

# STRATEGIC WASTE MANAGEMENT PLAN COMMUNITY CONSULTATION

Bunbury Harvey Regional Council recognises that waste management is a vital public health and environmental service that affects each and every member of our community. A Community Consultation program was implemented to gauge public opinion on waste management in the region with a series of information days held at locations of interest to gain knowledge on what is expected from the community. The purpose of these days was to identify the key opportunities for the future and the services required by the people that access the facilities.

Three (3) consultation days were held, one (1) at Bunning's Australind, one (1) at Bunning's Bunbury and the final day was held at the Bunbury Forum Shopping Centre. The household 3 Bin system and Household Hazardous Waste displays were set up and the public was given the opportunity to ask questions and were asked to complete a quick survey.

184 submissions were received.

The information received will help guide the Strategic Waste Management Plan. This plan has been developed with a regional focus so as to secure cost effective waste disposal services for the surrounding communities within the Bunbury Wellington Region and to ensure that the environment and land holders are safeguarded from pollution and off-site effects associated with the proposed expansion and operation of the landfill.

The purpose of this plan is to focus attention on increasing waste diversion from landfilling and providing the framework to inform long term planning for waste in the region. 39 respondents requested a copy of the updated Strategic Waste Management Plan once completed.



The consultation successfully reached the target audience and was a great opportunity to talk directly to the community that we are involved with. Everyone learnt something on the day and it was very well received.

In general most people that stopped and completed the survey were well educated on waste and recycling but also agreed that more could always be done to divert waste from landfill.

Of the submissions received the majority were from the Shire of Harvey (49%) or the City of Bunbury (27%) although Dardanup, Capel, Collie and Donnybrook-Balingup were also featured.

75% of respondents had previously visited the Stanley Road Waste Management Facility with just over 90% of those, disposing of residential waste and 12% looking at the Trash and Treasure shop.

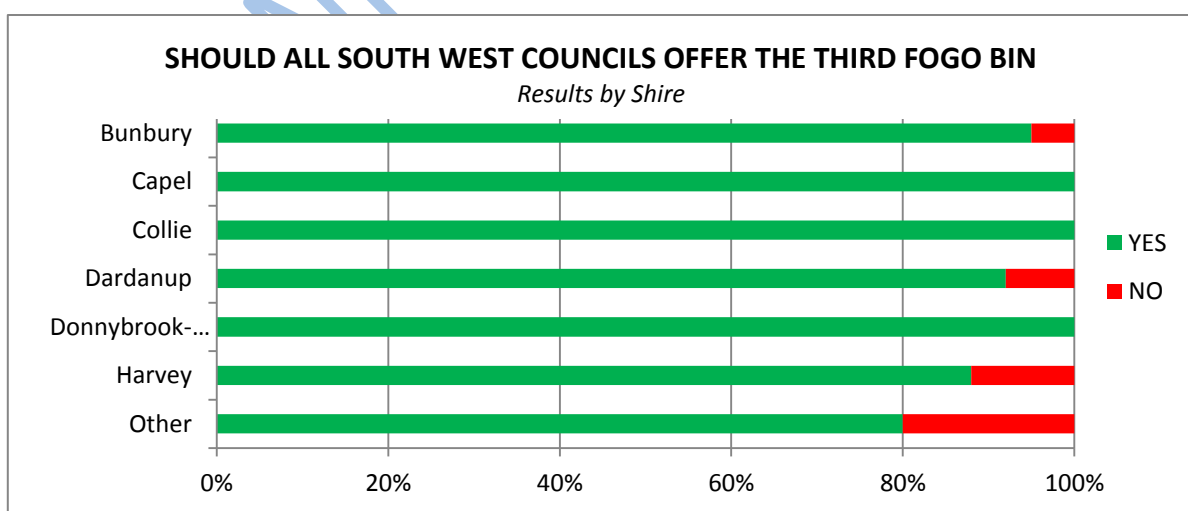
80% of those that have visited SRWMF were *Satisfied* or *Very Satisfied* with their experience and only 3 respondents, or 2% were *Very Dissatisfied*.

The community was given the opportunity to highlight any issues they had with waste and recycling in the area and a range of issues were discussed.

Education of the general public was highlighted as an issue that needs to be consistently covered across the shires and conducted on a regular basis whether it is formal education days or hints and tips via social media.

The need for convenient drop off points for Household Hazardous Waste (HHW) is also an issue as *“no one is going to come out to dispose of a couple of ‘AA’ batteries”*. Discussions are being held with Bunning’s Australind in regards to BHRC maintaining a small drop off point within the Bunning’s complex. Bunning’s currently do this and with our help we can stream line the system so that it is a more convenient location for people to dispose of their HHW. If the trial is deemed a success then it will be put in place on a formal basis with more locations considered.

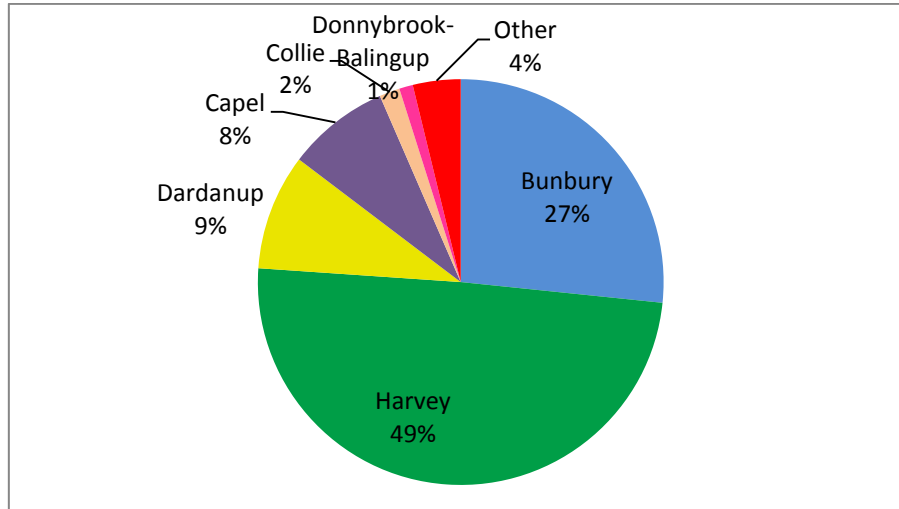
The main issue raised was the diversion of food and organic waste and ensuring that it didn’t end up in landfill. Over 90% of respondents suggested that shires not currently using the 3 bin system **should** have the lime-green Food and Organics Waste Bin.



Questions and answers received are as follows.

**Q1:** Which Council area are you from?

As previously noted, of the submissions received the majority were from the Shire of Harvey (49%) or the City of Bunbury (27%) although Dardanup, Capel, Collie and Donnybrook-Balingup were also featured.

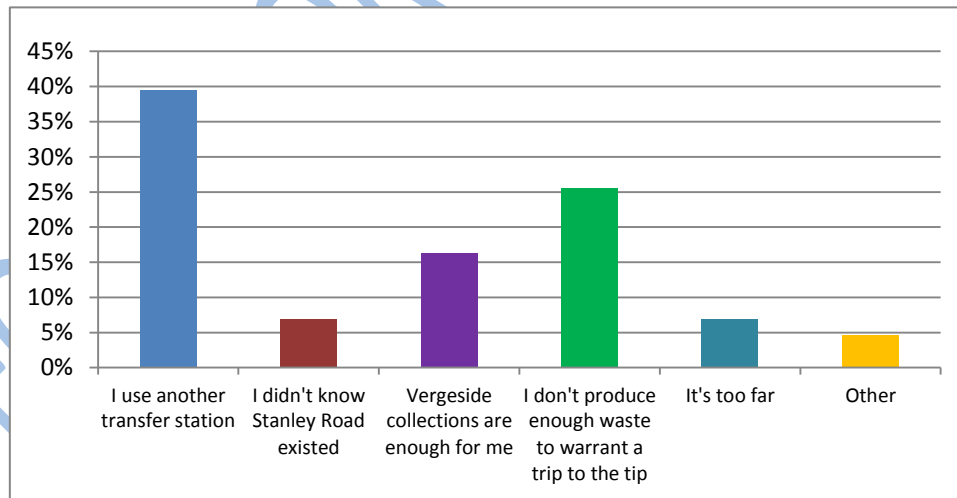


**Q2:** Have you ever visited SRWMF as a customer?

YES 74%  
NO 26%

**Q3:** Why haven't you been to SRWMF?

39% of respondents used a Transfer Station that's closer to where they live, while 7% did not know that SRWMF existed and that they could use it.



**Q4:** What type of customer are you when visiting SRWMF?

79% of those that had visited SRWMF were disposing of residential waste with a further 10% coming out to visit the Trash and Treasure store. Less than 10% of those surveyed were commercial customers.

**Q5:** *How satisfied have you been with your experience when visiting the SRWMF?*

As discussed previously 80% of those that have visited SRWMF were *Satisfied* or *Very Satisfied* with their experience and only 3 respondents, or 2% were *Very Dissatisfied*.

Of the four (4) respondents that left a comment, one (1) was for smell, one (1) for litter and one (1) was a general comment on how unloading in layers makes it easier.

The final respondent *felt there was so much stuff in the waste bins that could go into the tip shop and wondered why trailers can't pass straight through to the shop for drop off*. This has been trialled previously at other transfer stations and it was found that too much stuff got left at the shop that was not in good enough condition for resale. Employing a full time staff member to monitor this was just not viable.

They also felt *that the transfer station was such a "waste as so much stuff goes into landfill"*. We have fulltime staff members in the transfer station that try to retrieve as much as they can but unfortunately this is not always possible. This is an ongoing issue and training on what is reusable / recyclable is conducted regularly. Currently approx. 70% of what comes through the transfer station is recycled. This includes wood, steel, mattresses and items sold in the tip shop.

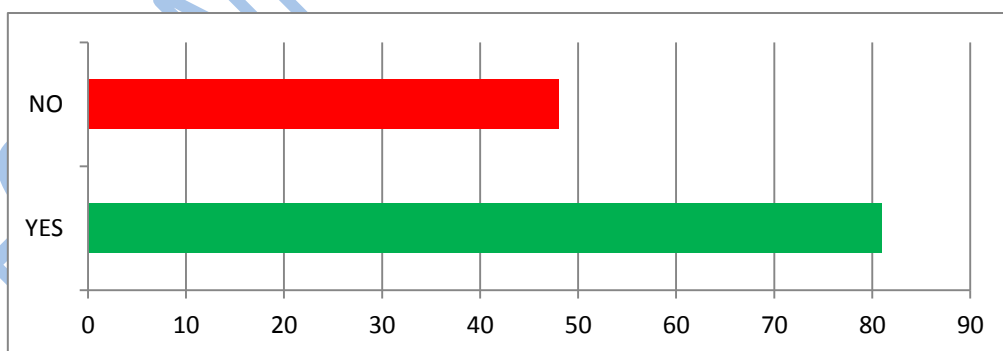
**Q6:** *What is your thoughts/knowledge on the recycling undertaken at the SRWMF?*

Of the responses received for this question 46% were positive with 33% unsure of how the site works and only 7% of the comments were negative. 14% did not wish to add a comment. Negative comments mainly involved the cost of disposal which has been addressed in the new Fees and Charges that were released after the consultation had been completed.

**Q7:** *Do you think more recycling can be done at SRWMF?*

76% of respondents believe more can be done to recycle. This should have been 100% as we can all do more to recycle.

**Q8:** *Have you visited the Trash & Treasure shop at SRWMF?*

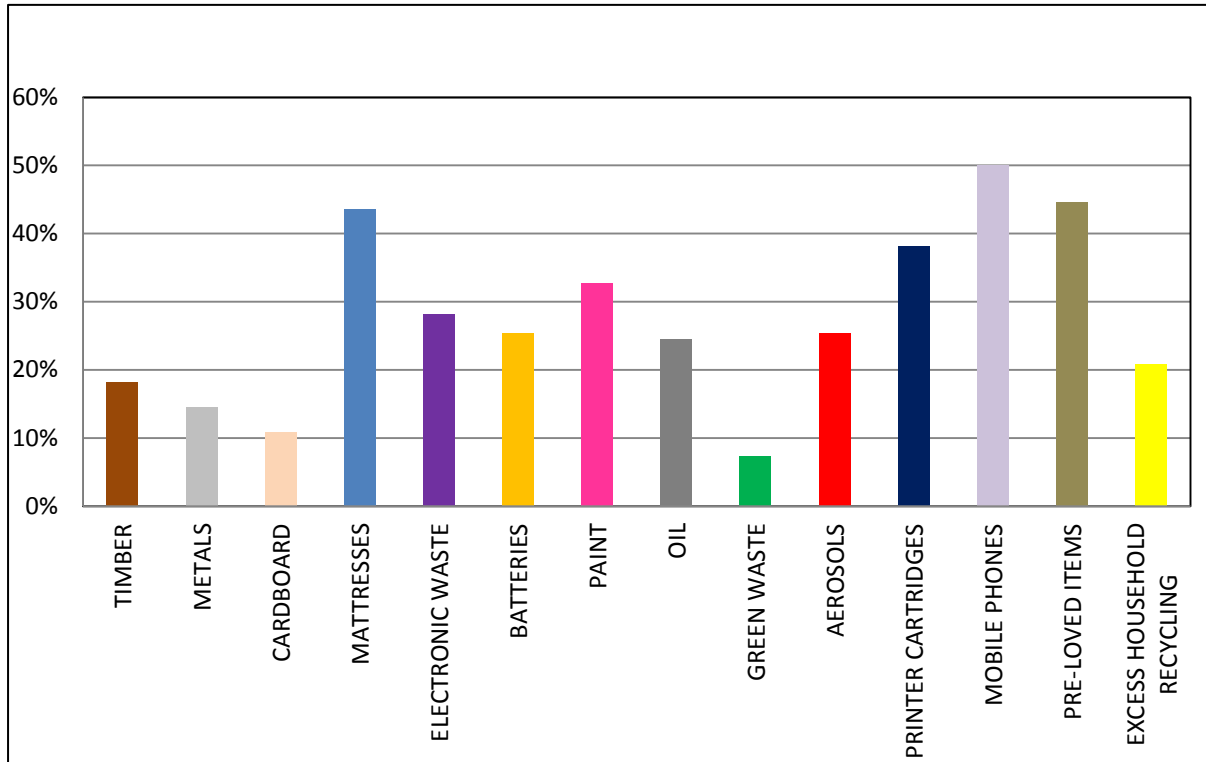


**Q9:** *Overall, how could we improve the services or facility at the SRWMF?*

This question received a lot of responses with 30% of respondents happy with the facility as it is. 10% of the responses were in regards to pricing which most of them have now been addressed with the new Fees and Charges schedule as explained above. Ease of access was highlighted and once the Stage 1 Rehabilitation is completed, the opportunity to rearrange the greenwaste drop point will then help to resolve this issue. Cleanliness of the Transfer

Station is an ongoing concern and something that the staff work on each day. Once again education of the general public has been highlighted and work is continuing in this area.

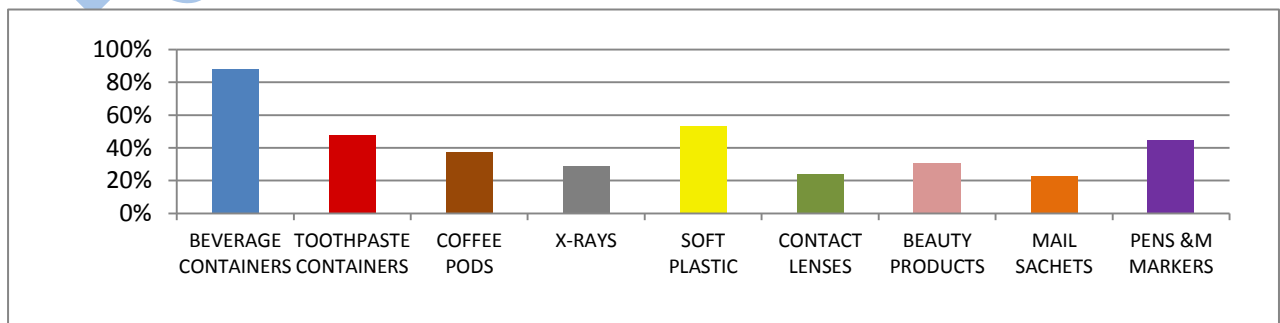
**Q10:** *All of the items below can be recycled at the SRWMF. Please tick the items you DIDN'T know could be recycled there.*



Initiatives introduced over the years have increased our ability to recycle better. More awareness and education is being undertaken to ensure that more people are aware of what it is we can recycle and reuse.

**Q11:** *Would you be willing to travel to the SRWMF in order to recycle any of the following items which cannot be recycled in your yellow top bin.*

For this question people were given a series of examples of what can be recycled but will incur a cost for the BHRC so would require participation from the community to make it worthwhile. Having a *Container Deposit system* where you receive a rebate for plastic bottles, etc. was very well received although this will depend on the locations of other drop off points that may be in a more convenient location for people.



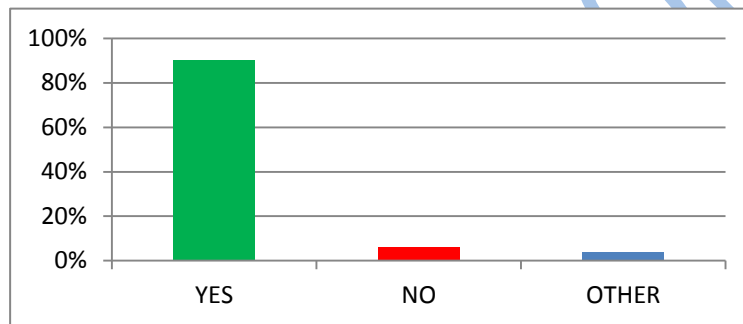
**Q12:** Residents in the Council areas of Bunbury, Capel, Collie and Donnybrook-Balingup have a lime green wheelie bin for collection of organic food and garden waste. What is your understanding of what happens to this waste once it's collected?

75% of respondents were aware that this waste was turned into compost which is an awesome result. Of the 32 respondents that did not know that the FOGO bin was turned into compost, 25 were from a shire that does not have the FOGO bin.

**Q13:** The organic waste collected from the Bunbury, Capel, Collie and Donnybrook-Balingup Councils is transformed into Certified Organic compost in Dardanup. This compost is sold to farmers to use instead of fertiliser. Do you think more Councils in the South West should give residents the third lime green bin for foo and organic waste?

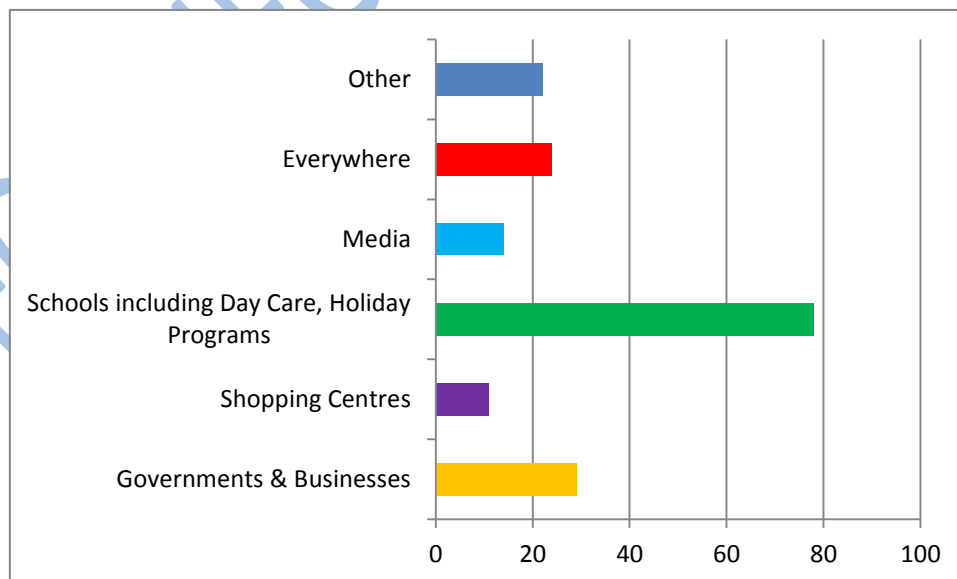
This question was answered with a resounding YES vote with 90% of respondents agreeing that all shires should have the third lime green FOGO bin.

Results by shire are as listed on Page 2.



**Q14:** Where do you think Waste Education should be targeted in the South West?

The majority of people thought that schools, school holiday programs and day-care centres were the best place to concentrate the education efforts as children are the ones that will be able to make changes in the future.



*Q15: Do you have any other waste related issues or thoughts you wish to share?*

41 comments were received for this question with the majority of comments about collections and bins which is under the control of the local shires and not the BHRC.

*Q16: Would you like to be contacted regarding your responses or provided with a copy of the reviewed Strategic Waste Management Plan following the consultation period?*

25% of respondents requested a copy of the Strategic Management Plan once it has been finalised which shows that we do have an engaged community that are interested in what we are doing at the SRWMF. These people will be receiving a copy of the draft once it is completed.

*Please see overleaf for the Consultation Action Plan.*

Once the *State Waste Strategy* has been finalised, information gained through this consultation will be reviewed against the State Strategy and the *BHRC Strategic Waste Management Plan* will be updated and then made available to the Council for review and resolution.

FOR INFORMATION ONLY

## CONSULTATION ACTION PLAN

ISSUE	OUTCOME	STATUS
Reduce the pricing	Review completed as part of the annual review and new pricing schedule implemented.	<i>Completed 02/07/2018</i>
Cleanliness around Transfer Station.	This is an ongoing issue and has been added to the Morning Opening Procedure.	<i>Ongoing</i>
Wind control so the waste doesn't blow around.	Temporary fencing is used for this when required.	<i>Closed</i>
Hazardous Waste charges should be free.	HHW is accepted to site for free. This is already advertised on the website and the flyers.	<i>Closed</i>
Tip shop opening hours – add to website	Website to be updated.	<i>To be completed by August 2018</i>
More needs to be done to make better use of the tip shop.	Staffs go through bins to remove items that could be sold in the shop. More interaction with the customer to aid in retrieving items.	<i>Ongoing training for transfer station staff and weighbridge operators.</i>
No one asks you at the gate if you have anything that's not rubbish please leave at the tip shop to help reduce landfill.	Discussed with the Weighbridge Officers who did advise that this is indeed a question asked. Waste placed in the bins is also monitored by transfer station staff and removed if it can be reused / recycled.	<i>Closed</i>
All Commercial waste is being landfilled. Need to recycle more steel and timber.	A MRF specifically for commercial waste is in the planning stages. This will also be used to help with the recycling of the transfer station bins.	<i>Initial phase to be completed by August 2018</i>
Look at more convenient drop off points for Batteries/globes – <i>i.e. Bunning's</i>	Currently in consultation with Bunning's Australind.	<i>In progress</i>
Look at better recycling options – Make yellow bin more noticeable.	New signage on the transfer station bins will make this clearer.	<i>To be completed by August 2018</i>
Automation of the facility.	Financially not viable at this stage	<i>Closed</i>
Should only be one drop off point.	We request that customers separate their rubbish into different bins to reduce the cost of processing the waste. Staffs are there to help when required. A single <i>drop off point</i> is not a viable option.	<i>Closed</i>
Move greenwaste area as not everyone can back a trailer	To be completed once the rehabilitation has been completed.	<i>Complete by December 2018</i>
Larger garden dump waste area needed.	This will be considered when the rehabilitation is completed and the area moved to a better location.	<i>Completed by December 2018</i>
Not sure where to put different waste.	Colour coded signage to be upgraded to make it easier to see and more consistent across the facility.	<i>In progress</i>
Not sure what happens with the recycling.	Figures are in the Strategic Plan and the Annual report which is available to anyone.	<i>Closed</i>
Advertising and education.	Education officers constantly working on different programs.	<i>Ongoing</i>
Ensure environment is a consideration.	BHRC is constantly working with the DWER in maintaining a facility in line with best practice guidelines. New approvals pending for lined cells to be constructed.	<i>In progress</i>