. [11:58 AM Sep 11th, 2010](#) via [Twitter for iPhone in reply to The\\_Git](#)
87. Hi there, me name be Arrrthur and aye like ta Say ARRR [6:14 PM Sep 10th, 2010](#) via [Twitter for iPhone](#)
88. ARRR [3:32 PM Sep 10th, 2010](#) via web

### APPENDIX 3: TABLE OF KEY ISSUES IN SUBMISSIONS

Key Issue No.	Key Issue Description
1	selects 3 bin system
2	selects 2 bin system
3	Home composter
4	Does not want 3 bin system/ has no need for 3 bin system
5	View that households will not have enough green waste to fulfil a regular organic waste bin service
6	Request for Council to increase recycling and waste education across community
7	Likes high quality compost and environmental benefits of 3 bin system
8	Likes households having responsibility to sort waste
9	Concern with the capacity to store 3 bins (inside house and outside and also crowded roads with on street parking)
10	Concerned with elderly population having difficulty managing extra bin
11	View that the public are too apathetic/lazy and challenge to educate public too difficult to have effective 3 bin system
12	View displays misunderstanding about inevitable increasing waste taxes
13	User pays
14	Suggests smaller sized bins
15	Does not want bin size change
16	Question - why Council does not roll-out city wide home composting program

TABLE: SUBMISSION ANALYSIS

Submission No.	Key Issues	Characteristics of Party	TRIM Reference
1	1		D01977591
2	3, 4		D01977556
3	1, 5 Suggests Council provide MUDs with one large bin for green waste		D01977358
4	1		D01977289
5	1 suggests cancellation of green bulk waste collection service at the implementation of 3 bin service.	Single occupant household with large yard	D01977270
6	2, 11 – Would like occasional bulk green waste service	3 person household with large garden	D01976939
7	1	Business owner	D01976381
8	2, 11, 9		D01976372
9	1		D01976367
10	1, 7, 8		D01976364
11	1		D01976354
12	2, 4, 9	MUD	D01976348
13	2		D01976347
14	1		D01976320
15	1, 13, 14		D01976313
16	1		D01976295
17	“Recommends LMCC maintain current 2 bin system from a risk management and cost perspective for at least another 5 years”		D01976282
18	2, 3, 4, 12		D01976259
19	1, 3, 14, support for 3 bin system condition on the reduction of size of bins		D01976255
20	2, 3, 4, 12		D01976255

21	2, 9	MUD, Department of Housing Units, one couple	D01976190
22	4, 9	MUD, Department of Housing Units	D01976190
23	2, 4, 9	MUD	D01975820
24	13 – Many comments about Council should lobby State gov't to reduce waste tax and other waste related issues		D01975553
25	4, 11 - wants to know full costing per household of the 3 bin system		D01975472
26	1	Property owner	D01975347
27	1		D01975161
28	3, 6, 14, 16  Suggests Council reduce rubbish collection to fortnightly to reinforce the need to avoid waste. Enquiry into what happens with compost from waste service?	Household of 5 (2 adults and 3 school children). Have 2 recycling bins.	D01975148
29	2, 3, 6, 14		D01974063
30	2- Uses private contractor to mow lawn and dispose of green waste	Elderly pensioner lives alone and uses contractor to mow lawn who takes green waste away as part of the service.	D01973293
31	2, 9, 11, – Resident suggest WastAway System	Senior Civil Engineer	D01973285
32	2, 9, 12		D01972787
33	1		D01972490
34	4	MUD, “not	D01972473

		young and have mobility problems”	
35	3, 4, 9		D01972395
36	4, 5, Uses private contractor to mow lawn and remove green waste. Party interested in having a minimal number of organic bins for community use	MUD, single occupant	D01972099
37	2		D01972099
38	1, 15		D01971521
39	Suggestion that a 3 <sup>rd</sup> bin is not sufficient for the amount of waste people generate on 2 acre blocks in Eraring		D01971380
40	2	MUD	D01971238
41	1, Concern that if bins remain same size, it may encourage people to fill them, and increase their waste volume		D01971181
42	1, 7, 15, - Would like occasional bulk green waste collection service		D01971099
43	1, 7		D01970473
44	1, Suggests Council drop gate fees at tip to encourage legal disposal of waste		D01970465
45	1		D01970245
46	1		D01972012
47	2, Not prepared to put food scraps in paper in the bin. Will put them in ice cream containers and then in bin for health reasons. If 3 bins comes in, party will use 2 bins for green	Single occupant	D01970206

	waste and 1 bin for recycling		
48	1, 8		D01970198
49	1		D01970194
50	1, 7		D01970189
51	1		D01970124
52	1 View to use mine sites as landfill, push for greater recycling of waste- such as ethanol from waste for fuel		D01969072
53	9, 10	MUD	D01968317
54	1, issues about phase 2 with colostomy bags and nappies left for 2 weeks. Would prefer only phase 1 from DWS		D01968314
55	1		D01968308
56	2, 12		D01967477
57	2, 4, 9	Lives in villa, in physical pain with back and knees	D01967230
58	3, 4, 5, 12		D01967008
59	Concern about nappies		D01966020
60	13, 3		D01964408
61	1, 3, 7, encourages enforcing penalties on those that do not comply with proper bin usage. Enquiry into what happens with compost from waste service?	86 year olds	D01963209
62	1		D01962920
63	1		D01962904
64	3, 4		D01962895
65	3, 4		D01962883
66	3, 4		D01962864

67	1		D01962851
68	1		D01962825
69	3, 4		D01962801
70	1, 8		D01962786
71	1		D01962776
72	1, 3		D01962751
73	1		D01962738
74	1		D01962715
75	Bin is currently full of organics, having 3 <sup>rd</sup> bin would minimise use of general waste bin		D01962689
76	1		D01962670
77	1, 7, 8		D01962649
78	1	Owns 3 blocks in LM	D01962636
79	1		D01962086
80	2, 5, 13 Comment that green waste service should be a phone in request service		D01961601
81	1, suggestion that MUDs have opt out of service option or user pays		D01961370
82	4, 6, 12, 13,		D01961192
83	2, 13, 15	Dyalisis patient, has excess recycling waste due to medical needs	D01961048
84	1		D01960696
85	1		D01959479
86	4, 16, wants recycling collected weekly instead of green bin and ability to dump green waste for free at landfill		D01959475
87	1	2 occupant	D01959472

		household	
88	1		D01959208
89	1, 7, 15 (9 for MUDs)	Family of 6	D01958775
90	2, 3 advocates for community gardens		D018958673
91	1, 8		D01958651
92	1		D018958537
93	1		D01958534
94	1, 7		D01958528
95	1		D01958521
96	1		D01958508
97	1, 7		D01958497
98	1, 3, 7 Council needs to consider if/how green waste will be managed, as well as future options for bulk waste pickups. Suggests Council offer reduce waste fees to residents that home compost/worm farm if 3 bin system does not get accepted.	Family of 4	D01958495
99	1		D01958397
100	1		D01958391
101	1 will bio bags be supplied? Nappy concern- Council should ensure ALL types of odorous waste are picked up weekly	Has toddler	D01957865
102	4, 9, 10, 12	Retired resident	D01957861
103	1		D01957701
104	1, 9 for MUDs and suggests 16	Large garden	D01957699
105	2, 12 – has garden contractor	Single pensioner on corner block	D01957615

106	2, 4 has garden contractor	Aged pensioners	D01957610
107	1, 7 - has tried home composting but unsuccessful.		D01957323
108	1, 7		D01957270
109	1, 14		D01957200
110	1, 3 Concern about effectiveness/quality of biodegradable bags- has had one for 2 years in compost bin. Suggests woven or hemp paper bin liners.		D01956915
111	1		D01956185
112	1		D01955577
113	1 likes the efficiency of 3 bin system		D01955110
114	1, 7		D01955107
115	2, 12	Elderly, single occupant	D01955104
116	2, 3, 12	pensioner	D01955100
117	1, 8 and community involvement aspect		D01955097
118	2, 9, doesn't believe quality of compost in 3 bin system is realistic		D01955095
119	2, 4		D01955090
120	1		D01955080
121	1	Live on quarter acre block	D0195576
122	1- view that many people home compost		D01955072
123	1 wants recycling service increased as well	Household of 4	D01955027
124	2, 3, 12- wants city-wide home composting, wants further consultation		D01954576

	with community and exact costings of 3 bin system transparently conveyed to community before decision made.		
125	2, offer rebate for residents to buy compost bin		D01953547
126	2, 3, 13		D01953307
127	1		D01953224
128	2, 3, 13	Lives on acreage	D01953077
129	2, 3		D01953077
130	2, 3		D01953071
131	1		D01952906
132	1, 3, 7		D01952902
133	1, 14, stop green waste pick up service at introduction of 3 bin strategy		D01952454
134	1		D01951907
135	1, 3, 1, 8, 9 for people on smaller properties		D01951903
136	4, 3		D01951540
137	2	Elderly pensioner	D01951484
138	2	Household of five	D01951403
139	1		D01951392
140	2, 9	MUD	D01951354
141	2, 3, 12		D01950946
142	1, 3		D01950008
143	1		D01949572
144	Wants better e waste recycling		D01949195
145	1		D01949054
146	4, views states that there is sufficient space in LM to create		D01945174

	a new landfill and suggests city-wide home composting provided by Council		
147	1, 7, suggest that smaller amount of third bins be supplied to MUDs	MUD	D01978545
148	1		D01978691
149	<p>4, 1. A recycle pickup weekly would be more appropriate.</p> <p>2. A monthly kerbside pickup of greenwaste, as this is more reasonable to our council area which is notoriously green</p> <p>3. More emphasis on composting kitchen/garden waste</p> <p>4. Leave any unnecessary packaging with the retailers who insist on overpackaging everything and create more incentives/promotion to businesses to recycle and to use more environmentally agreeable products. These packaging products already exist, insist or encourage their use</p>	Single home owner	D01978830
150	1, 3, 7		D01979416
151	1, 3, 7		D01979421
152	1		D01979425
153	2, 12		D01979648
154	Wants Council to lobby federal and State government to cap waste taxes and introduce packaging		D01980314

	tax to producers		
155	1, 3		D01980431
156	1, 8		D01980491
157	2, 9		D01980689
158	1		D01980718
159	1		D01980719
160	1, 15		D01981863
161	1, 7		D01981870
162	1		D01981873
163	4		D01981878
164	1, 9		D01981880
165	1 – suggests Council subsidises people to home compost		D01981883
166	1-3 bins is an environmentally sensible and cheaper option. However, storing an additional bin is a huge consideration for me. I generate minimal waste as a sole occupier of a townhouse in a high density housing area. I ask that Council work with the community to address storage issues of a 3 bin system.	Town house, high density area, single occupant	D01981888
167	2		D01981893
168	2, 3		D01981896
169	1		D01981898
170	1, 7		D01982108
171	1		D01982134
172	1		D01982145
173	1		D01982180
174	1, produces much green waste but does not have ability to compost at home	Single occupant, elderly pensioner	D01982205

175	1		D01982472
176	1, 3 -also President of Toronto & Districts Garden club - 76 members, and I know they all compost but often have too much green waste	Blue dot customer,	D01982529
177	1		D01982537
178	1		D01982545
179	1, 11 – concern over odour issues		D01983287
180	2, 9- likes idea of 3 bin system but does not capacity to store 3 bins, suggests residents have choice of either option.	Cluster style housing	D01983293
181	1, likes the community engagement aspect of 3 bin system		D01984299
182	2, 3, 10		D01984340
183	1	Large block	D01984343
184	1		D01984344
185	1		D01984346
186	1, 3		D01984401
187	1- produces much green waste		D01984408
188	1		D01984560
189			D01984655
190	1		D01984777
191	1, 7, 8		D01984836
192	1		D01984846
193	1, 14		D01984850
194	1, 14		D01984858
195	1, 3, only selects 3 bin option for cost reasons.	Aged pensioner	D01984866
196	2	Small house cluster style area of housing	D01984922

197	1, 13 for residents in MUDs. Request for more e-waste drop off points		D01985003
198	13 - Wants more options- 3 bins viable for large families but not for MUDs and small blocks		D01985057
199	1, 7		D01985136
200	1		D01985698
201	1		D01985971
202	1		D01985974
203	1		D01985978
204	2, 13 such as in Dunedin City NZ.		D01986160
205	1, 7, 8		D01986158
206	2		D01986298
207	2	Small block of land	D01986370
208	1		D01986480
209	2, 3		D01986400
210	2, 13		D01986462
211	1 request for Council to supply biodegradable bags		D01986800
212	1, 15		D01986805
213	2, does not produce enough waste	MUD, aged pensioner	D01986863
214	1, 3, 7		D01986887
215	1		D01986889
216	1		D01986893
217	1		D01986918
218	1, 7, suggests MUDs can share organic bin		D01988386
219	2, 13- disadvantages home composters		D01988387
220	1		D01988388
221	1, 6, 11		D01988390
222	1		D01988487

223	1		D01988494
224	1, 7		D01988496
225	1		D01988501
226	1		D01988504
227	1		D01988511
228	1		D01988513
229	1		D01988515
230	1, 7		D01988516
231	2, 9	MUD	D01988518
232	1		D01988519
233	1		D01988523
234	1		D01988525
235	2, 13, 12		D01988549
236	9		D01988656
237	2, 3, 12		D01988840
238	2- wants city-wide home composting supported by Council	MUD	D01988922
239	1, 6, 13		D01989354
240	1 conditional on 13		D01989362
241	1, 3, 13		D01989435 Relates to D01954921
242	6, 9, 13		D01989461
243	3, 4, 10	Two occupant house, elderly pensioner	D01989941
244	3, 13 - International research has shown that introduction of a cost factor influences community behaviour, significantly reducing landfill requirements.	Single occupant, pensioner	D01989278
245	2, 12		D01990354
246	1, 6 – comment on the need to target supermarkets and food producers on their use of non-		D01990427

	reusable plastic in packaging.		
247	1, 3, 6, 7, 8		D01992639
248	2	Elderly, villa complex	D01999515



# Waste Services Community Survey

November 2010

Prepared for:



**Prepared by:**



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## Background & Methodology

Lake Macquarie City Council is currently investigating the opportunity to implement a 3 bin waste collection service. To assist with informing Council of resident attitudes towards the new system Micromex Research was contracted to conduct a telephone survey of 1,000 residents.

As an introduction to the survey, residents were given background information on the proposed 3 bin system. The information provided is detailed below:

*The next question relates to the weekly waste collection service Council provides. Before I ask the question, I will just give you some background.*

*Lake Macquarie's only tip at Awaba is almost full and Council is experiencing increasing waste costs outside its control. As a result Council has been investigating opportunities to more efficiently process household waste to reduce future cost increases and is specifically looking at introducing a 3 bin waste system.*

*With a 3 bin system, you would separate your garden and food waste into the third bin. The contents of the third bin would be processed to produce a high quality compost product. Because the waste is separated at your home, the cost of the 3 bin system is actually slightly cheaper than the alternative 2 bin system.*

*With a 2 bin system, the contents of your waste bin would be separated at a waste processing plant, with the garden and food waste further processed into a low quality compost product.*

*Put simply, the 3 bin system requires you to do more at home and it produces a contaminant free compost. The 2 bin system allows everyone to keep doing what they have always done but it costs a little more and produces a lower quality compost.*

### Questionnaire

Micromex Research, together with Lake Macquarie City Council prepared the questionnaire in November 2010.

A copy of the questionnaire is provided in the Appendix.

### Data collection period

The survey was conducted by telephone. The survey was conducted from 4:30pm to 8:30pm over the week commencing 10<sup>th</sup> November 2010.

## Sampling error

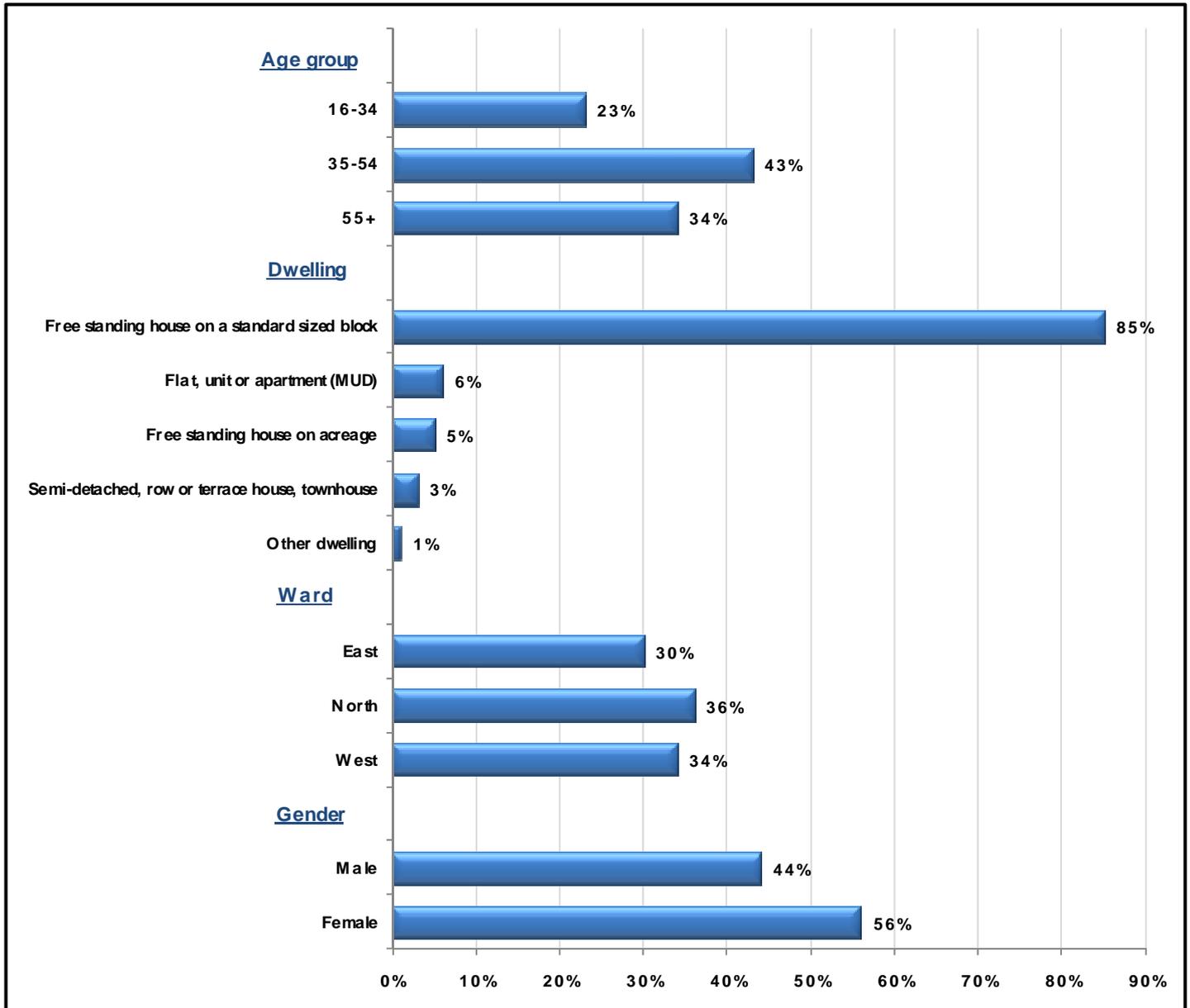
A sample size of 1,000 residents provides a sampling error of +/- 3.1 at 95% confidence.

**Errors:** Data in this publication is subject to sampling variability because it is based on information relating to a sample of residents rather than the total number. This difference (sampling error) may occur due to imperfections in reporting and errors made in processing the data. This may occur in any enumeration, whether it is a full count or sample.

Efforts have been made to reduce the non-sampling error by careful design of the questionnaire and detailed checking of completed questionnaires.

## Sample Profile

The final achieved sample of n=1,000 robustly covers off all key demographic sub-groups. This allowed us to undertake some of the analysis at a subgroup level.



## Summary & Conclusions

### Summary

There is a strong community preference for the 3 bin system. 69% of respondents stated that they believed it would be the best option for their household.

The prime drivers of preference for the 3 bin system were essentially green waste management and the environment.

18% of residents preferred the 2 bin system, primarily because they felt that the current system of waste collection already met their needs and requirements.

55% of residents have no current methods of managing organic waste.

45% of residents have some methods of disposal/use of organic waste.

These were:

- A working compost for food scraps 41%
- A working worm farm 8%
- Chooks or domestic fowl 5%

Main barriers to composting of food scraps were:

- appropriate My living circumstances are not 43%
- scraps I do not need or want to compost food 22%

### Conclusion

1. There is overwhelming resident support for the introduction of a 3 bin waste collection service.
2. To overcome barriers to composting LMCC needs to address the barrier of 'appropriateness' – by offering urban friendly composting education and/or solutions.





## Results

## Overview

There is a strong community preference for a 3 bin system. 69% of respondents stated that they believed it would be the best option for their household.

- 18% of residents preferred a 2 bin system
- 9% of residents would be satisfied with either system

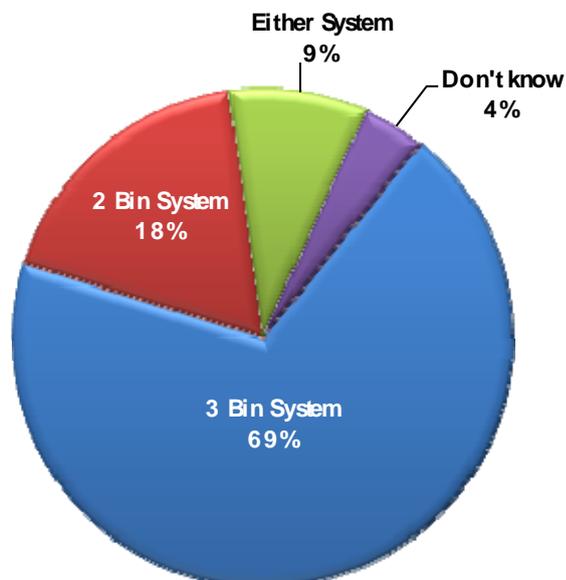
## Preference – Skews

- Residents aged 35-54 had significantly higher levels of preference for a 3 bin system, compared to residents aged 55 and over
- Similarly, residents living in a free standing house on a standard sized block were significantly more likely to prefer a 3 bin system than those living in flats or semis

Q5a. *Whilst we have only given you limited information about the service alternatives, we would like to understand your perception of which service you think would be best for your household.*

*Do you think you would prefer the:*

**Preferred Bin System**



	Free standing house on acreage		Free standing house on a standard sized block		Semi-detached, townhouse, row or terrace house		Flat, unit or apartment (MUD)		Other dwelling	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
3 bin system	33	65%	606	71%	16	51%	28	50%	7	56%
2 bin system	14	28%	145	17%	5	16%	14	26%	1	10%
Either system	1	1%	72	8%	7	23%	4	7%	2	20%
Don't know	3	5%	27	3%	3	10%	9	17%	2	15%
Total	51	100%	850	100%	32	100%	55	100%	12	100%

**NB:** All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

## Waste Services (Cont'd)

	16-34		35-54		55+	
	Count	Column %	Count	Column %	Count	Column %
3 bin system	161	70%	320	75%	208	61%
2 bin system	25	11%	68	16%	86	25%
Either system	35	15%	32	7%	20	6%
Don't know	9	4%	10	2%	25	7%
Total	230	100%	430	100%	340	100%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
3 bin system	217	72%	246	68%	227	67%
2 bin system	42	14%	68	19%	70	20%
Either system	29	10%	27	8%	30	9%
Don't know	13	4%	18	5%	14	4%
Total	301	100%	359	100%	340	100%

	Male		Female		Overall	
	Count	Column %	Count	Column %	Count	Column %
3 bin system	300	68%	389	70%	689	69%
2 bin system	82	19%	97	17%	180	18%
Either system	32	7%	55	10%	87	9%
Don't know	28	6%	16	3%	44	4%
Total	443	100%	557	100%	1000	100%

**NB:** All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

## Waste Services (Cont'd)

Q5a. *Whilst we have only given you limited information about the service alternatives, we would like to understand your perception of which service you think would be best for your household.*

*Do you think you would prefer the: (Cont'd)*

Q5b. *May I ask why you prefer that system?*

### Reason for preference - 3 Bin System

Residents who preferred the 3 bin system indicated that the prime drivers of preference were green waste management and the environment.

Specifically these were:

• Better for the environment	26%
• Better management of green waste	17%
• Better compost would be produced	11%
• More cost effective/Cheaper	11%
• We need the green bin as we have a lot of green waste	11%
• Good/Great idea, would love it to go ahead	7%
• Experienced with similar systems either at home or in other council areas	4%
• Less waste going into landfill/Awaba tip	4%
• More convenient way to recycle garden waste and food scraps	4%
• Easier system, both for Council and residents	4%
• Other	6%

**NB:** Respondents were able to give more than one answer and therefore the total may exceed 100%

Better for the environment

Better management of green waste

More cost effective/Cheaper

*'We like to do as much as we can for the environment and it would be a great idea to reduce the waste'*

*'Much better way of disposing of green waste'*

*'The more we can manage our waste the better it is'*

*'If we can save money and get a better product by doing it ourselves at home, we should'*

*'Have been waiting for Council to do this for years'*

*'Brilliant idea but concerned about having three bins to take out as an elderly resident'*

## Waste Services (Cont'd)

### Reason for preference - 2 Bin System

Residents who preferred the 2 bin system felt that the current system already suited their needs and requirements.

• Compost/already use our green waste	28%
• The current 2 bin system is sufficient/works well	22%
• Do not have use/need for the third bin	18%
• Lack of space for a third bin	8%
• No particular reason	2%
• Other	22%

#### Compost/already use our green waste

#### The current 2 bin system is sufficient/works well

#### Do not have use/need for the third bin

*'Already compost at home'*

*'All our green waste and food scraps goes to our chickens, we wouldn't get any benefit from a 3rd bin'*

*2 bin system currently works well*

*'I'm satisfied with 2 bins and I don't want another bin to have to take out'*

*'Do not have much green waste and so would not use the third bin'*

*'We don't produce enough waste to warrant an extra bin'*

*'Not enough room for another bin'*

## Waste Services (Cont'd)

### Overview

45% of residents have some methods of disposal/use of organic waste.

These were:

- A working compost for food scraps 41%
- A working worm farm 8%
- Chooks or other domestic fowl 5%

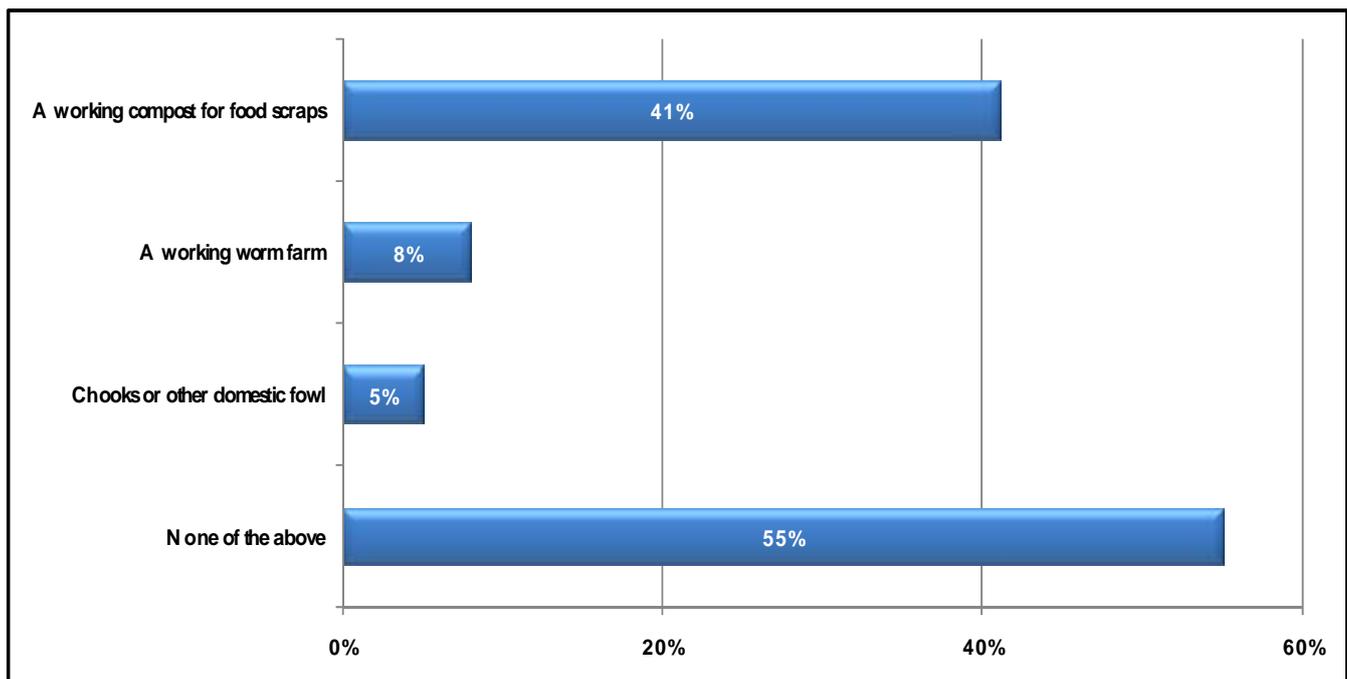
Residents who had a working compost for food scraps were significantly more likely to be:

- Living in a free standing house on acreage
- Aged 35-54 y/o
- Living in the West Ward

55% of residents have no current methods of managing organic waste.

Q6. Do you have any of the following items on your property?

### Current Uses For Organic Waste



**NB:** Respondents were able to give more than one answer and therefore the total may exceed 100%

## Waste Services (Cont'd)

	Free standing house on acreage		Free standing house on a standard sized block		Semi-detached, townhouse, row or terrace house		Flat, unit or apartment (MUD)		Other dwelling	
	Count	Column %	Count	Column %	Count	Column %	Count	Column %	Count	Column %
Chooks or other domestic fowl	10	19%	42	5%	0	0%	0	0%	0	0%
A working worm farm	11	22%	70	8%	1	2%	1	1%	1	5%
A working compost for food scraps	29	57%	365	43%	4	14%	11	20%	3	29%
None of the above	17	33%	456	54%	27	86%	44	79%	8	66%
Total	51	100%	850	100%	32	100%	55	100%	12	100%

	16-34		35-54		55+	
	Count	Column %	Count	Column %	Count	Column %
Chooks or other domestic fowl	14	6%	28	6%	10	3%
A working worm farm	18	8%	43	10%	22	6%
A working compost for food scraps	85	37%	194	45%	133	39%
None of the above	138	60%	218	51%	196	58%
Total	230	100%	430	100%	340	100%

	East		North		West	
	Count	Column %	Count	Column %	Count	Column %
Chooks or other domestic fowl	8	3%	23	6%	21	6%
A working worm farm	16	5%	28	8%	40	12%
A working compost for food scraps	110	37%	133	37%	169	50%
None of the above	181	60%	214	60%	158	46%
Total	301	100%	359	100%	340	100%

	Male		Female		Total	
	Count	Column %	Count	Column %	Count	Column %
Chooks or other domestic fowl	15	3%	36	6%	51	5%
A working worm farm	47	11%	37	7%	83	8%
A working compost for food scraps	202	46%	211	38%	412	41%
None of the above	231	52%	320	58%	552	55%
Total	443	100%	557	100%	1000	100%

**NB:** Respondents were able to give more than one answer and therefore the total may exceed 100%

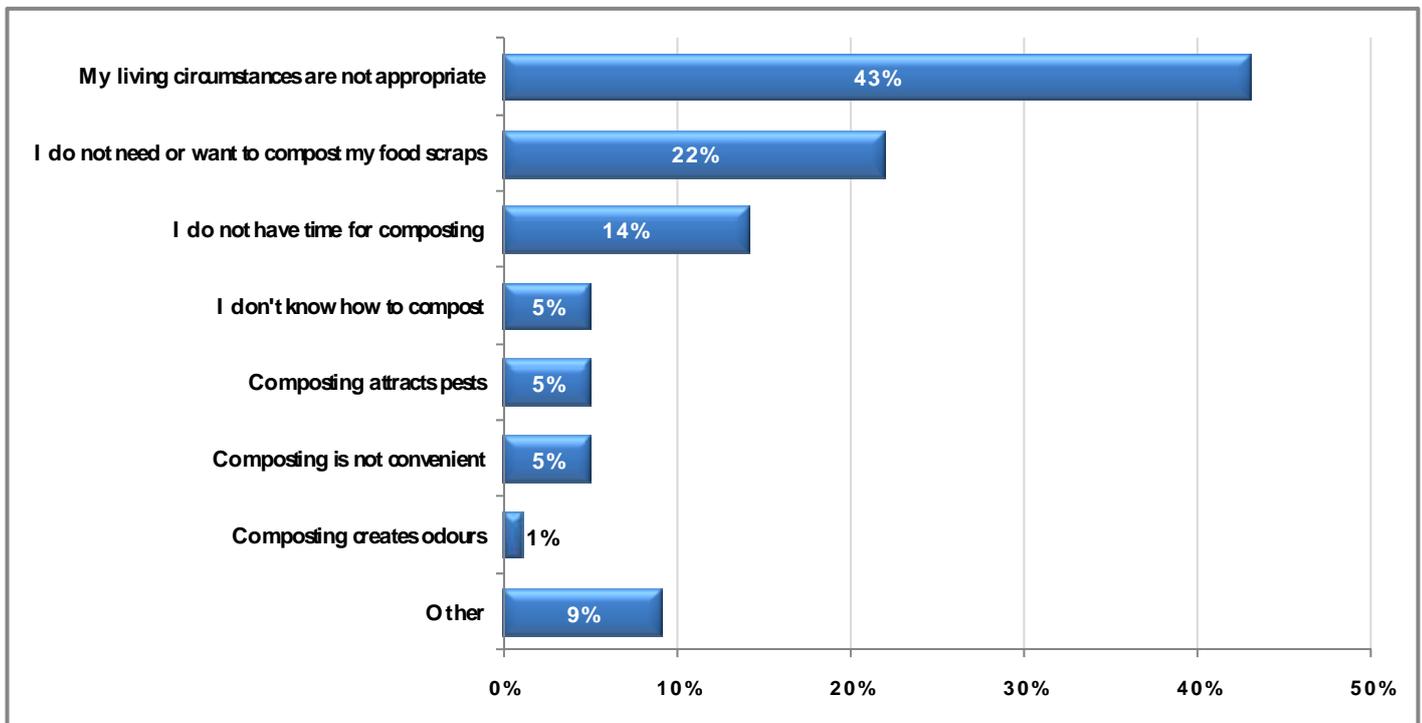
## Waste Services (Cont'd)

Main barriers to composting of food scraps were:

- My living circumstances are not appropriate 43%
- I do not need or want to compost food scraps 22%
- I don't have time for composting 14%

Q7. Is there any specific reason why you do not compost food scraps? (Do not prompt)

### Reasons For Not Currently Composting Food Scraps



	Count	Column %
My living circumstances are not appropriate	239	43%
I do not need or want to compost my food scraps	119	22%
I do not have time for composting	76	14%
Composting is not convenient	28	5%
Composting attracts pests	27	5%
I don't know how to compost	27	5%
Composting creates odours	8	1%
Other	47	9%
Total	549	100%

**NB:** Respondents were able to give more than one answer and therefore the total may exceed 100%

### Other

• No reason	15
• Laziness	8
• Food scraps are given to our neighbours/friends as they have a use for them	6
• Food scraps are given to pets	5
• Not enough food waste to compost	5
• Cost of compost bins is too high	2
• Age	1
• Habit	1
• Have a dog who disturbs it	1
• Haven't got around to it but am interested	1
• We are getting a compost system soon	1
• We have an insinkerator	1

## Demographic information

Q8. Which of the following best describes your dwelling?

	Count	Column %
Free standing house on a standard sized block	850	85%
Flat, unit or apartment (MUD)	55	6%
Free standing house on acreage	51	5%
Semi-detached, row or terrace house, townhouse	32	3%
Other dwelling	12	1%
Total	1000	100%

Q9. Please stop me when I read out your age group:

	Count	Column %
16-34	230	23%
35-54	430	43%
55+	340	34%
Total	1000	100%

## Demographic information (Cont'd)

Q10. In which suburb do you live? (Cont'd)

	Count	Column %
North	359	36%
West	340	34%
East	301	30%
Total	1000	100%

Charlestown	57	Barnsley	13	Martinsville	5
Warners Bay	54	Wyee	13	Pelican	5
Cameron Park	39	Buttaba	13	Nords Wharf	5
Belmont	36	Arcadia Vale	13	Kilaben Bay	5
Belmont North	34	Whitebridge	12	Fishing Point	4
Toronto	33	West Wallsend	12	Killingworth	4
Valentine	29	Booragul	12	Argenton	4
Cooranbong	28	Floraville	10	Boolaroo	4
Edgeworth	28	Glendale	10	Wyee Point	4
Cardiff	27	Caves Beach	10	Marmong Point	4
Swansea	26	Tingira Heights	10	Dora Creek	3
Dudley	21	Holmesville	10	Balmoral	3
Blackalls Park	21	Windale	10	New Lambton Heights	3
Marks Point	21	Blacksmiths	9	Mandalong	2
Woodrising	18	Morisset	9	Balcolyn	2
Mount Hutton	17	Bonnells Bay	8	Awaba	2
Wangi Wangi	17	Adamstown Heights	8	Fassifern	2
Cardiff South	17	Highfields	8	Windermere Park	1
Fennell Bay	17	Bolton Point	8	Sunshine	1
Eleebana	16	Rankin Park	8	Croudace Bay	1
Redhead	16	Belmont South	7	Other	1
Rathmines	16	Kotara South	7	Wakefield	1
Kahibah	16	Hillsborough	6	Swansea Heads	1

Macquarie Hills	15	Teralba	6	Seahampton	1
Jewells	15	Carey Bay	6	Mirrabooka	1
Gateshead	15	Cardiff Heights	6	Eraring	1
Speers Point	14	Lakelands	6	Brightwaters	1
Coal Point	13	Garden Suburb	6		

## Demographic information (Cont'd)

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Q11. Gender by voice.

	Count	Column %
Male	443	44%
Female	557	56%
Total	1000	100%



# Appendix

## Lake Macquarie City Council – Community Survey – 2010

### Part Four – Waste Services

The next question relates to the weekly waste collection service Council provides. Before I ask the question, I will just give you some background.

Lake Macquarie's only tip at Awaba is almost full and Council is experiencing increasing waste costs outside its control. As a result Council has been investigating opportunities to more efficiently process household waste to reduce future cost increases and is specifically looking at introducing a 3 bin waste system.

With a 3 bin system, you would separate your garden and food waste into the third bin. The contents of the third bin would be processed to produce a high quality compost product. Because the waste is separated at your home, the cost of the 3 bin system is actually slightly cheaper than the alternative 2 bin system.

With a 2 bin system, the contents of your waste bin would be separated at a waste processing plant, with the garden and food waste further processed into a low quality compost product.

Put simply, the 3 bin system requires you to do more at home and it produces a contaminant free compost. The 2 bin system allows everyone to keep doing what they have always done but it costs a little more and produces a lower quality compost.

**Q5a. Whilst we have only given you limited information about the service alternatives, we would like to understand your perception of which service you think would be best for your household.**

**Do you think you would prefer the:**

- 3 bin system
- 2 bin system
- Either system
- Don't know

**Q5b. May I ask why?**

.....  
.....

**Q6. Do you have any of the following items on your property?**

- Chooks or other domestic fowl            **(Go to Q8)**
- A working worm farm            **(Go to Q8)**
- A working compost for food scraps            **(Go to Q8)**
- None of the above

**Q7. Is there any specific reason why you do not compost food scraps? (Do not prompt)**

- I don't know how to compost
- I do not have time for composting
- My living circumstances are not appropriate
- Composting attracts pests
- Composting is not convenient
- I do not need or want to compost my food scraps
- Composting creates odours
- Other (specify)       .....

**Part Five – Demographic information**

**Q8. Which of the following best describes your dwelling?**

Free standing house on acreage

Free standing house on a standard sized block

Semi-detached, row or terrace house, townhouse

Flat, unit or apartment (MUD)

Other dwelling

**Q9. Please stop me when I read out your age group:**

16-34

35-54

55+

**Q10. In which suburb do you live? .....**

**Q11. Gender by voice.**

Male  Female

## **APPENDIX 5: SUBMISSION FROM SUSTAINABILITY DEPARTMENT**

### **Air, Land and Water Pollution**

AWT and SSO options both provide similar benefits in terms of reduced air and water pollution, compared to business as usual landfill operations. Given that both AWT and SSO composting will be indoors, there will be minimal dust and odour issues. Compost maturation may be conducted outdoors under either option, with associated potential for odour issues. Outdoor windrows (SSO prior to the addition of food waste) will require dust suppression to minimise air pollution.

Both AWT and SSO are effective in reducing emissions of gaseous pollutants including methane, due to treatment in aerobic conditions and use of scrubbers to strip air-borne contaminants from vessel exhaust. SSO may result in less gaseous pollutants as the source material is relatively uncontaminated compared to AWT source material. Carbon emissions are specifically discussed under energy and water consumption.

Both systems provide opportunities to control leachate, due to in-vessel containment. Again, SSO is expected to generate leachate with low levels of contamination, compared to AWT, due to the higher quality source material.

A key distinguishing factor between the options is that there are lower risks associated with disposal of the compost product from an SSO system. Compost from AWT will be contaminated with heavy metals, plastics, and other chemical compounds. This will make it unsafe for general use, restricting its application to mine site rehabilitation, non-contact and broad acre agriculture, and plantation forestry. The AWT compost product may leave a significant land and water contamination legacy, which, if applied to land in Lake Macquarie City, may ultimately be transported to Lake Macquarie. The 3F General Exemption for AWT compost under the *Protection of the Environment (Waste) Regulation 2005* currently permits these applications until 30 June 2013. If future standards for AWT compost are tightened, there is a risk that Council will have difficulty finding markets for the product. However, demand for mine-site rehabilitation material in the Hunter Valley is substantial and any amendment to existing regulations is likely to continue to permit application of low-grade compost to these sites. Compost generated from SSO is suitable for general application including residential and public open space settings (Australian Standard 4454), and therefore would have a premium value, providing environmental benefit to depauperate soils and employment benefit to local citizens. The quality of SSO compost may be further improved through addition of other locally available soil conditioning agents, such as fly ash or seagrass wrack, to produce higher value compost for a range of markets. There is potential, however, for these higher market value end-uses to be compromised if there is inadequate source separation at the household level.

### **Energy and Water Consumption**

No information is available about the energy and water requirements of the options. On-site water collection and reuse may be sufficient to meet demand from either option. Embodied energy in the construction of the AWT is likely to be significantly higher than that of the SSO. Energy use is likely to be marginally higher during operation of the AWT.

There will be no change in energy consumption associated with waste collection for AWT. There is predicted to be a 10% increase in energy consumption (and associated carbon pollution) from additional heavy vehicle movements to collect waste from a third bin for SSO. Although there will be a significant increase in truck movements at the individual household level for SSO (67% increase during the green-waste-only phase and 33% increase when the food waste stream is introduced and the residual bin service is reduced to fortnightly) there is no change in the total volume of waste transported to the processing

facility (and hence the number of truck trips required to transport it). The increased energy use arises from increased distances travelled to transport the same amount of waste.

While SSO is projected to have slightly higher carbon emissions overall (approximately 425,000 tonnes of CO<sub>2</sub>-e compared to 450,000 tCO<sub>2</sub>-e for AWT), future developments in heavy vehicle technology over the life of the system may result in lower SSO transport emissions.

SSO has the additional benefit of capacity to retrofit electricity generation through addition of a robust anaerobic digester. Retrofit of an anaerobic digester to the AWT is possible, but has proven technically difficult in Australian applications. The AWT could incorporate a thermal (energy from waste) process to recover electricity, for example through pyrolysis or incineration. Energy from waste technology provides superior greenhouse gas abatement, but is expensive and requires comprehensive pollution control (e.g. for heavy metals, dioxins). Without gas capture and reuse for electricity generation, both the SSO and AWT options are unlikely to be significantly better from a carbon pollution perspective than the business-as-usual waste to electricity operation at Awaba landfill.

### **Technology and Landfill Capacity Risk**

The SSO system has a significantly lower technology risk profile than the AWT. The SSO technology has proven to be reliable under normal Australian operating conditions.

There is also a significant landfill capacity risk associated with the AWT system, as it has a longer lead-time, and greater potential for delay in commissioning. If delay is prolonged, Council's ability to provide waste disposal services within the City may be compromised due to exhaustion of capacity at Awaba landfill.

### **Community Engagement**

Community consultation conducted as part of the Waste Strategy Project indicates that the community is generally ready to accept a third bin associated with the SSO system. Furthermore, the education and awareness campaigns associated with the introduction of a third bin can generate opportunities to make the link between consumption and waste generation at the household level. This opportunity is foregone when there is no change for the user of the waste system.

There is, however, potential for increased waste generation due to the increased household waste disposal capacity associated with a third bin. This capacity increase could be negated by provision of (optional) smaller residual and green bins.

It is unlikely that the performance of either option will be affected by organic diversion through home composting; however, under either option there is potential for home composters to be concerned about paying increased costs for processing of organics if they are not contributing organics to the waste stream.

Disposal of nappies will be a potentially contentious aspect of an SSO system in the fortnightly residual collection phase, due to odour and capacity issues. There are, however, proposals to develop fully biodegradable disposable nappies. At present, disposable nappies are available with only the tabs being persistent.

In Lake Macquarie City, bins are owned by individuals rather than Council. This presents a difficulty for implementation of the SSO system, as Council currently has no control over the colour of the residual bin. While it is relatively straight-forward to introduce a new (bright) green-lidded organics bin owned by Council, eventually it will be preferable for Council to own the residual bin in order to facilitate consistent colour-coding, education and

awareness, and provision of smaller bins. This transition will be complex and costly (although less costly than the alternative).

### **Preferred Option**

Application of the precautionary principle clearly identifies SSO as the preferred option overall, as it delivers a high quality compost product that may be used to ameliorate soils within the local region without risk of future land and water contamination. SSO also provides opportunities to achieve improved decision-making at the household level in relation to waste and consumption that are foregone under the AWT option.

The AWT is projected to deliver marginally improved diversion of waste to landfill (although this benefit is within the margin of error of the analysis and may not be realised), and from the community perspective represents a business-as-usual waste disposal system. While maintaining a business-as-usual disposal system may be appealing, as it reduces operational issues to Council associated with introducing householders to a new waste system, an increase in household responsibility for consumption and waste is necessary if broader environmental sustainability objectives are to be achieved.

The two foregoing analyses further demonstrate how close the two options are in respect of their benefits, problems and level of support. Individual preference will be driven by personal values and it is not likely that Council will be able to present an option that represents the absolute best choice.

The next stage of this project, informed by Council's draft technology choice, should at least ensure Council has the maximum possibility of drawing a reaction from residents over the indicated choice. To facilitate feedback, the stage three consultation proposal includes;

Exhibition scheduled for Monday 15 November – Friday 24 December 2010

Six integrated consultation/awareness sessions at shopping centres scheduled over two week period of exhibition

'The Great Waste Debate' scheduled for 1 December 2010 (11am) to generate interest, participation and feedback on Draft Waste Strategy

Advertising and promotion of exhibition consistent with previous communication plans

Telephone survey of a cross section of City Residents seeking an opinion about the draft option and the main alternative.

It is intended that if there are significant community misgivings about Council's preferred technology choice, it will be exposed by the above consultation.

## **APPENDIX 6: SUBMISSION FROM WASTE OPERATIONS GROUP – WASTE, ENVIRONMENT AND RANGERS DEPARTMENT**

The Operations group staff support the two bin MSW Enclosed Composting option for the following reasons:

- The risk associated with community change management and improper use of an additional green/organics bin resulting in contamination of SSG and SSO input. This is evidenced by contamination in the current MSW and recycling bins. Concern is that there will be a need for high community education with a risk of failure in changing habits/culture. This will be exacerbated if a phased three bin system is introduced
- Presentation and collection issues associated with an additional bin and the logistical/administrative issues (ongoing) in the delivery of the service
- Concerns relating to who will be providing the third bin collection service - will it be in-house or contract
- Recognising that a two bin system has a higher cost over 10 and 30 years, the difference is not that significant and would be well within reasonable limits
- Both options have the risk of available markets. If any Council is best placed to market an AWT compost it is Lake Macquarie given its proximity to the Hunter Valley's mine site rehabilitation needs. This also negates the need to compete with other producers of AS4454 compost
- The negative environmental impact from having a third bin service through fleet carbon emissions, fuel use, embodied energy use
- The potential social and industrial relations issues associated with a change from weekly to fortnightly residual bin collection
- There is a risk that an increased bin service is making it easier for residents to generate more waste by virtue of providing an increased collection capacity
- The level of diversion/recovery from a two bin option is far greater
- A three bin system relies on the efficiency of the community which will be further confused if a phased system is introduced
- The equity in forcing a third bin on residents who don't generate green waste, disadvantaged, unit dwellers etc
- The potential for a differential pricing structure to address those who cannot or do not want the service. This also exaggerates the issues around vacant land
- Mixed messages will be sent to the community where we encourage home SSO waste management on one hand and then impose a third bin for kerbside collection
- Issues around space to store a third bin, particularly given higher density housing development
- Concern that three bins will pose problems of kerbside space and bin spacing. There is a view that bin collection days should be staggered for a two or three bin system
- There will be an increase in the service requirements for "blue dot" services with a third bin
- Concern of resident reaction to any reduced residual bin capacity (size) or frequency if a third SSO/SSG bin is introduced. Another dimension to this is the difficulty in managing different bin/service types and fee structures
- Alternative green waste collection services can be provided to enhance SSG diversion outcomes in conjunction with a two bin option pending the implementation of an AWT facility
- To adopt a three bin option we are committed to it for eternity but a two bin system allows us to change to a three bin system later if required, using the same technology with minimal redundancy. This provides greater flexibility for the future
- The urgency of introducing the preferred phased three bin option could be mitigated by introducing other strategies to extend the life at Awaba