



MORETON BAY REGIONAL COUNCIL

WASTE EDUCATION & COMMUNITY ENGAGEMENT PLAN

JUNE 2020

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Acknowledgment
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Disclaimer
Information contained in this document is based on available information at the time of writing. All figures and diagrams are indicative only and should be referred to as such.

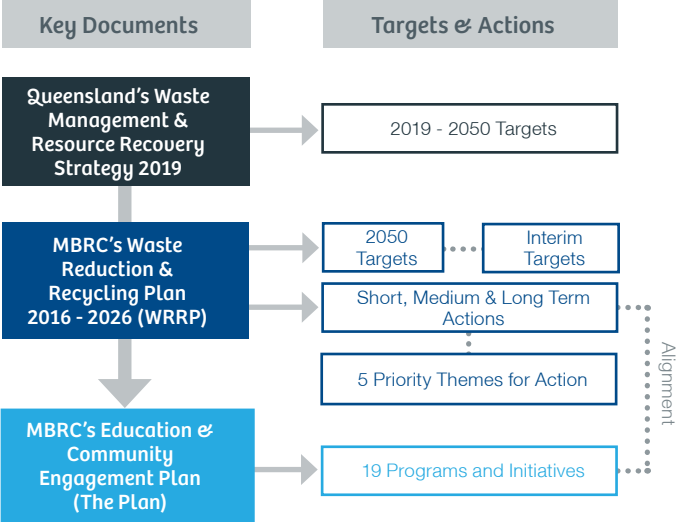
BACKGROUND

The Waste Education and Community Engagement Plan will provide the foundations for community education and communication programs that are required to achieve the *Waste Reduction and Recycling Plan's* targets.

Strategic Context

In 2016, Moreton Bay Regional Council introduced the *Waste Reduction and Recycling Plan 2016-2026* (WRRP), which is required under the *Waste Management and Resource Recovery Strategy 2019 (Qld)* and *Waste Reduction and Recycling Act 2011 (Qld)*.

The Waste Education and Community Engagement Plan (the Plan) supports the WRRP's short, medium and long term targets and priority actions. It also supports Queensland's strategic targets and vision to become a zero-waste society, where waste is avoided, reused and recycled where possible.



Waste Reduction & Recycling Plan (WRRP) Aims



Promote efficient & effective waste management services



Align waste management operations and outputs with Waste & Recycling Hierarchy



Foster a collaborative and informative partnership with community and industry



Develop a sound governance model for managing the region's waste

QLD Strategy Targets 2050

25%

Reduction in household waste

95%

C&I waste diverted from landfill

85%

C&D waste diverted from landfill

90%

Diversion from landfill overall

WRRP's 2050 Targets

25%

Reduction in household waste

90%

Diverted from landfill

75%

Recycling across all waste streams



WRRP's Interim Targets

55%

Municipal solid waste diverted from landfill

55%

C&I waste diverted from landfill

90%

C&D waste diverted from landfill

5%

Reduction in total waste generated per capita



Council, the community and industry are at a crucial stage with movement towards the circular economy, energy-from-waste and renewed focus on the quality of recycling.

WRRP’s Short, Medium and Long Term Targets

Short term	Medium term	Long Term
Data Management & Reporting	Review Provision of Resource Recovery & Transfer Facilities	Changes to Kerbside Collection Schemes
Communication	Review Opportunities for Partnerships	
Consultation	Waste Prevention and Reuse Programs	
Improve the Performance of Existing Kerbside Recycling Systems		
Improve Performance of Resource Recovery & Transfer Facilities		
Internal Council Waste Systems		



Council’s performance against the Waste Management & Resource Recovery Strategy 2019 targets

Table 1: Waste Management & Resource Recovery Strategy 2019 targets & Council’s current performance

Target	Waste stream	Council’s 2019-20 performance	Strategy baseline 2018	2025 target	2030 target	2040 target	2050 target
Waste reduction for households	Municipal solid waste (MSW)	0.44 tonnes per capita (202,353 total waste tonnes/ 459,600 population 2018 estimate)	0.54 tonnes per capita	10%	15%	20%	25%
Waste diversion from landfill (recovery rate as a percentage of total waste generated in 2019-20)	MSW	49.15% (171,670.61 MSW recycle tonnes/ 349,234 MSW combined tonnes)	32.4%	55%	70%	90%	95%
	Commercial and industrial (C&I)	48.67% (19,514 C&I recycle tonnes/40,090 C&I combined tonnes)	47.3%	65%	80%	90%	95%
	Construction and demolition (C&D)	94.31% (69,860 C&D recycle tonnes/ 74,073 C&D combined tonnes)	50.9%	75%	85%	85%	85%
	Overall maximum	56.33% with no alternative waste treatment or energy from waste facility established	45.4%	65%	80%	85%	90%
Recycling rates (as a percentage of total waste generated in 2019-20)	MSW	49.15%	31.1%	50%	60%	65%	70%
	C&I	48.67%	46.5%	55%	60%	65%	>65%
	C&D	94.31%	50.9%	75%	80%	>80%	>80%
	Overall	56.33%	44.9%	60%	65%	70%	75%

NOTE: Reference figures Waste Management and Resource Recovery Strategy 2019 (Qld)



Policy & Legislation

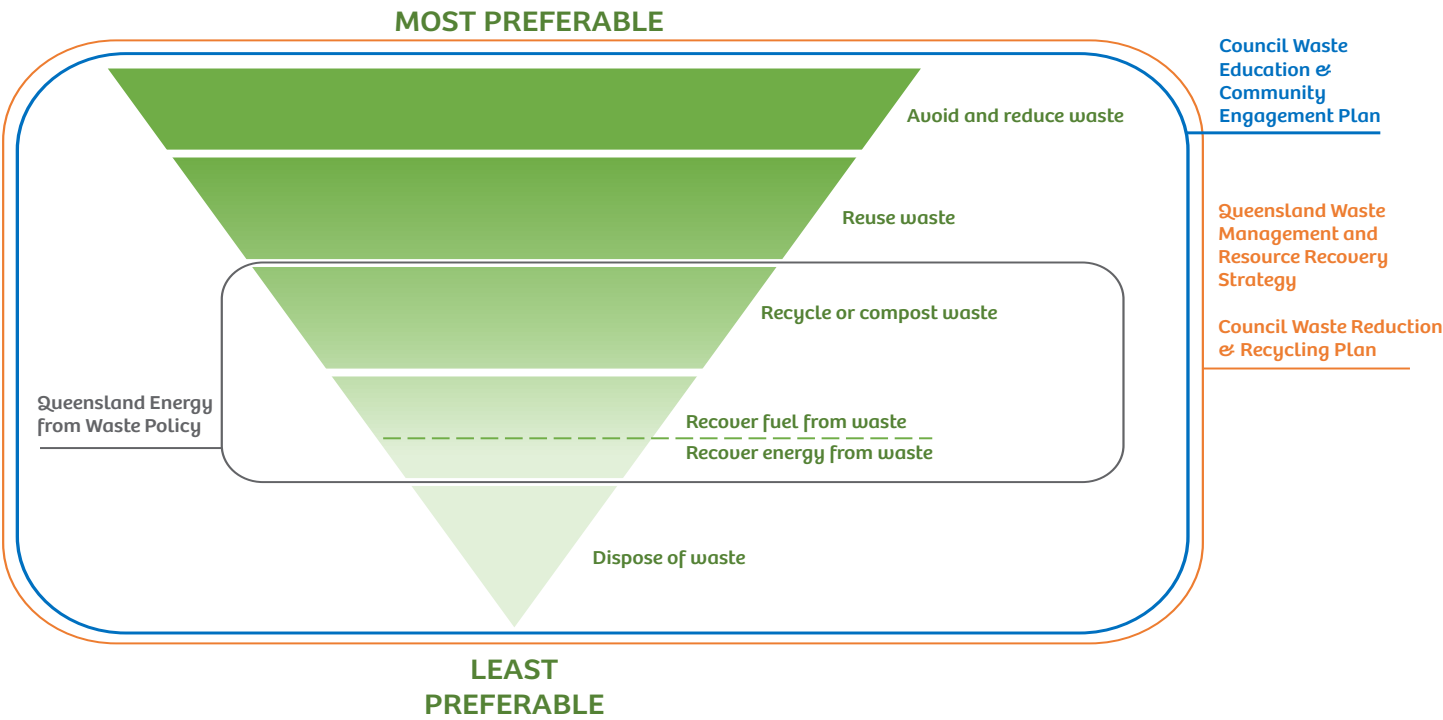
In order to develop this Plan, the following policies and legislation have been considered:

- Environmental Protection Act 1994 (Qld)
- Waste Reduction & Recycling Act 2011 (Qld)
- Waste Reduction and Recycling Regulation 2011 (Qld)
- Waste Management and Resource Strategy 2019 (Qld)
- Waste Reduction and Recycling Plan 2016-2026 (Council)
- 2018 National Waste Policy: Less waste, more resources (Australian Government).

Waste & Resource Management Hierarchy

The Waste and Resource Management Hierarchy (Figure 1) is an integral part of the Act. The Hierarchy informs Council’s decisions and shapes the development of waste education and communication programs.

Figure 1: Waste and Resource Management Hierarchy



Stakeholders

Primary stakeholders

- Residents, schools/learning centres, businesses, associations and environmental organisations of the region
- Council staff, volunteers, partners and contractors
- Mayor and Councillors
- Cleanaway Waste Management (waste and recyclables collection contractor)
- Visy Recycling (recyclables processing contractor)
- EnviroCom Australia (waste education contractor).

Other stakeholders

- Surrounding Councils and communities (Brisbane, Somerset, Sunshine Coast)
- Other waste management service providers
- Waste Management & Resource Recovery Association
- Queensland Waste Educators Working Group
- Department of Environment and Science
- Other government bodies.



PURPOSE, OBJECTIVES & DELIVERABLES

Purpose

The purpose of this Plan is to:

- identify issues and concerns using reliable data
- identify the target audience
- review existing waste education and engagement methods
- propose new waste education and engagement methods
- identify opportunities for improvement of existing engagement methods
- demonstrate partnerships with key stakeholders
- outline an Implementation Plan for approved education methods
- identify methods of measurement for reporting the success of the Plan.

Deliverables

Through the Plan, Council aims to:

- continue to deliver a school-based waste education program that informs students on all aspects of the Waste & Resource Management Hierarchy
- develop existing programs to reach a larger audience and provide greater support
- grow a well-informed community who embrace and promote sustainable waste management practices, through effective engagement
- measure the effectiveness of the Plan through regular audits and feedback surveys
- create a detailed annual report on the Plan's activities and outcomes, including evaluation of performance against KPIs and a detailed analysis of associated expenditure.

Objectives

The Plan will:

- define and promote community education and communications programs that effectively transition waste services towards a circular economy model
- consider the Waste & Resource Management Hierarchy, as well as the principles, goals and targets of Queensland's Waste Management and Resource Strategy
- support Council to facilitate education programs that support behaviour change (e.g. waste reduction, contamination) and draw from existing best practice, both locally and nationally
- outline how key behaviours and waste diversion targets will be communicated to residents regularly
- provide a guide for Council's waste education and community engagement initiatives until 2026
- allow Council to promote its waste services and encourage the community to consider and manage their waste more sustainably through a larger reach audience
- provide measurable targets to continue the growth and development of education programs and community engagement initiatives, and effectively improve the waste behaviours
- Identify methods of measurement for reporting the success of the Plan.



Educational Objectives

- Promote the Waste & Resource Management Hierarchy strategies: Avoid, Reduce, Reuse, Recycle or Compost and Recover resources
- Provide the community with simple and easy methods to be sustainable at home through waste avoidance, reduction, reuse and composting methods
- Provide the community with clear and accessible information on sustainable waste management including information regarding the correct items to place in their bins
- Provide the community with an understanding of the waste facilities available, how to access these facilities and demonstrate how they operate in a circular economy.



CURRENT SCENARIO

Materials Recovery Facility Recovery Rates

Council engages Visy Recycling for processing recyclables collected by Cleanaway from kerbside and bulk yellow lid recycling bins. Council engages Visy as they are committed to using recycled materials in their manufacturing in Australia. Visy promotes a ‘closed loop’ supply chain, meaning that recyclable items are processed and used to manufacture new products.

Recyclable items are taken to Visy Recycling’s Material Recovery Facility (MRF) at Gibson Island in Brisbane, where they are separated into material types: paper, cardboard, plastic, glass, aluminium and steel.

Visy has a large network of recycling and manufacturing facilities around Australia that require 1.4 million tonnes of paper and cardboard fibre annually, and recycled plastics to produce pellets that convert to resin to make food grade containers, such as milk, juice and water bottles.

Visy also use aluminium and steel to produce beverage and food cans. Visy accepts and sorts glass and supplies it to processors who use it to manufacture glass bottles and glass sand to use in asphalt, filtration, drainage, coating, resin and sandblasting.

Visy’s MRF at Gibson Island accepts recyclable material from multiple local government areas and businesses through waste collection service providers.

The average contamination rate in 2019/20 was 10.84% based on the overall performance of the MRF and may not be reflective of Council’s average contamination rate. It is also important to note that the performance of the MRF is highly influenced by the MRF processes which are controlled by Visy and not Council.

Table 2: Materials Recycling Facility Statistics

MATERIALS RECYCLING FACILITY STATISTICS													
Gibson Island MRF	Jul 19	Aug 19	Sep 19	Oct 19	Nov 19	Dec 19	Jan 20	Feb 20	Mar 20	Apr 20	May 20	Jun 20	Total / Average
TOTAL TONNES	2,326.70	2,651.06	2,445.42	2,774.72	2,461.79	2,668.87	3,070.09	2,426.84	2,563.82	2,721.95	2,435.84	2,449.80	30,996.90
Total	2,326.70	2,651.06	2,445.42	2,774.72	2,461.79	2,668.87	3,070.09	2,426.84	2,563.82	2,721.95	2,435.84	2,449.80	30,996.90
Mixed Paper	1,169.63	1,343.29	1,183.58	1,404.56	1,293.67	1,453.47	1,588.16	1,175.56	1,316.78	1,289.93	1,141.19	1,146.02	15,505.84
Glass	741.75	772.52	727.27	798.56	727.95	785.72	930.54	745.04	749.40	858.78	806.51	814.56	9,458.60
Mixed Plastics	170.55	214.21	184.87	246.95	151.89	141.72	178.37	128.38	140.50	168.49	134.21	174.43	2,034.56
Steel	36.99	31.81	34.24	37.46	26.59	24.82	35.31	30.09	30.25	32.12	29.96	35.52	385.16
Aluminium	12.10	13.26	11.00	14.15	10.34	9.87	13.51	11.65	11.02	13.61	12.18	13.72	146.41
Waste	195.68	275.98	304.45	273.03	251.35	253.28	324.20	336.12	315.86	359.03	311.79	265.56	3,466.32
Total	2,326.70	2,651.06	2,445.42	2,774.72	2,461.79	2,668.87	3,070.09	2,426.84	2,563.82	2,721.95	2,435.84	2,449.80	30,996.90
Mixed Paper	50.27%	50.67%	48.40%	50.62%	52.55%	54.46%	51.73%	48.44%	51.36%	47.39%	46.85%	46.93%	50.02%
Glass	31.88%	29.14%	29.74%	28.78%	29.57%	29.44%	30.31%	30.70%	29.23%	31.55%	33.11%	33.03%	30.51%
Mixed Plastics	7.33%	8.08%	7.56%	8.90%	6.17%	5.31%	5.81%	5.29%	5.48%	6.19%	5.51%	7.14%	6.56%
Steel	1.59%	1.20%	1.40%	1.35%	1.08%	0.93%	1.15%	1.24%	1.18%	1.18%	1.23%	1.45%	1.24%
Aluminium	0.52%	0.50%	0.45%	0.51%	0.42%	0.37%	0.44%	0.48%	0.43%	0.50%	0.50%	0.56%	0.47%
Waste	8.41%	10.41%	12.45%	9.84%	10.21%	9.49%	10.56%	13.85%	12.32%	13.19%	12.80%	10.88%	11.18%
Total	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Sample Waste Composition Audits

Audits provide a snapshot of waste management behaviours throughout the community and allow for assessment of effectiveness and the continual improvement of waste education strategies.

In 2019, Council engaged EnviroCom Australia to conduct an audit of waste samples from waste and recycling bins.

The objective was to determine the material composition of the domestic general waste and recycling bins. The audit also determined the contamination rate of the recycling stream and the resource loss rate of the general waste stream.

Samples from collection vehicles were obtained at random over a 10-day period. The recycling was sampled at the

Narangba Transfer Station and the general waste was assessed at Bunya, Caboolture and Dakabin Waste Management Facilities. Waste samples were taken at the landfill's face or after discharge from the collection vehicles.

The results of this audit were used to inform key focus areas and to develop education initiatives and strategies. The results also helped to target specific behaviours.

Key Findings

~18.08% contamination in yellow lid recycling bins in some suburbs, impacting the overall kerbside contamination rate of 10.84% at the MRF. This indicates an inadequate understanding of what is accepted in the recycling bin and the effects of contamination on the recycling process.

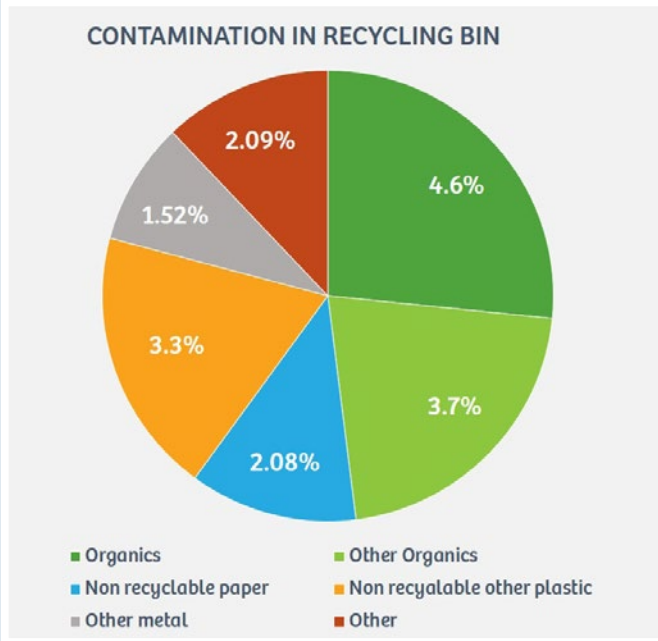
The resource loss rate of kerbside general waste was ~13.76% which demonstrates various behaviour types:

- the recycling bin is full and excess materials are put into general waste
- inadequate understanding of acceptable items that go into the recycling bin
- inadequate understanding of waste management - treating both bin systems as one.

Although the reducing the contamination rate is highly important to Council, the resource loss rate provides valuable insight into resident behaviours and presents an economic cost to Council.

The general waste and recycling bins should be paired at every waste generation point. This means that the behaviours shown in one system influence the other and when compared, help to identify gaps in education. For example, a contamination rate of 18% and a resource loss rate of 1% would show 'wish-cycling' behaviour, where residents try to recycle as much as they can. A contamination rate of 1% and resource loss rate of 18% would show that residents are not clear on what items go into the recycling bin and as a result, discard most materials to general waste.

The audit results demonstrate a lack of understanding in the kerbside bin system. Therefore, Council's education strategies focus on clearly communicating acceptance criteria. For example, consistent waste icons used throughout truck livery, bin stickers, bin lid tactile/ hot stamping and recycling and waste services guide presented in this Plan.



Recycling Sector & Commodity Market Implications

Contamination in recycling streams incurs significant financial penalties to Council, reduces opportunities for valuable resource recovery and impacts Council's ability to meet the WRRP's objectives and targets.

Council recognises the importance of providing effective waste services that improve the region's sustainability while driving cost and operational efficiencies.

Deteriorating international and domestic markets for recyclables and the lack of a significant Australian manufacturing industry that uses recycled material in their manufacturing process has led to the stockpiling of recycling, declining returns for MRF operators and increased MRF processing gate fees for Councils. The current fragile state of the recycling industry risks the loss of community confidence in the recycling system if demonstrable improvements cannot be made.

Council is actively engaging with industry experts, specialising in resource recovery and recycling, to assist in developing a strategy to ensure the long-term viability of kerbside recycling in the region, the strategy is to provide the strategic direction that ensures that kerbside recycling remains sustainable, both from a financial as well as a waste minimisation perspective.

An absence of government policy certainty and strategic direction has inhibited investment in Queensland's recycling sector, while the export market for recyclable mixed plastic, glass, and paper & cardboard has been restricted by overseas governments.

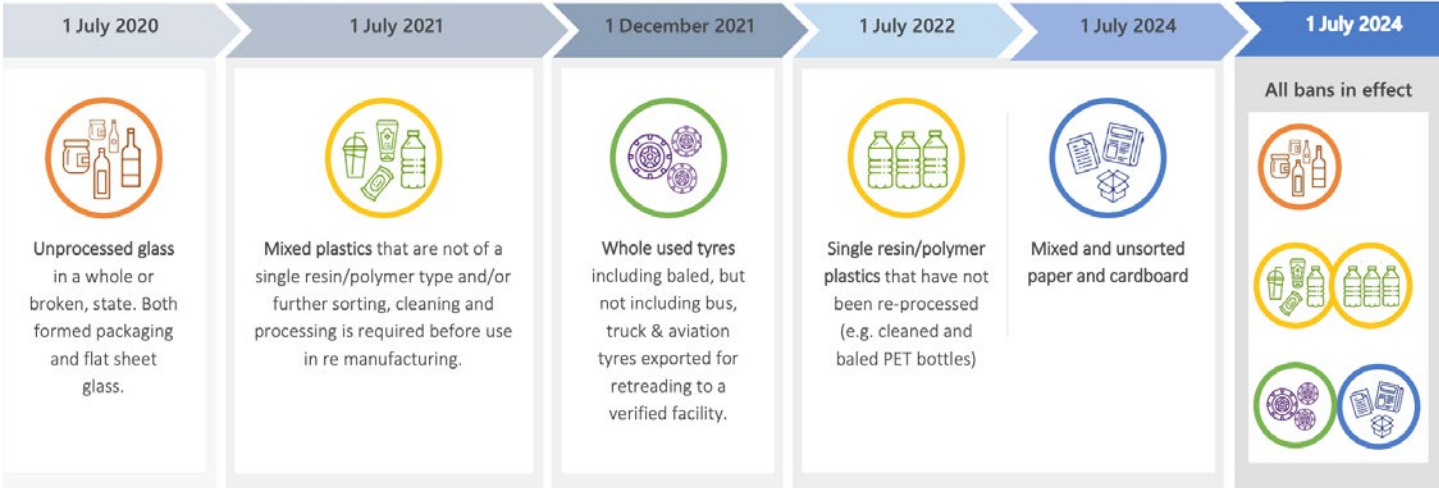
As a result, improved local processing and remanufacturing capacity is needed to deal with existing and future volumes of recyclable materials. Council recognises the need to provide a cleaner and high quality feedstock of recyclable materials to support existing and future developed infrastructure.

Related issues include:

- lack of recycling and development of remanufacture infrastructure in Australia
- reduction in markets for recyclable products due to changes in government policy in Australia and Overseas
- lack of competition and reliance on sole contractor in South East Queensland
- transport of recyclables long-distance and commercial viability of utilising regional facilities
- transport of waste into Queensland for profit and the impacts of the waste levy
- impacts of export bans (refer Figure 2 below).

Council is aware of significant changes occurring in the recycling sector, and the need to provide a cleaner and high quality feedstock of recyclable materials to improve recovery.

Figure 2: Council of Australian Governments' Waste Response Strategy export ban time lines



Energy from Waste (EfW)

Population growth, increase in consumption, diminishing landfill space and strict quality requirements in recycling markets are putting pressure on waste management systems across the world. Energy from Waste (EfW) is a safe and sustainable way of managing residual waste that cannot be recycled.

The Waste & Resource Management Hierarchy demonstrates how to maximise the value from waste as a resource as the quality of that material reduces. To be able to manage waste better, we need to find ways to work at higher levels of the waste hierarchy.

EfW has clear benefits in managing non-recyclable waste. It has been used safely and effectively overseas for decades taking waste that cannot be recycled, applying combustion technology to recover energy, then converting it into electricity and heat that can be used by businesses and communities.

While EfW is not the single solution to sustainable waste management, it is an important piece of the waste management puzzle working together with recycling.

EfW should not be considered to cannibalise or remove the need for recycling. It works alongside recycling processes, and even contributes to recycling outcomes through the

recovery of other materials. Because the technology is used only for non-recyclable waste, it enhances the need for education on best recycling practices.

Many world-class facilities have an education centre onsite to encourage learning about all levels of the waste hierarchy and how energy-from-waste and recycling fits within it.

Council is currently exploring a range of EfW technologies and it is envisaged a EfW facility will form part of Council's waste management infrastructure in the future.

Amager Bakke Energy from Waste facility, Denmark



COMMUNITY REQUESTS & FEEDBACK

Councils receives regular enquiries from community members requesting support or information on waste minimisation and to advise their concerns or frustrations with current processes. With the population growing and awareness rising, these requests are increasing each year.

Requests & Feedback

During 2019/20 FY, Council received 148 enquiries relating to waste minimisation. The range of information included:

- What can be recycled in the household recycling bin?
- Can I recycle specific items in the household recycling bin? e.g. coffee cups and pods, polystyrene, x-rays, medical waste, batteries, electronics & appliances, clothing, fabric or furnishings, globes and tubes etc
- Clarification of plastic items that can be recycled, including small plastic bottle lids, and what numbers can be recycled (1-7 plastic)
- Where does our recycling go (for sorting) and is it processed in Australia
- Green waste and/ or food waste collection service
- Bulky hard waste collection service
- Can I recycle specific items at Council waste management facilities? e.g. solar panels, electronic items and appliances, mattress, chemicals, fuel, etc
- Education program for schools, early learning centres and community groups
- Education workshop/tour and available information (recycling calendar, waste & recycling guide) for the community
- Advice on sustainable business waste management
- Clean up in the community for Clean Up Australia Day
- Website information or navigation
- Recycling collection truck visit (school, early learning centre or resident).

Key Findings

Enhance resource accessibility

Community requests and feedback indicate that there is common confusion around what is accepted in the kerbside recycling bin, where recycling goes after it's collected and what is accepted at waste management facilities.

Therefore, there is a need to enhance the accessibility of resources that Council already provides the community on these topics.

Update web pages & increase social media

The requests and feedback may indicate that community members are encountering difficulties when finding the information, not knowing where to look, or that information on the web page is unclear.

It is recommended that Council's waste web pages are updated and continually promoted through the main page on the website and on Council's social media platforms.

Promote waste education programs

Additionally, community requests demonstrate that residents are eager to be involved in education but do not know that Council already has waste education available for free for these audiences.

The waste education program for schools, early learning centres and community could be promoted further through the main page on Council's website and on Council's social media platforms.

WHO ARE THE TARGET AUDIENCE?

Residents

Residents rely on Council to provide them with clear information about waste management, including how and why they should manage waste responsibly.

Council's website, brochures, calendars, bin stickers and flyers are key forms of education that Council will use to interact with residents. Through this material, Council can connect with residents directly and those who are not involved in community groups or schools.

Council also provides residents with free workshops and presentations available at Council libraries and waste management facilities.

Businesses

As landfill prices increase, businesses that generate large volumes of waste are investigating more sustainable disposal options through Council or their waste management provider. Increasingly, they are seeking assistance to implement source separation systems and educate their staff on best practice waste management.

Tourists and Visitors

Tourists and visitors using public and private facilities generate and dispose of waste in our region. Regional and Council differences in accepted recycling practices can create confusion and contamination for a transient population.

Visitors may also include residents or non-residents hiring a Council facility for an activity or event at a dedicated public space, hall or community centre.

Multi-residential complexes that are using bulk bins may be provided with additional bin signs and posters. Partnerships with Property Managers and Body Corporates will provide information to these clients through tenancy or accommodation kits to assist communication with short term residents.

Early Learning Centres and Schools

Educating young children and their teachers in sustainable waste management practices helps to form a solid foundation whereupon a positive avoidance, recycling and recovery culture can grow at school and at home.

Schools foster community engagement, and these partnerships provide a vital link between school and home.

As children learn to recycle at school, they often share their knowledge with parents, which helps to develop a positive recycling culture at home.

Early Learning Centres are required to implement and report to the Australian Government on the Early Years Learning

Framework. Council's waste minimisation program provides key learning areas and experiences under the Government's curriculum framework Outcome 2. - Children are connected with and contribute to their world.

Primary school and high school curriculums provide many learning opportunities in waste management and resource recovery, notably through science, civics and citizenship, design and technologies and geography. Extra-curricular groups in schools such as 'Environmental Committee's' or EcoMarines allow for Council to assist in the establishment of best practice waste management and behaviour change throughout the entire school. These focus groups allow for a change in culture within schools, shifting their view on waste to seeing it as a resource rather than something that is thrown away.

Community Groups

Community groups are valuable change agents as they have wide professional and casual networks. Groups can spread positive messages about waste management to a wide range of people not otherwise engaged with the process.

These groups are typically engaged through Council's website, workshops and site tours where Council offers free waste education, flyers and infrastructure.

Council Staff

Like school programs, Council staff are a valuable agent for behaviour change, taking the information and improved processes into the community.

Council's customer service staff are often the first point of contact for residents seeking information about waste management in their homes. Waste management officers regularly provide up-to-date information on waste disposal and collection activities so the customer service staff are prepared with the right information for residents to guide their disposal behaviour.

Site based staff at Council's waste management facilities can influence the way residents and businesses manage and dispose of their waste. Training on best practice resource recovery and site based recycling infrastructure is essential for these front line workers.

Council's administrative staff are responsible to facilitate policies, operations, procurement and contracts to meet Council's sustainability recommendations, actions & targets in the WRRP and must have the relevant experience, skills and qualifications in waste management.

Residents

Residents rely on Council to provide information about waste management, including how and why they should manage waste responsibly.

Businesses

Businesses are seeking assistance to implement source separation systems and educate their staff on best practice waste management.

Tourists & Visitors

Tourists & visitors, including short term residents, using public and private facilities generate and dispose of waste in our region.

Early Learning Centres & School

Council's waste minimisation program provides key learning areas and experiences under the Government's curriculum framework.

Community Groups

Community groups are valuable change agents as they have wide professional and casual networks.

Council Staff

Council's customer service staff are often the first point of contact for residents who are seeking information about waste management in their homes.

A young child with blonde hair, wearing a pink patterned dress and a blue bow, is smiling and holding a white plastic bottle. The child is standing next to a yellow recycling bin. The bin has the Moreton Bay Regional Council logo on it. The background shows green foliage.

17

KEY FOCUS AREAS



Waste education for schools and early learning

- Developing lifelong waste minimisation skills
- Ensuring waste minimisation programs are in line with the school curriculum
- Tailoring programs to encourage interaction
- Enhancing community engagement through event attendance and a reinvigorated mascot to captivate the target audience
- Developing existing and implementing new programs to reach a larger audience and provide greater support
- Creating consistency with kerbside system and surrounding communities



Waste education for residents and businesses

- Engaging residents at events/shopping centres
- Developing clear and useful education material
- Consulting residents and businesses to identify gaps and improvements in the Plan, including Councils waste generation and disposal contracts and operations
- Developing existing and implementing new programs to reach a larger audience and provide greater support
- Contamination management in bins and at waste management facilities.



Collection service contracts (kerbside wheelie bins and bulk industrial bins)

- Meet the standard for waste container identification
- Use Cleanaway's technology to identify contamination issues
- Gather data to tailor programs for improvements against targets
- Service promotion and utilisation
- Ensure vehicle identification and livery provides a clear message about recycling
- Education and waste minimisation alignment.



Waste management facilities & transfer stations

- Maximise resource recovery through education and incentives
- Consistency with kerbside system and surrounding communities
- Review site layout and operational adjustments to enable further resource recovery (e.g. accessibility to recycling infrastructure, line marking and dock painting)
- Staff training and knowledge sharing
- Standardise site signage and way finding
- Regularly audit infrastructure, disposal & community behaviour.



Key Messages

These key messages aim to foster engagement and behaviour change. Existing waste education programs in other regions support and promote these or similar messages. Council's waste education collateral will align with these messages, where appropriate.

- Recycling right and how to use bins
- Waste as a resource and the value of recycling
- Challenges associated with contamination
- Waste avoidance and smart shopping
- The benefits of a circular economy.

PROGRAMS & INITIATIVES

1

Information Package Waste & Recycling Guide

2

Website Information

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Mail Out, Brochures, Social Media & Advertising

4

Education and Promotional Videos

5

Community Engagement Activities

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Resources

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Community Composting Hubs

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School & Early Learning Centre Education Program

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Waste Education Mascot

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Facility Tours and Workshops

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Bin Signage and Stickers

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Vehicle Livery - Educational Billboards

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Waste Facility Signage - Rebrand

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Corporate Sustainability Initiatives

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Kerbside Collection Contractor Involvement

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Bin Inspection Program

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Litter and Illegal Dumping

18

Bin Alteration Incentive

19

Waste Audits & Intercept Surveys

Aligned to WRRP Targets





1 Information Package - Waste & Recycling Guide

Council's Information Package is distributed with all new bins delivered and available via customer service provides waste collection and recycling information to residents and stakeholders.

Key information provided in the package:

- Waste items accepted in general and recycling bins
- Information on non-recyclable and hazardous waste
- Waste reduction solutions and recycling options
- Collection details and correct bin presentation
- Details on Council's waste management facilities
- Recycling bin collection calendar.

The Accepted Waste Table on the Recycling Calendar is available via customer service centres and on request. It provides residents and stakeholders with an easy to use list of materials that are accepted at Council's waste management facilities and transfer stations.

Opportunities for Improvement

- Add information about Council's bulky household and garden vegetation collection service
- Add information about the Queensland Government's Waste Levy
- Revise Illegal Dumping/Litter information and include information on Council's reporting initiatives
- Revise co-mingled recycling information and include information on the value of resource recovery
- Increased distribution to increase reach to more residents within the community
- Accessible via Council's website, a downloadable version from Council's website will assist in increasing understanding of Council's waste management

Recycling and Waste Services Guide

Rethink Waste. Let's get it sorted

Moreton Bay Regional Council

WASTE FACILITIES											
	Bunya	Caboolture	Dakabin	Redcliffe	Dayboro	Moort Webo	Wing	Sandford	Tenbury	Upper Caboolture	Warrum
MAJOR WASTE FACILITY											
MINOR TRANSFER STATION											
Asbestos	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Batteries - Household	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Domestic only											
Batteries - Vehicle	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Domestic only											
Bulky items	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Large items e.g. furniture, mattresses, whitegoods*											
Conditions apply											
Clean fill	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Commercial waste	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
General waste, recyclables, reusable items and metal											
Construction & demolition sorted materials	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply. Residents to sort materials for recycling											
Dead animals	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Domestic waste*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
General waste, sorted, recyclable, reusable materials. Refer to specific materials.											
Garden organics*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Tree branches, grass clippings, prunings & weeds											
Gas cylinders*#	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Hazardous domestic waste*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Plant, chemicals, smoke alarms, fire extinguishers											
Light weight waste e.g. polystyrene, soft plastics	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Mattresses	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Metal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
*Limits include bulky & heavy items to Bunya, Caboolture & Dakabin only											
Reusable items	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Treasure Market											
Tyres*	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Conditions apply											
Used motor oil*#	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Recycling - Yellow-lidded bins are serviced fortnightly.

YES! These items can go in the recycling bin

- Glass** Empty glass bottles and jars (not wine)
- Liquid Paperboard** Milk and juice cartons
- Cardboard** Egg cartons, cereal boxes, pizza boxes (not food waste)
- Paper** Magazines, newspapers, envelopes and junk mail
- Aluminium & Steel** Cans, tin trays and sardine cans (not empty metal cans)
- Plastic** Rigid containers including bottles and only solid plastic (not meat trays)

NO! DO NOT place these items in the recycling bin

- Plastic bags, chip packets, cling wrap, cutlery, toothpaste tubes, yoghurt and soup sachets, or plastic straws
- Polystyrene including some meat and produce trays, styrofoam cups or foam packaging
- Food scraps, soil, garden clippings or branches
- Electronic and electrical appliances, games or batteries
- Oil, liquid, chemicals or paint
- Hazardous items including vehicle and power tool batteries, motor oil, smoke alarms, EPRs or flares
- Drink and display glass, windows or mirrors, crockery, cookware, light globes or tubes
- Bulky and heavy items including concrete, bricks, mattresses, furniture or car parts
- Plumbing and irrigation pipe or garden hose
- Nappies, needles or medical items

hint

Rinse recyclable containers and place loosely in your bin - do not bag items.

Please remove lids before placing items in the recycling bin.

Take the plastic scrunch test. If it's rigid and holds its shape, it can be recycled. If it's soft and scrunches or breaks (popcorn) it's not suitable for your yellow bin.

While the red items above cannot be placed in your yellow-lidded recycling bin, some items can be given a second life at a specialised recycling facility near you. Search mbrc.qld.gov.au/recycle

Recycle Right. Make a difference

My recycle bin collection week is: **RECYCLE WEEK 1** **RECYCLE WEEK 2**

RECYCLING CALENDAR

2020

JANUARY 2020

S	M	T	W	T	F	S
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

FEBRUARY 2020

S	M	T	W	T	F	S
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

MARCH 2020

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

APRIL 2020

S	M	T	W	T	F	S
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

MAY 2020

S	M	T	W	T	F	S
31				1	2	
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

JUNE 2020

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

JULY 2020

S	M	T	W	T	F	S
		1	2	3	4	
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

AUGUST 2020

S	M	T	W	T	F	S
30	31					1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

SEPTEMBER 2020

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

OCTOBER 2020

S	M	T	W	T	F	S
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

NOVEMBER 2020

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

DECEMBER 2020

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

What can I put into my Recycling Bin?

Never miss a 'bin day'. Download a waste collection calendar or smart phone reminder at mbrc.qld.gov.au/bindays

moretonbay.qld.gov.au | Phone 3205 0555

Moreton Bay Regional Council

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2 Website Information

Since Council’s new website went live on 4 February 2019 the Waste & Recycling section has had 889,442 page views to 30 June 2020.

The website provides residents the following information:

- Bin collections: check service day, acceptance criteria, lodge a missed service, requested an infirmed service, bin maintenance or additional bin and general information on waste collection requirements
- Waste management facilities: locations, opening hours, acceptance criteria and facility access guidelines
- Search where to recycle or dispose
- Waste education programs
- Fees and charges
- Queensland waste levy: what it means for residents and business and exemptions
- Waste disposal authority
- Bulky household and vegetation collection service
- Recycling Quiz: 10 questions with helpful answers
- Videos on recycling and composting.

Redcliffe transfer station

Waste management facilities advice

Although waste facilities remain open to the public, residents are urged to avoid or reduce visits to comply with the latest COVID-19 advice from the Australian Government. Kerbside collection services continue as normal. Ensure bins are placed at the kerb the night before your collection day.

[More information](#)

Due to essential maintenance works, commercial waste, domestic quantities of waste over 1.5m³ and some large and bulky items are not currently being accepted at Redcliffe transfer station.

[Operating hours](#) | [Plan your visit](#) | [Mulch availability](#) | [Payment options](#) | [Usage requirements](#) | [Accepted waste](#)

Operating hours

- Open 7 days, including public holidays.
- October to March: 7:00 AM - 6:00 PM
 - April to September: 7:00 AM - 5:00 PM
 - Christmas Day: Closed

Plan your visit

Speed up your visit by avoiding peak times. The graph below provides an indication of user trends and historically busy periods. [More tips for reducing your time on site.](#)

Opportunities for Improvement

- Regular updates to Recycling Quiz to ensure relevant messages are being delivered and the community are continually being provided with different information to increase their knowledge
- Review and update videos as required
- Investigate online program or smartphone application to further expand engagement with residents
- Consider expanding online resource for engaging businesses in waste minimisation actions
- Consider an interactive online program or smartphone application where residents can learn about waste and recycling. Interactive games for all ages would assist in the further education of children and may lead to waste behaviour changes within the home. Games such as ‘can you sort your waste out’ where children sort items into the general waste or recycling bin, would assist families to understand the correct bin for common items in their homes.

- Guides on reducing waste at home can be developed and made available on Council’s website for residents to download.
- Provide local businesses with access to waste management information on the website. Businesses are looking increasingly into sustainable practices.

With EnviroCom, Council can develop educational tools & resources for businesses.

A tool such as a ‘Waste Calculator’ will allow businesses to enter their current collection information and would provide them with recommendations to implement best practice waste management tailored to business and industry types.

Council’s current online resources aimed at reducing contamination

Find out what you can put in your waste and recycling bins

<https://www.moretonbay.qld.gov.au/Services/Waste-Recycling/Collections/Bin-Items>

Watch our educational videos

<https://www.moretonbay.qld.gov.au/Services/Waste-Recycling/Education>

Take the Rethink Waste recycling quiz to test your recycling knowledge

<https://www.moretonbay.qld.gov.au/Services/Waste-Recycling/Rethink-Waste/Quiz>

Know about our MRF and find out more about the destination of recyclables collected from our region

<https://www.moretonbay.qld.gov.au/Services/Waste-Recycling/Collections/What-Happens-to-My-Recycling>

Follow Council on Facebook for regular updates, tips and tricks about contamination in recycling and National Recycling Week for tips, tricks and trivia.

When are my bins collected?

Council provides a weekly general waste and fortnightly recycling collection service to properties within the defined waste collection areas. Check your bin collection day.

Enter street address or [Use my location](#)

[Search](#)

Waste collection

Enter street address to find your collection dates

Note

- This search only applies to regular domestic “wheelie” bin collection. Contact Council for information on properties with commercial, additional or bulk bin services.
- While every effort has been made to ensure the accuracy of this data, some anomalies may occur. If you believe the details are incorrect or inconsistent with your actual service please [contact Council](#) to report the problem.

Waste education

Reducing resources, including waste going to landfill and living sustainably are important changes we all need to make for a safer and healthier future. Information on what can go into recycling bins has never been more important with the responsibility for Australia and countries around the world to manage waste and process recyclable materials locally.

Food and garden waste is too valuable to put into the general waste bin and eventually into landfill. Watch how easily you can recover your household organic material and create mulch, compost and liquid for them for growing healthy gardens and home grown fruit and vegetables.

How rubbish are you at recycling? [Test our quiz to find out!](#)

Get involved in school and early learning centre collections and awards.

Education videos

Education programs and tours

Is your school or early learning centre on a journey to become more sustainable?

Schools

Council’s free waste minimisation program is available to schools in our region and offers training, support and donated infrastructure to build a sustainable waste management system on site. The environmental, social, cultural and economic benefits for the school, teachers, students and wider school community will preserve natural resources and build capacity towards a more sustainable future.

- [Free Waste Minimization Program for Schools in the Moreton Bay Region](#) (PDF, 10MB)
- [Waste Management - School Waste Minimization Program](#) (PDF, 10MB)

Early Learning Centres

Early learning centres, day care and outside school hours care providers are eligible for support through training workshops. Free three evening workshops provide education access to developing skills, experience and resources including how to implement and embed a best practice waste and recycling system on site, including the curbside general waste, and recycling programs for food and garden waste.

Rubbish bin (green or red lid)

General waste wheelie bins are serviced weekly.

Waste materials produced through daily household or commercial activities are accepted. [Search where to recycle or dispose](#) to see what can be put in your general waste bin.

Green waste - did you know residents can take grass clippings, palm fronds, sticks, leaves and tree prunings to our waste facilities for mulching at no cost?

Bulky or heavy materials that increase the entire bin weight over 40 kilograms should be brought to a [waste management facility](#) for disposal.

Do not put these waste items in your rubbish bin:

- bricks, rocks, cement
- building materials
- motor vehicle parts or large metal objects
- fire ash (must be a minimum of 2 days after use)
- hazardous materials.

Plastic bags & wrappers

Food scraps and rubbish

NO Hazardous waste

NO Recyclables



3 Mail Out, Brochures, Social Media & Advertising

Council's current communication strategies predominantly use Council's website and social media platforms as an effective delivery method.

Brochures are available and prominently displayed at Council's customer service centres, environmental education centres and libraries.

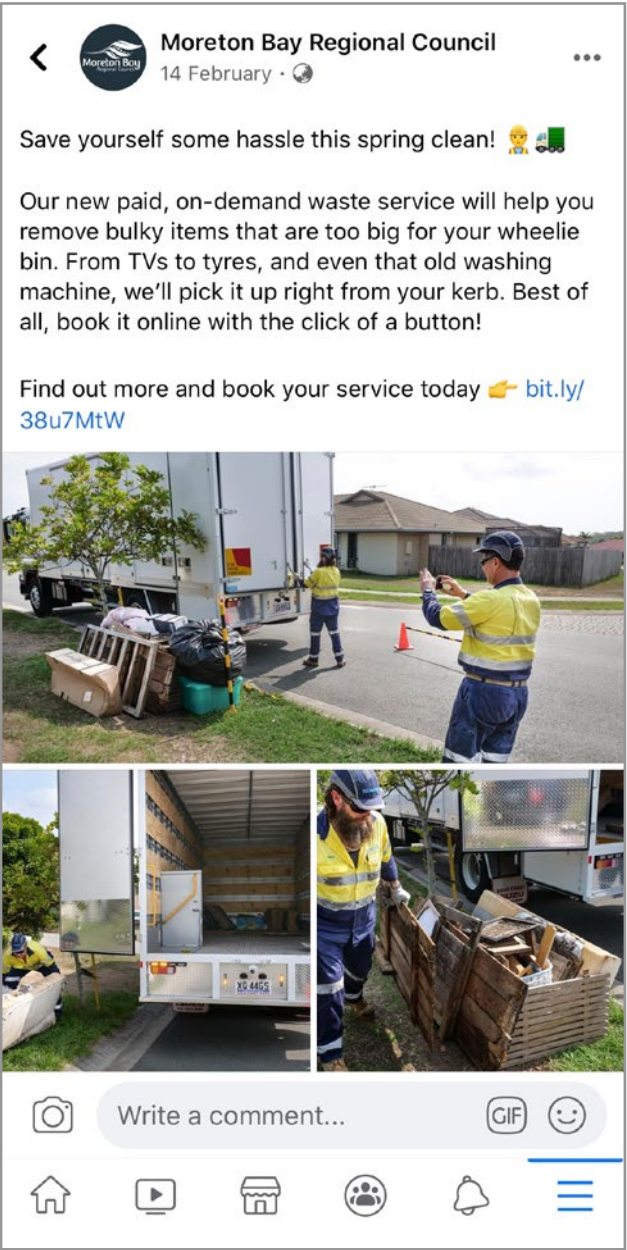
Council may conduct from time to time intensive mail out campaigns to target specific behaviours e.g. contamination or service offering e.g. household hazardous waste disposal or bulky waste collections.

Rethink Waste Brand

Council has developed the Rethink Waste. Let's get it sorted. tag line which will be used consistently across most waste education communication material.

Opportunities for Improvement

- Regular communication (flyers) included in the quarterly rates notice issue
- Local newspaper, bus stop and cinema advertising
- Increased promotion of Council's waste education and waste minimisation programs through industry working groups/forums
- Regular social media posting to remind residents on how to use their bins correctly, how to safely access and utilise local waste facilities and dealing with hazardous/specialised waste disposal.



Moreton Bay Regional Council
7 May

Our waste management team is busy processing more than double the amount of usual waste during COVID-19

You can help keep them safe and working efficiently by disposing your waste responsibly with these simple rules:

- Securely tie your general waste inside a bag and dispose into your red lid bin.
- Keep hazardous waste out of the red lid waste bin. Items such as batteries can cause fires on-board trucks and at the landfill. Hazardous waste including chemicals and medical waste must be taken to a licensed disposal facility.
- Keep your recyclables separated and avoid bagging items. Soft plastics such as plastic shopping bags, wrappers and film are not accepted in your yellow lid recycling bin. These should be taken to a major supermarket for recycling.

Thank you for using the right bin and keeping our waste handlers safe.

Information sheet

State Government Waste Levy

What does it mean for residents?

To help reduce waste and increase recycling, a new strategy has been developed by the State Government, underpinned by a waste levy which will commence on 1 July 2019 in 39 local government areas, including the Moreton Bay Region.

The levy will only apply to waste that is sent to landfill and will require councils to collect the levy on behalf of the State Government.

The State Government has committed to ensuring the levy has no direct impact on households. To deliver this, councils will receive annual advance payments to offset the costs of the waste levy on household/domestic waste going to landfill.

Will all existing Moreton Bay waste facilities and transfer stations continue to operate?

Yes. There will be no change to the operating days and times of council's three landfill sites and nine transfer stations.

What are the levy charges for 2019/20?

The State Government waste levy is \$75 per tonne for Municipal Solid Waste, which includes household

I only have a load of recyclable materials. What does it mean for me?

The State Government waste levy only applies to materials going to landfill. Council encourages you to sort and separate your recyclable items before you visit a waste facility, so materials can be easily deposited in the appropriate recycling area.

Will the introduction of the waste levy change the way I access and use waste facilities?

To meet State Government reporting requirements, the way you access, travel through and deliver waste to council facilities will change from 1 July 2019. Council will be required to record vehicle/user details as well as waste weights and type to ensure the State Government is provided with the necessary information under legislation. **State Government fines will apply for inaccurate or false information.**

As a resident, will I still enjoy the same access entitlements when disposing of my household waste at a waste facility?

Yes. There are no plans to change existing acceptance practices for materials at council waste facilities and the current regime of gate fees will remain in place.



4 Education and Promotional Videos

Council has several short videos available for residents, schools, early learning centres and community groups to access via its website.

Residents can view how recyclables are sorted and why some materials are not accepted, how to use Council's waste management facilities and some easy examples of how to compost, worm farm, bokashi and mulch your food waste at home.



Opportunities for Improvement

- Current educational videos on Council's website need to be reviewed and updated every 3 years. Created in 2015, the recycling video features the Petrie MRF, which has since closed. An updated video would provide the community with accurate information and with further education.
- Develop further promotional videos, as these resources can provide opportunities to engage schools, early learning centres and the wider community.
- The organics video could be broken up into separate worm farming and composting videos to shorten the length, and further focus on each topic.
- Other topics may include:
 - Recycling right and how to get the best use out of your bins
 - How to avoid plastic while shopping and around the kitchen
 - Thinking reuse rather than single-use
 - Rehome rather than rubbish
 - Plastic recycling - taking the scrunch test
 - Solutions for problem waste
 - Bringing it all together, the range of sustainable solutions available to better manage your waste.



[Easy composting, worm farming, bokashi and mulching](#)
[Video transcript](#)



[Using your household recycling bin service](#)
[Video transcript](#)





5

Community Engagment Activities

Community events are a valuable opportunity for Council and Cleanaway to directly engage with end users. They are a platform to educate residents on recycling services in their region.

Council's Waste Management and Minimisation Officers and Cleanaway's Education Officer aim to participate in relevant community events.

Key activities that may be undertaken:

- Regular displays and information stands at shopping centres
- Participation in Council events and functions
- Door knocking on recycling day to speak to residents
- Include merchandise or give away promotional items
- Run promotions or competitions that give a positive reward for engagement with recycling message. Examples may be interactive games to place the correct materials into recycling bins and win a prize for correct actions
- Working with Cleanaway to encourage sponsorship of waste educational displays at community events.

Council has a well resourced Waste Education Van, which is a key asset that contributes significant value and support to community engagement activities.

A replacement vehicle may be required to support the ongoing delivery of the waste education program and community engagement activities.

Opportunities for Improvement

- Future attendance at the following nominated events annual for Council's community engagement activities
- Target events for 2021:
 - April - Redcliffe Festival of Sails
 - April - Hills Carnival, George Willmore Park Ferny Hills
 - June - Caboolture Show
 - June - Redcliffe KiteFest
 - June - Woodford Show
 - July - Dayboro Show
 - July - Samford Show
 - July - August - Pine Rivers Show
 - 1st Friday of Each Month - Woodford Night Market
 - Waste Management Facility activations
- Waste Services can also be requested to attend Council's Environment Education Centre events and may setup activations at the Waste Management Facilities during busy periods.





6 Resources

Council offers several Council-branded resources available for use by schools, early learning centres, residents, multi-residential and commercial properties to assist with waste management and on-site resource recovery.

The resources aim to help residents and visitors, particularly managers and body corporate members, to dispose of waste correctly.

Community members may order resources by contacting Customer Service and lodging a Waste Minimisation Enquiry. All requests are reviewed based on eligibility criteria.

Limits would apply depending on the property type and eligibility criteria.



Opportunities for Improvement

- Council can also offer tailored resources aimed specifically to help strata managers and body corporate educate residents on how to correctly dispose of their waste including:
 - Guides and brochures
 - Fact sheets
 - Bin notification stickers
 - Bin and wall signage
 - Recycling infrastructure such as recycling bins or bags
- Waste training session for body corporate and strata managers to equip them with the tools and knowledge to train their community
- Council will conduct further research regarding best practice and including community consultation with this target audience to make an informed decision on the resources required prior to development.

Example of Best Practice

Council has reviewed best practice and community consultation with this target audience to make informed decisions on the resources required.

View the City of Ryde’s multi dwelling education program as an example of some of the tool’s available for their multi-residential properties.

<https://www.ryde.nsw.gov.au/Environment-and-Waste/Waste-and-Recycling/Waste-Resources/Waste-Resources-for-Apartment-Complexes>



Above image: Design for MBRC Recycling Bag





7

Community Composting Hubs

Council may develop a program to encourage, support and partner with community gardens around Moreton Bay to help residents turn kitchen scraps into nutrient rich compost for gardens and improve soil quality.

Council may develop a program to encourage, support and partner with community gardens around Moreton Bay to help residents turn kitchen scraps into nutrient rich compost for gardens and improve soil quality.

Food waste is approximately 31% of what goes into our general waste bins. Composting helps to reduce the amount of organic waste we send to landfill. It is an easy way to build an understanding of where our food comes from. It also shows how valuable our kitchen scraps can be in the cultivation and harvesting cycle.

The program will consider the establishment of community composting hubs and encourage residents living near these hubs to regularly contribute their kitchen scraps to community garden compost bins.

With support from Council and the local community garden volunteers, residents can learn about the benefits of composting and saving these organic resources. They will also learn other ways to reduce the amount of organic waste they create.

Council may provide registered participants with a kitchen caddy by contacting Customer Service and lodging a Waste Minimisation Enquiry. All requests will be reviewed based on eligibility and budgetary requirements.

The caddy will help residents collect and transport scraps to their local composting hub. On-site signage at hubs will assist making composting quick and easy.

The community composting hubs initiative provides a great opportunity for further connection and waste reduction within the community.

While there are presently only a limited number of community gardens within the region, this program can be utilised to expand the reach of these gardens into the surrounding community. This program can be piloted with one or two community gardens, and will allow data to be collected and learnings to be applied before further expanding the program.

Opportunities for Improvement

- Run a pilot program with 1 - 2 community garden groups to supply compost bins, worm farms and mulch to enhance the recycling and the use of compost to promote home gardening

Anyone can get involved by bringing their kitchen scraps to Jane Street Community Garden from 13 May 2017. Composting your scraps helps to reduce the amount of organic waste sent to landfill in Brisbane. The compost will be used in the community garden.

GET A FREE CADDY
Register to be part of the Community Composting Hub program and receive a free caddy to collect your kitchen scraps. You can then empty your caddy at the community garden.

WELCOME AND INFORMATION DAY
Saturday 13 May 2017, 8-10am
Jane Street Community Garden
103 Jane Street, West End

- Compost and worm farm displays
- Register for a free kitchen caddy
- Refreshments provided
- Free kids activities

FIND OUT MORE
Register on Council's website, or join us at the welcome event in the garden.
Visit www.brisbane.qld.gov.au or call (07) 3403 1800.

NEW COMMUNITY COMPOSTING HUB
Jane Street Community Garden, West End has a new community composting hub, hosted and run by volunteers with the support of Brisbane City Council.

I ♥ BNE.
Keeping Brisbane clean, green and sustainable.
Dedicated to a better Brisbane



Images courtesy of Brisbane City Council, established community composting hub initiative.



8 School & Early Learning Centre Education

Waste Minimisation Program

In partnership with EnviroCom Australia, Council provides a waste minimisation program to schools and early learning centres (ELC's) within Council's catchment area.

The Waste Minimisation Program (WMP) is a milestone program to assist schools and early learning centres establish best practice waste management. The program offers free training, education, support and infrastructure to help schools and early learning centres develop a sustainable waste management system on site.

Through curriculum-linked activities, experienced environmental educators engage and support teaching staff and students to avoid, reduce, reuse and recycle their waste.

The program provides free education for schools and early learning centres on the following presentation topics, which link with the Australian Curriculum:

- Waste and Recycling
- Nature's Recyclers; composting and worm farming
- Litter and the Environment
- Waste Avoidance and Smart Shopping
- Food for Thought

The program also offers a Waste Facility Tour, which involves a Waste and Recycling presentation, followed by a tour around the landfill and Council's Resource Recovery Area.

Presentations and training sessions are tailored to the students' developmental age and curriculum stage. Students perform activities including classroom waste audits and bin inspections to collect data and understand their site's waste stream composition and behaviours.

Staff and students are trained to educate their school/centre on correct waste management behaviours and roll out recycling programs including co-mingled, paper and cardboard, and organics recycling.

Currently, over 70% of primary and secondary schools in the Moreton Bay Region are involved in the School Waste Minimisation Program (SWMP).

The program has assisted schools to reduce their waste generation to landfill by an average of 19% for each school.

Opportunities for Improvement

- Develop and update suite of early learning centre and school program resources with Rethink Waste branding
- Review and develop Regional Recycler Competition for schools and early learning centres
- Review and develop Sustainability Champions Award in recognition of schools and early learning centres with best practice waste management practices
- Workshops for community groups and organisations (at their location): waste management and recycling, composting and worm farming, reducing plastic with alternatives, and sustainable shopping
- Community compost workshops for International Composting Awareness Week
- Develop and implement donated compost bin or discount voucher (per bin) for participants in free compost workshops.

The highest reduction in waste generation to landfill is 64% at Patrick Road State School, through the implementation of recycling and organics collection programs and other waste minimisation initiatives.

The Early Learning Centre Waste Minimisation Program (ELC-WMP) is offered exclusively to centres who attend the free ELC evening workshops and demonstrate eagerness to be involved in the program.

Positions in the ELCWMP are limited. Currently, there are 8 active sites in the ELCWMP and training is delivered through the ELC Evening Workshops.

Each year the program is reviewed and development opportunities are discussed between Council and EnviroCom to ensure the continual improvement of the program.

The WMP aims to increase the number of school and ELC sites each year, to further establish waste education and best practice waste management within Moreton Bay.

Waste Education Program (WEP)

Schools & Early Learning Centres

The Waste Education Program (WEP) is available to schools and early learning centres who are not members of the Waste Minimisation Program.

The WEP is mainly accessed by early learning centres, as schools are now required to be a member of the Waste Minimisation Program to access free education. This was an initiative recently established to support Council's focus on driving change and to further support schools beyond classroom presentations.

The WEP is accessed by early learning centres through the 'ELC Evening Workshops'. These workshops are delivered on a range of topics and aim to train and equip ELC staff with knowledge to embed best practice waste management within their centres.

Six workshops are offered each contract year and the workshops are on the following topics:

- Implement Recycling (2)
- Implement Organics (2)
- Early Years Learning Kit Training (1)
- Reward and Recognise (1)

In the 2018/19 contract period, the WEP delivered six workshops to 124 staff from 61 centres. These workshops have proven to be popular within the ELC community and will be undergoing review and updates within the 2019/20 contract period to ensure continual delivery of relevant information that meets the expectations of ELC staff.

Community

The WEP is also available to community groups and the general public. Presentations and workshops are offered on:

- Waste Management and Recycling
- Composting at Home
- Worm Farming at Home

Community groups such as CWA, garden clubs and Probus clubs, host workshops and presentations for members. Presentations are also held at Council libraries and are available to the general public.

These presentations are generally for National Recycling Week or workshops for International Compost Awareness Week.

In the 2018/19 contract period, the WEP delivered nine presentations/workshops to approximately 180 participants.

Council endeavours to increase the number of participants and community groups engaged annually to further develop waste education throughout the region.

Council's current Waste Education Program flyers are provided in Appendix 1 and Appendix 2.





9

Waste Education Mascot

Mascots are very effective advertising tools.

For years, mascots have helped children learn about even the most serious subjects because kids relate to simple characters. Adults are similar. When we see someone relatable on television, we become engaged. Mascots take these relatable forms and give them an added human dimension in the form of human features, problems and culture.

Mascots allow an audience to connect with a brand bringing it to life from their background story to the key concepts they imply about the brand, mascots are able to take the audience on a journey.

Council currently has two waste education mascots (Busy Lizzy and Reggie Recycler) which were part of the former ResourcEd School's WMP. These mascot costumes are now nearing their end of life and Council's new Rethink Waste School's WMP requires a reinvigorated mascot to enable further engagement and raise the profile of the Rethink Waste brand within the community.

Council may seek public consultation on the type of mascot the community would support. Community engagement is key to ensure the community finds the mascot relatable.

Opportunities for Improvement

- Design and produce new mascot for special events and schools program
- Use of new Mascot at events, shopping centres and school promotions.



Above image: Busy Lizzy and Reggie Recycler costumes



10 Facility Tours and Workshops

In partnership with EnviroCom, Council delivers workshops and guided tours at its Caboolture and Dakabin waste management facilities.

The workshops and tours are free for schools and community organisations located within Council's catchment area.

Workshops and tours highlight the importance of sorting and recovering resources for resale, processing and recycling. Additionally, they draw attention to the impacts and issues surrounding current landfill practices and demonstrate how large volumes of materials are being recovered.

A presentation on waste management and resource recovery at the facility begins the tour, with training in acceptance criteria, destinations and disposal outcomes of general waste and recyclables. The participants are then taken on a tour around the landfill and Council's resource recovery sections.

Schools and community groups must provide a bus for the tour, except where Council facilitates the annual Trash to Treasure Tour.

In the 2018/19 contract period, Council and EnviroCom delivered 23 school tours to 1,254 students, teachers and parents, and 1 community tour to 104 residents.

Opportunities for Improvement

- A Waste Education Centre will improve the delivery of the popular tours and provide dedicated space for recycling workshops for the community. An Education Centre, would dramatically improve the quality of our education programs and entice residents to learn more about waste and how it is managed.
- Consider developing a Waste Education Centre as part of its future MRF Strategy 2025.
- Consider developing a Waste Education Display at its existing Environmental Education Centres



Above images: MBRC free waste management workshops in action



11

Bin Signage and Stickers

Council has developed a range of signs and stickers for multiple bin types. Bin stickers are simply designed with familiar colour coding and icons, which makes them comprehensible to a wide audience.

New kerbside wheelie (two-wheeled) bins comply with AS4123.7 feature waste type identification, acceptance criteria hot stamp and tactile for the visually impaired.

Bulk industrial bins (four-wheeled) for waste and recycling feature waste type identification, acceptance criteria and safety sticker.



Opportunities for Improvement

- Refurbish and rebrand existing bulk bins in the field to comply with AS4123.7 and new bin sticker designs
- Design and produce corflute/metal signs, poster designs; general waste, co-min-gled recycling and paper and cardboard
- Design and produce new lid hot stamp for general waste two-wheeled bins
- Design & produce updated lid hot stamp for recycling waste two-wheeled bins
- Implement tactile on all two-wheeled bin lids for visually impaired
- Introduce signage at Multi Residential Complexes, and Community and Sporting Facilities where contamination of recy-clables is an issue.



Cardboard & Paper Recycling

Cardboard boxes, cartons & packaging

Paper, envelopes, newspapers & magazines

NO Polystyrene, plastic & food

NO Tissues, paper towels & waxed cardboard

YOUR SAFETY

DO NOT CLIMB ON OR ENTER BIN

LID CLOSED

DO NOT OVERLOAD

NO Tyres • Sand • Bricks • Paint • Ashes • Oil • Thinners • Batteries • Gas Cylinders

3205 0555 • moretonbay.qld.gov.au/waste





12 Vehicle Livery - Moving Educational Billboards

Council is fortunate to have several collection vehicles dedicated to recycling and general waste. Each vehicle is a canvas painted with informative graphics and branded with Council's logo. Effectively a moving billboard, the vehicle alerts residents to its purpose.

Council's new livery clearly illustrates acceptable items. The illustrations are brightly coloured and placed in a highly visible position on the vehicle's body. Colours align with the Australian Standard for Mobile Waste Containers AS 4123.7 2006. Importantly, the livery designs align with Council's education and communication strategies.

A consideration for future designs or a possible addition to existing vehicle livery is the addition of information on where the material is going. For example, have 'landfill' written on the general waste collection truck, to demonstrate to readers that this is where the waste is going. The word landfill further connects the audience to the process behind waste management.

- Opportunities for Improvement
- Refurbish and rebrand existing vehicle fleet to comply with AS4123.7 and new livery designs
 - Consider addition of information on where the material is going - EnviroCom recommendation
 - Potential rebrand of waste education van to align to comply with AS4123.7 and new livery designs
 - Potential rebrand for Cleanaway fleet upgrade 2022/23.

Waste Education Van

Council utilises a well-resourced waste education van to support and promote the Rethink Waste program. It is an investment that Council must continually update and maintain so that Council can continue to engage with community members in the field and at events.

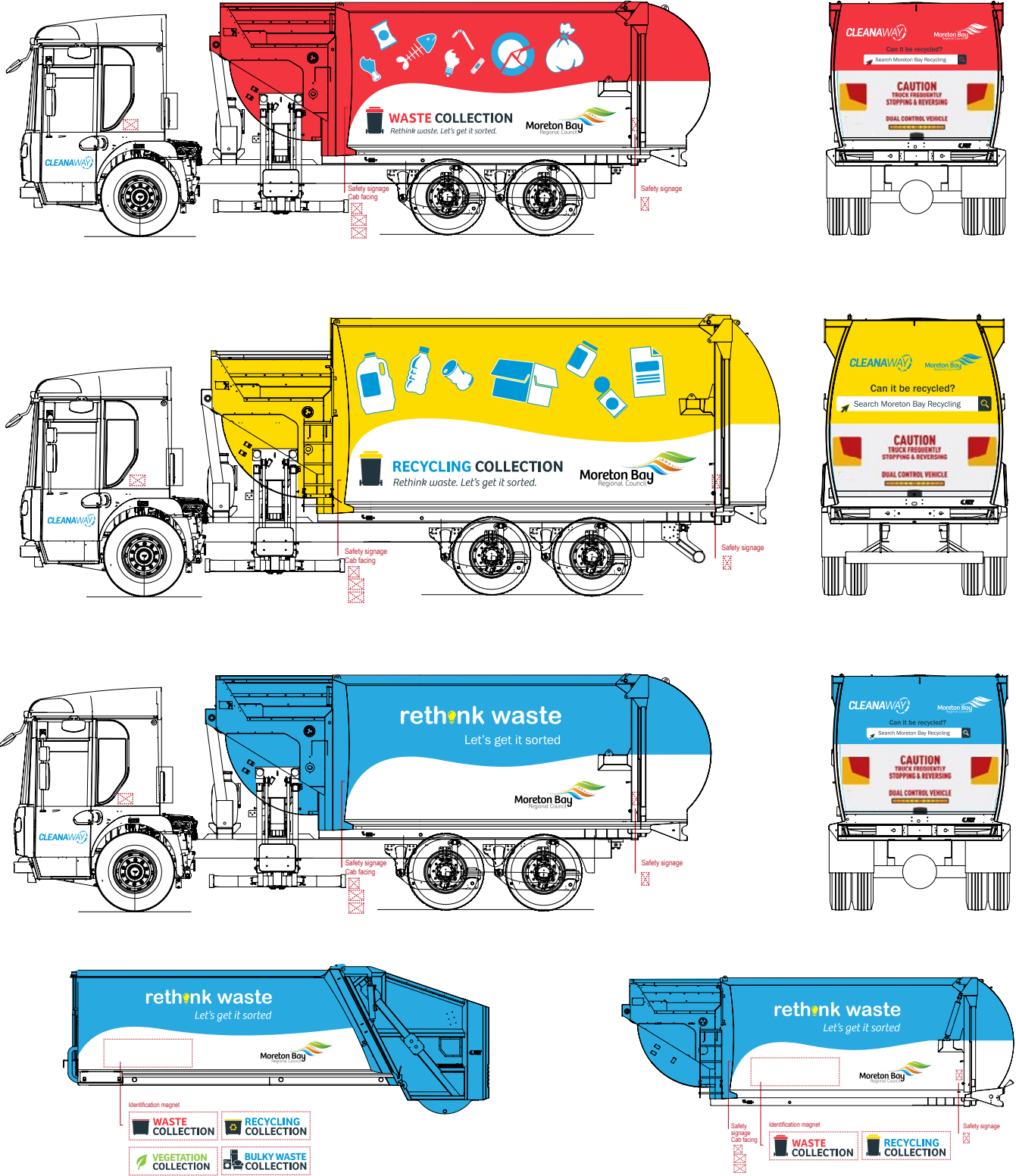
The waste education van provides Council with a transportable promotion and event resource that uses solar energy to run visual displays and activities that conveniently comes to the community.

Equipment included in van

The waste education van is equipped with: independent solar power; television; DVD player; shade awning; additional power outlets for appliances and activities; fridge/ freezer; wheelie bin loading ramp; and shelving.

Promotion activity items

- interactive recycling sorting belt conveyor
- model worm farm
- model compost bin
- pull up banners
- display banners
- brochure stands
- mini recycling bin.





13 Waste Facility Signage - Rebrand

Bright, simple and informative signs should be placed at landfills, transfer stations, resource recovery area (RRA) and Treasure Market.

The purpose of the signs is directional and educational. Current signage across the sites is inconsistent with a mix of generic and legacy signage from pre-amalgamation.

Sign design should be uniform across all facilities and should match national standard colours for waste and recycling, existing bin stickers, truck livery and public drop off area resource recovery infrastructure. Content should support Council's waste education program to maximise resource recovery.

Council will conduct an audit of site signage, develop a package of standardised and consistent signage through Waste Services in consultation with Marketing and Communications and a time line for delivery will be communicated on the rebranding process to Council.

Entrance signage

All facilities should have a large Council-branded sign, containing the facility's name, placed prominently at the entrance.

Facilities with only one sign at the entrance should contain the brand with all site information (e.g. site name, operating hours and contact details). The entrance sign should be optimised to the space.

Site safety record signage

All facilities must have a 'site safety record' sign placed in a prominent position at the entrance to or before the weighbridge/gate house.

Fees and charges / acceptance criteria signage

All facilities must have a 'fees and charges/acceptance criteria' sign placed in a prominent position at the entrance to or before the weighbridge/gate house.

Way finding signage

Way finding signs should be clear and legible with no excessive information or unnecessary elements.

Information signage

Information signs should be clear and concise. Content should be specific and target the audience. Icons, highlight boxes, bullets and tables allow readers to comprehend information immediately.

Fence mesh

Where possible, fence mesh should be used to separate public areas from back of house operational areas.

Fence mesh should have simple safety messages and/ or clear illustrations indicating acceptable items. Signs should be placed in highly visible areas around the facility. Designs should mirror the vehicle livery using bright colours consistent with *Australian Standard for Mobile Waste Containers AS 4123.7 2006*.

Opportunities for Improvement

- Large Council-branded signs containing facility name and placed prominently at the entrance
- 'Site safety record' signed at every facility placed in prominent position at the entrance to or before the weighbridge
- 'Fees and charges/acceptance criteria' sign in prominent position at the entrance to or before the weighbridge
- Clear and legible way finding signage
- Clear and concise information signs
- Fence mesh to separate public areas from back of house operational areas.

General waste	←
Recycling	←
Green waste	→
Scrap metals	→
Concrete	→

Visitor parking	→
Additional parking	↑
Waste facility	→
Recycling facility	→
Office	←



Welcome to Caboolture

Waste Management Facility

51 McNaught Road, Caboolture

Operating hours	
Open 7 days (including public holidays)	
October to March	7.00am-6.00pm
April to September	7.00am-5.00pm
Christmas Day	7.00am-12.00pm
(except where Christmas Day falls on Sat or Sun)	



13 Waste Facility Signage - Rebrand continued

Tipping vehicles unloading of waste (unfenced side of pit)



Drive slowly

Obey all speed limits and follow all instructions from staff

Your safety is our concern

Deep pits/bins may present a fall hazard. Please read these instructions carefully before using the facility

Instructions

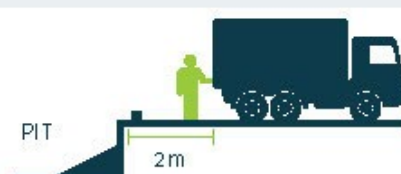
1



Follow all instructions from staff

2

Safely release manual tailgate, staying 2 metres away from pit and ensuring waste is not discharged



3

Reverse up to wheel stop and open tailgate



4

Stay within 1 metre of your vehicle



5

Discharge waste in pit



6

Drive forward at least 2 metres and close tailgate



Footwear must be worn



Keep children and pets inside vehicles



No smoking at any time



Place waste in marked areas



Take care when unloading



Please read these instructions **carefully** before using the facility

Hand or manual unloading of waste (fenced side of pit)

Follow instructions from staff



Park 1 metre from fence and unload



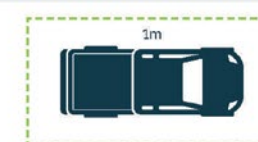
DO NOT climb or stand on fence



DO NOT climb or stand on vehicles



Stay within 1 metre of your vehicle



Look out for other vehicles



WARNING Deep pits/bins may present a fall hazard



Site safety record

Consecutive number of days without a lost time injury (LTI)

Caboolture Waste Management Facility

Current record

Previous record

Safety observations YTD

Audits/inspections YTD



Authorised access only



General waste

YES

✓ Only waste authorised for landfill

NO

- ✗ Chemicals or hazardous waste
- ✗ Oil pesticides, paints, solvents
- ✗ Fluids or liquids
- ✗ Syringes or medical waste
- ✗ Clean timber
- ✗ E-waste
- ✗ Recyclables
- ✗ Scrap metal
- ✗ Green waste
- ✗ Clean fill or concrete





14 Corporate Sustainability Initiatives

Council's Corporate Plan 2017 – 2022 includes the strategy to 'Maintain sustainable waste management for the Moreton Bay Region'. Therefore, staff and all representatives of Council are required to implement sustainable waste practices in their role.

Current policies require staff to promote, interpret and implement sustainable operations and practices through key documents:

- Corporate Plan
- Procurement policy
- Sustainability Policy

A waste minimisation initiative is required for Council to embed these principles and ensure all staff are considering sustainable waste practices in their current operations and future planning to assist Council to meet the targets of the WRRP.

The program will include a review on current policies and procedures with the various appropriate governing area in Council.

The initiative requires Waste Services to work with Council's other departments to review & improve outdated operational procedures. It also requires them to gather data on disposal and recovery behaviours of staff and contractors with comparable data on improvements, & implement a staff engagement program with improved signage, information and procedures.

Currently, Waste Services are working with Building & Facilities and Engineering, Construction & Maintenance Operations to assess and review current waste management practices at Council's Administration Buildings and Depots.

Central Waste & Recycling Stations

An initiative to consider involves removing under-desk bins in most office areas and replacing them with central waste and recycling stations.

A large reason for low recycling rates is the number of under-desk bins in offices, and the small act of replacing these with central waste and recycling stations can:

- improve individual responsibility
- reduce cleaning costs
- reduce the use of plastic bin liners
- reduce waste going to landfill
- reduce waste collection & disposal costs

- increase recycling.

This initiative encourages staff to take regular breaks from their desks to empty the desktop mini bin or recycling box.

A pilot stage of the initiative may involve the removal of under desk bins in office areas at the following sites:

- Strathpine Administration Building
- Strathpine Library
- Margate Depot
- Redcliffe Transfer Station

Once bin removal commences, it will be monitored and reviewed for three months.

During the review period, staff will be encouraged to provide comments via the feedback email. When the pilot stage is complete, the implementation process may be revised and the initiative will be rolled out across all sites.

Information regarding ongoing implementation can be communicated on Council's Intranet portal, embarc.

How it will occur

Under-desk bins will be removed and replaced with new waste and recycling stations located in central locations throughout the office or kitchen areas. Old bins will be recycled.

Staff will be asked to take their own waste and recycling to the new centralised waste and recycling stations located within their office or kitchen areas.

Mini bins may be available for staff to use on their desk for small waste items as a pilot incentive. Staff will need to empty their mini bins into the central waste or recycling bins.

All food waste must be placed in the general (red) waste bins located in kitchen areas, as these bins are serviced more frequently than recycling and organics collection not yet available.

Used paper will still go into under-desk paper recycling boxes provided. When full, staff can still empty these boxes into the paper wheelie bins located in their building.

Centralised waste management is fast becoming industry standard. It has recently been successfully implemented at the University of Queensland whose Sustainability team provided advice to the Waste Service's team on implementing this type of initiative.





15

Kerbside Collection Contractor Involvement

Cleanaway assist Council with contamination management through kerbside collection operations.

Through the General Waste and Recyclables Collection Services Contract, Cleanaway must assist Council to manage contamination in bins. The aim is to reduce the number of non-recyclable items in the recycling bins and to maximise the recovery of recyclables.

Contamination of the recycling stream must be less than 10%. Visy Recycling, the MRF operator, will charge Council an additional fee if contamination is above 10%.

Cleanaway and Council's notification process is a key element of contamination management. Cleanaway assist Council to manage contamination using kerbside bin notifications and Cleanaview on-board data management system.

Cleanaway's involvement will ensure that:

- Council and residents are notified of contamination
- Residents are informed of contamination and understand how to minimise
- Recyclables collected have low levels of contamination
- Landfilling contaminated recyclables avoided.

What is contamination?

Contamination refers to the introduction of general or hazardous household waste into the co-mingled recyclable stream in a concentration that may make the stream unfit for recycling.

Why people contaminate their recycling bins?

- Outdated information and established habits
- Lack of understanding, possess learning difficulties or are from a non-English speaking background or visually impaired
- Lack of information and education
- Laziness, 'don't care' attitude – placing waste in the nearest bin
- Over-enthusiastic, trying to recycle as much as possible (Wish-cycling)
- Lack of confidence in materials, composition and the sorting/ recycling process

What is the impact of contamination?

Contaminants often reduce the quality of recyclable material and spoil the potential for recycling and reuse.

Contaminants create "negative space" by taking up unnecessary room in recycling bins and collection vehicles.

Economic Impacts

- Cost of collecting & transporting non-recyclable materials to facilities
- Cost of separating contaminants from recyclables
- Cost of transporting and disposing contaminants to landfill
- Cost of re-servicing bins if contamination was identified and initial service refused
- Occupational health and safety costs associated with collection and sorting
- Reduces the value of the recyclable product
- Negative collection vehicle space
- Reduces overall feasibility of recycling.

Social Impacts

- Poses high safety risks to sorters
- Negative bin space
- Poor reflection on community behaviours
- Increases negative community perception regarding recovery rates.

Environmental Impacts

- Lower recovery of recyclable material
- Increased waste disposed to landfill.



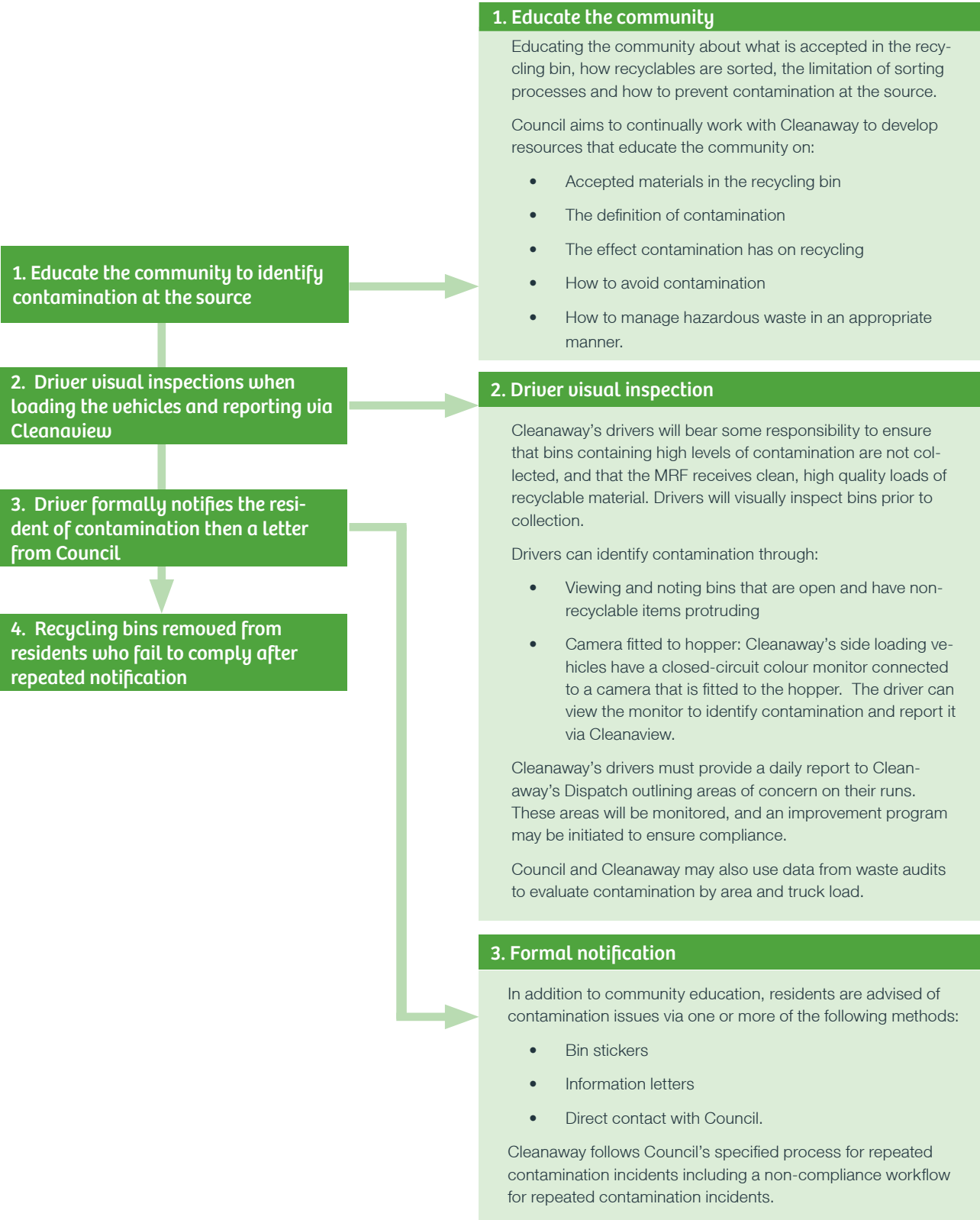
Contamination Penalties



Contamination levels from 10% to 19.9% may result in a penalty of an additional \$25 per tonne, while contamination 20% and above is a penalty of \$200.00 per tonne.

Considering Council collects and processes almost 32,000 tonnes per annum, non-managed contamination levels can place a significant financial burden on Council and the community.

Contamination management process



Contamination management procedure

1. First occurrence

- Gross contamination – bin will not be emptied
- Contamination visible at kerbside – bin 'may' be emptied
- Contaminated viewed via hopper camera
- Bin event recorded via Cleanaview
- Bin sticker placed on bin advising the resident of the offending items
- Letter issued - courtesy notice
- Details of contamination and letter sent entered onto Council's Customer request system.

2. Second occurrence

- Action as per first occurrence
- Letter issues - severity 1

3. Third occurrence

- Bin not emptied
- Bin event recorded via Cleanaview
- Bin sticker placed on bin advising the resident of the offending items
- Letter issues - severity 2

4. Fourth occurrence

- Bin not emptied
- Bin event recorded via Cleanaview
- Bin sticker placed on bin advising the resident of the offending items
- Letter issues - severity 3
- Bin removal.

Bin Service Notice

Cleanaway, council's waste collection contractor:

☐ was unable to collect this bin

☐ may not be able to collect this bin next service

☐ **General Waste**

☐ **Recycling**

☐ **Overweight** (bin too heavy)

☐ **Overfull** (lid must be closed)

☐ **Contamination:**

- Builders' waste
- Bulky/ heavy items
- Car batteries
- Electronic items
- Gas cylinders
- Paints, solvents, chemicals
- Used motor oils
- Recyclable items
- Other

- Plastic bags and wrappers
- Garden organics
- Polystyrene
- Clothing
- Light bulbs
- Ceramics and ovenware
- Used chemical containers
- Nappies, needles and syringes

☐ **Property not rated for bin service / size / extra bin**

☐ **Non-council approved bin**

☐ **Bin obstructed**



☐ **Bin requires repair**


☐ **Bin relocated to new collection point.**

Please use this location for your next collection.

Please remove unacceptable or heavy items from your bin before your next collection day, or contact council on **3205 0555**. For information on bin collection and waste disposal visit moretonbay.qld.gov.au/waste

Date: / /



Managing and reporting contamination via *Cleanaview*

Cleanaway has documented a contamination process that aligns with Council's General Waste and Recyclables Collection Services Contract.

Cleanaview is an on-board digital contamination reporting and data management system that interfaces with the vehicle's cameras, Cleanaway's collection database and Council's customer and property management database.

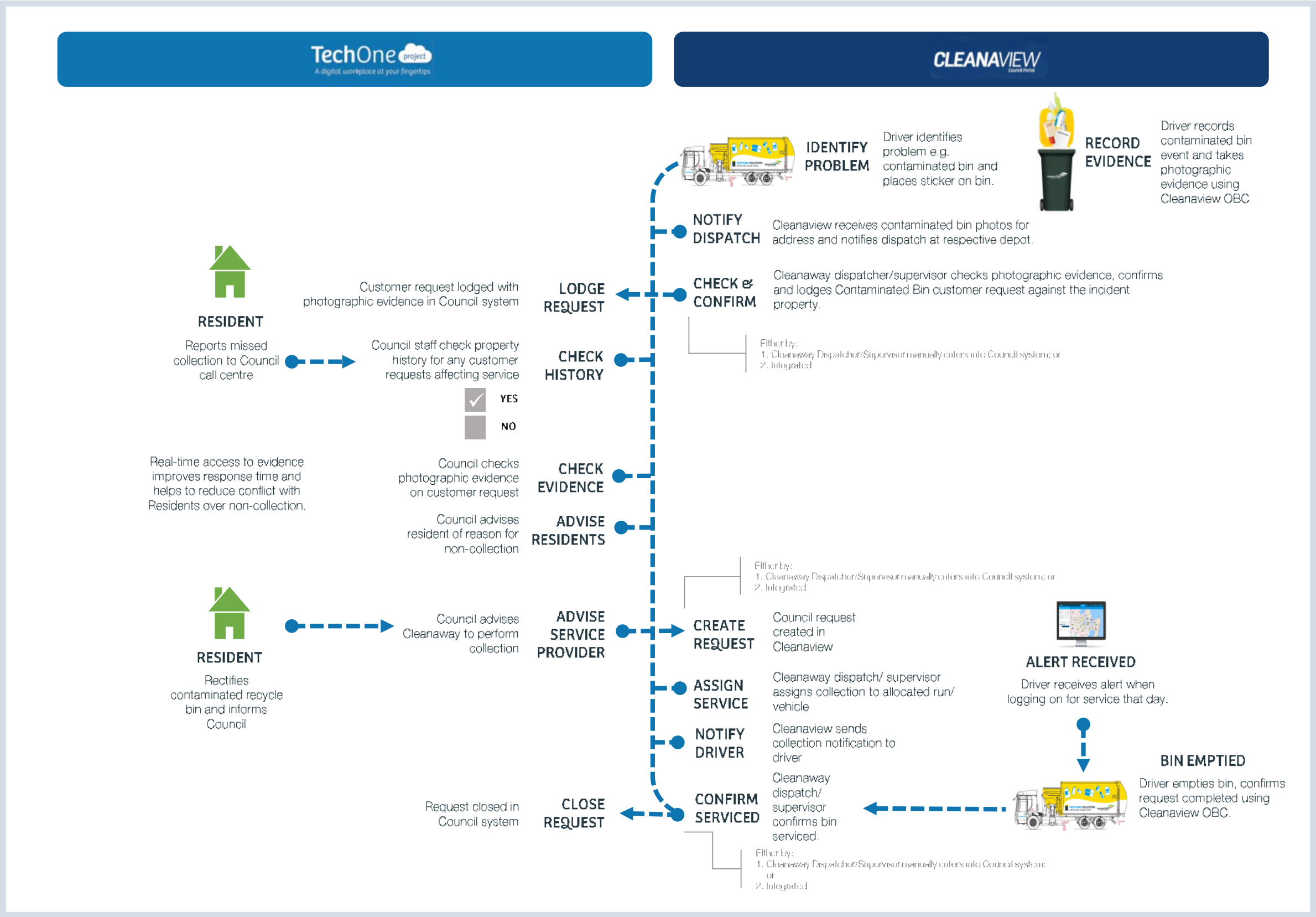
Cleanaway's drivers report contamination via Cleanaview, which is communicated to Council via a web portal. Cleanaview automatically logs the contamination against the customer's address in the database.

Opportunities for Improvement

- Implement proposed Contamination Management Process
- Cleanaway initiate a CSR to Council as part of new Contamination Management Process
- Once the contamination is rectified, collection will be made on the next scheduled service day or earlier if Council deems necessary.



Proposed Contamination Management Process





16 Bin Inspection Program

To connect better with residents, it is proposed to inspect recycling and general waste bins, randomly or nominated, throughout the region to ensure residents are disposing of waste into the correct bin and to provide feedback directly to the residents.

Contamination is a significant problem

Most Moreton Bay residents are conscientious recyclers; however, contamination is a significant problem in the region. Recycling contamination is a national issue, although local Councils are primarily responsible for implementing behaviour change programs and reaching waste and resource recovery targets.

Common contaminants in the yellow lidded co-mingled recycling bin include food, garden clippings, liquids, soft plastic and textiles.

There are many barriers and motivators to recycling, one of which is a lack of understanding or confusion around what can and can't be recycled. As a result, Council is working towards adopting a uniform approach to recycling practices. This approach will encourage people to recycle more, whilst reducing contamination resulting from confusion over correct bin practice.

Do bin inspections improve contamination?

Bin inspection and tagging programs have proven to reduce contamination in recycling bins. If contamination is detected, a tag is placed on the bin that explains why the bin has not been emptied. This provides useful feedback to residents and commercial bin users.

Bin inspection programs improve recycling behaviour because:

- Information is given on the bin itself rather than through the letter box, and directly visible to the bin user. Letter boxes may not be accessed daily and bins may not be placed directly outside of associated homes.
- Provide immediate feedback to reinforce the desired behaviour especially when there is a disconnect between what residents believe is the correct way to recycle
- Repeated feedback keeps proper bin behaviours top of mind and encourages forming good habits by the bin user.

Bin Inspection Notice

Council's waste collection contractor may not be able to collect this bin next service

☐

Overweight (bin too heavy)

☐

Overfull (lid must be closed)

☐

Contamination

☐

Property not rated for bin service / size / extra bin

☐

Non-council approved bin

☐

Bin obstructed

☐

Bin requires repair

☐

Bin relocated to new collection point.
Please use this location for your next collection.

Notes:

Please remove unacceptable or heavy items from your bin before your next collection day, or contact council on 3205 0555. For more information on bin collection or waste disposal visit mbrc.qld.gov.au/waste

Rethink Waste. Let's get it sorted

How will bin inspections be performed?

Council Officers, or contracted inspectors, visually assess for:

- Overflowing bins
- Partially open bin lids
- Incorrect placement for service
- Bin damage
- Contamination in recycling bins
- Resource loss in general waste bins

Bin Tagging

Based on information provided by Cleanaway, driver areas will be identified where bin inspections can be most effective.

All households that have their bins inspected will receive a tag or a sticker on their bin. Bins containing no contamination or resource loss will receive a 'well done' bin tag.

Enforcement is an essential element of the inspection program. If a recycling bin is rejected, the resident is advised to remove the incorrect items indicated on the sticker before calling Council to arrange a follow up collection.

After several inspections, consistently contaminated recycling bins may no longer be collected.

Data recorded during bin inspections

Bins will be inspected for contamination only, and data recorded will be managed according to Council's Information Privacy Plan and the Information Privacy Act 2009. Personal information is not collected.

Waste Services will utilise a third-party application, provided by Cleanaway or EnviroCom Australia, to assist with data collection.

Opportunities for Improvement

- Implementation of a Bin Inspection Program; prior to commencement a report will be submitted to Council providing inspection dates, detail target areas and proposed communication notifying the public.



Example of Best Practice

Noosa Council recently completed an 8-week bin inspection program:

<https://www.abc.net.au/news/2019-11-25/sad-face-emojis-for-noosa-residents-who-fail-rubbish-bin-au-dit/11734418>



17 Litter and Illegal Dumping

Despite Council providing free domestic waste disposal at waste facilities since amalgamation in 2008, significant illegal dumping from both household and commercial sources is still occurring.

Prevention campaign

Council currently supports residents and community groups to clean up their local area in the annual Clean Up Australia campaign, or clean up events throughout the year, to proactively address and raise awareness of the impacts of littering and illegal dumping.

Council may include reporting mechanisms, such as a Litter/Illegal Dumping Reporting Scheme for Council Environmental Health Officers (EHO), to issue fines. Littering or illegal dumping from vehicles may incur fines from a Council EHO or via the State Government online reporting tool.

Litter and illegal dumping education is included in Council's waste education program curriculum and available for schools and the community.

What is considered illegal dumping?

Illegal dumping is the unlawful deposit of any type of waste material that is 200 litres or more in volume. Illegal dumping of household rubbish, garden waste, building and commercial waste or other materials damages natural areas.

The deposit of any type of waste that is less than 200 litres is also unlawful and penalties apply. Council classes items left on a footpath (outside of collection days) or outside a charity bin or shop as illegal dumping.

The impacts of illegal dumping

In 2019/20, Council spent \$6,629.75 of ratepayer' money cleaning up illegally dumped waste. Additional money is spent on fixing infrastructure and open areas impacted by dumping. Dump sites can lower property values and attract other illegal activities.

Illegal dumping causes chemical and physical pollution in our streets and waterways. It also spreads pests and weeds, including fire ants and lantana. Illegal dumping results in others mimicking the behaviour as they deem it socially acceptable. It is crucial that illegal dumping is reported and acted on immediately to mitigate the increase of this behaviour.

Risks involved with illegal dumping include sharp objects, asbestos, toxic substances, nappies and medical waste. There

is also the serious threat of children becoming trapped in refrigerators or items that have doors or locks attached. Illegal dumps are a fire hazard. Tree stumps and tyres left on the road can cause accidents. Dump sites can block storm water drains and become breeding grounds for flies, mosquitoes & rodents.

How to prevent illegal dumping

Reporting

Members of the public can report illegal dumping to Council and further information on how to do this safely may be included on Council's website and MBRC request application.

The public can report littering from or by vehicles through the State Government online reporting form, for DES to issue fines.

Regulatory services - fines & prosecutions for dumped waste

Council EHOs may issue on-the-spot fines to individuals:

- less than 200 litres - two penalty units
- between 200 litres and 2500 litres - 16 penalty units
- over 2500 litres - 20 penalty units.

Council EHOs may issue on-the-spot fines to corporations:

- less than 200 litres - 10 penalty units
- between 200 litres and 2500 litres - 50 penalty units
- over 2500 litres - 75 penalty units.

For more serious offences, Council can consider prosecutions with maximum penalties from 400 to 1000 penalty units.

Council may consider this option for dumping:

- by repeat offenders
- dangerous waste (such as asbestos, medical waste or waste that is likely to cause harm to a person, property or the environment)
- by commercial and small business operators.

At 1 July 2019, a penalty unit's value is \$133.45. The amount must be rounded down to the nearest dollar after the calculation. For example, the fine for an infringement of two penalty units is: 2 x \$133.45 = \$266.90. The rounded down amount is \$266 as per the Waste Reduction & Recycling Act 2011.

Council services provided to avoid illegal dumping

Council provides weekly bin collections for general household waste and fortnightly bin collections for household recyclables.

Opportunities for Improvement

- Develop an extensive campaign that encourages the community to report litter and illegal dumping including relevant stakeholders
- Develop KPIs or targets to measure response time for Council and stakeholders to respond to reports
- Review the reporting process to make it easier for the community to report illegal dumping
- Work with other stakeholders to research and survey the community to determine why these behaviours are taking place throughout the community. Collating data on the types of materials that are illegally dumped to determine target audiences and potential reasons for this behaviour.
- Educate the community on the impacts of littering and illegal dumping through platforms such as social media and Council's website.

Other services available to residents

Excess household waste

Rubbish too big or heavy to put in household wheelie bins can be taken to one of Council's waste management facilities. Residents (with the presentation of photo ID proving residency within Moreton Bay LGA) are provided with unlimited municipal solid waste, domestic green waste and domestic sorted recycling, and up to 2 tonnes of construction and demolition waste per financial year.

A special one-off wheelie bin collection paid on request or an additional bin can be ordered for a property with additional utilities charges to apply.

Green waste

Residents (with the presentation of photo ID proving residency within Moreton Bay LGA) are provided with domestic green waste disposal per financial year.

Bulky vegetation collections are available on request for a fee. These collections are not included in annual waste management utility charges and are paid at booking time.

Large furniture & white goods

Bulky household collections are available on request for a fee. Collections are not included in annual waste management utility charges and is paid at the time of booking.

Household hazardous waste

Household hazardous waste and chemicals can be taken to Council's major waste management facilities.

Fill, soil and sand (clean)

Residents (with the presentation of photo ID proving their residency within Moreton Bay LGA) are provided with disposal limited to 500 kilograms or 3 cubic metres per visit.

Tyres, metal and other recyclables

Residents (with the presentation of the required photo identification proving their residency within the Moreton Bay Regional Council area) are provided with unlimited domestic sorted recycling including metal and white goods, and the disposal of up to 4 vehicle tyres per financial year.





18 Bin Alteration Incentive

Reducing waste and increasing recycling is one of the most important things we can do to lessen our reliance on our landfills and promote waste avoidance and resource recovery.

Council regularly receives feedback from residents that the bin alteration fee to downsize to a smaller bin is a disincentive for them to adjust their waste management system. To overcome this, Council can provide an incentive for residents to downsize their general waste bin to the smaller 140L red lid waste bin or increase their recycling capacity by upgrading to 360L yellow lid recycling bin by waiving the one-off \$55.00 alteration fee that is normally charged for an alternation of bin size, per bin.

Removing the alteration fee for residents who are actively committing to more sustainable waste initiatives will support Councils' commitment to achieve their waste management targets of general waste reduction and increased resource recovery.

This option would only apply to residents who live in a house, duplex or villa and would not be available to multi-residential properties with a shared service due to minimum waste removal requirements. This initiative could simply be promoted on Council's website or included with regular rates notice distribution for residents wanting to improve their waste practices. The existing alteration fee covers the cost of Council's administration only, therefore a waiver of this fee for alteration of a select few bin sizes only would result in minimal impost to Council.

Opportunities for Improvement

- Provide an incentive for residents to downsize their general waste bin to the smaller 140L red lid waste bin or increase their recycling capacity by upgrading to 360L yellow lid recycling bin by waiving the one-off \$55.00 alteration fee that is normally charged for an alternation of bin size, per bin
- Remove the alteration fee for residents who are actively committing to more sustainable waste initiatives to support Councils' commitment to achieve their waste management targets of general waste reduction and increased resource recovery.

There is no contractor cost for the alteration to be carried out and increased collection charges for the larger sized recycling bin is covered under the annual waste management utilities charge. However a large number of bins being changed over may result in an objection from the contractor.





19 Waste Audits and Intercept Surveys

Council aims to perform regular waste composition sample audits and intercept surveys to better understand residents’ waste management behaviour.

The results provide useful information when developing educational strategies to improve waste management throughout the region, minimise contamination and increase resource recovery rates.

Council staff or contractors will provide a report on the kerbside survey and audit outcome to Council. Kerbside audits may be required to be repeated over a nominated period to assess community improvement against the baseline data from the initial audit.

Waste facility surveys and audits

To understand how users dispose of materials at waste facilities, an Intercept Survey and Waste Facility Audit is conducted at major waste management facilities.

Bulk bins from minor transfer stations are relocated to major facilities to be captured as part of the audit.

An Intercept Survey and Waste Facility Audit is generally conducted every four to five years to understand current user’s knowledge of specific waste disposal materials and processes at Council’s facilities.

Audit formats may be revised as recycling rates increase from more frequent data capture and improved resident education and understanding.

Kerbside waste stream composition audit

Over a 10-day period from the 13th to the 27th of May 2019, EnviroCom undertook a waste composition audit of the Domestic Kerbside General Waste and Recycling streams throughout the Moreton Bay Region.

The audit assessed the contamination rate in the recycling and showed the most common contaminants to be:

- soiled disposable paper
- appliances
- textiles
- soft plastics
- food.

Common behaviour noted of the recycling stream was recycling trapped in a plastic bag or a cardboard box.

A resource loss of the general waste stream was calculated at almost 14%. Common resource loss materials were recyclable paper, recyclable plastics and recyclable metals. Garden waste and food represented 60% of the general waste stream by weight.

The results of this assessment are used to inform education initiatives and target specific behaviours within the community.

In April 2020, Council contracted EnviroCom to develop social media posts, which targeted some of these behaviours. A post was created to target behaviours of bagged recycling and contamination.

In addition, these findings and the associated behaviours are incorporated into discussions and presentations to community, school and staff presentations.

Opportunities for Improvement

- Conduct regular waste composition sample audits and intercept surveys at waste facilities
- Conduct regular kerbside waste stream audit
- Use data from waste audits and community surveys to target waste education initiatives in the community.



IMPLEMENTATION PLAN

In order to achieve the Waste Education and Community Engagement Plan's objectives, Council has identified the following key actions including the accountable party and whether additional funding may be required:

LEGEND
WMO - Waste Minimisation Officer
TOW - Technical Officer-Waste Community Delivery
CWO - Coordinator Waste Operations
CWY - Cleanaway Waste Management
VSY - Visy Recycling
ENV - EnviroCom Australia

Program Actions

1. Information Package Waste & Recycling Guide

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Design and produce updated recycling and waste services guide	WMO, TOW	On Completion	Due Date	01/07/19	06/12/19	Completed	Within existing budget
2	Develop suit of images, infographics and icons for use on all marketing collateral	WMO, TOW	On Completion	Due Date	29/06/19	01/07/19	Completed	Within existing budget
3	Design and produce updated recycling calendar	WMO, TOW	On Completion	Due Date	26/11/19	28/01/20	Completed	Within existing budget
4	Design and produce updated waste acceptance criteria table for all facilities	WMO, TOW	On Completion	Due Date	26/11/19	28/01/20	Completed	Within existing budget
5	Add information about Council's bulky household and garden vegetation collection service	WMO, TOW	On Completion	Due Date	01/08/20	30/09/20	Underway	Within existing budget
6	Revise Illegal Dumping/Litter information and include information on Council's reporting initiatives	WMO, TOW	On Completion	Due Date	01/06/20	30/09/20	Underway	Within existing budget
7	Add information about the Queensland Government's Waste Levy	WMO, TOW	On Completion	Due Date	01/06/20	30/09/20	Underway	Within existing budget
8	Revise co-mingled recycling information and include information on the value of resource recovery.	WMO, TOW	On Completion	Due Date	01/08/20	30/09/20	Underway	Within existing budget
9	Review and update Recycling and Waste Services Guide to provide more detailed information on Co-mingled Recycling, the process, the true value of recycling and the impacts of contamination.	WMO, TOW	On Completion	Due Date	01/07/22	30/09/22	Pending	Within existing budget
10	Review and update Recycling and Waste Services Guide to include Bulky Waste Collection section for residents.	WMO, TOW	On Completion	Due Date	01/07/22	30/09/22	Pending	Within existing budget
11	Review and update Recycling and Waste Services Guide to provide more detailed information on Waste Facilities.	WMO, TOW	On Completion	Due Date	01/07/22	30/09/22	Pending	Within existing budget
12	Review and update Recycling and Waste Services Guide to provide some minor information on Council's Cleansing e.g. street sweeping, public place bins and litter patrols.	WMO, TOW	On Completion	Due Date	01/07/22	30/09/22	Pending	Within existing budget
13	Review increased distribution methods for Recycling and Waste Services Guide	WMO, TOW	Increase distribution from existing/ typical methods	Reach minimum 30% of region's population	01/01/21	30/06/21	Underway	Additional funding required
14	Make Recycling and Waste Services Guide accessible via Council's website	WMO, TOW	On Completion	Due Date	01/01/21	28/02/21	Underway	Within existing budget

2. Website Information

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Review and implement bulky household and vegetation collection guidelines, web system and Customer/ Cleanaway interface	TOW	On Completion	Due Date	29/06/19	01/07/19	Completed	Within existing budget
2	Develop website to provide more detailed information on collection services - new bin service, in-firmed collection, vehicle access, noise and maneuverability, what happens to my recyclable items	TOW	On Completion	Due Date	29/06/19	01/07/19	Completed	Within existing budget
3	Review interactive online programs or smartphone applications where residents can learn about waste and recycling	WMO	On Completion	Due Date	01/05/21	31/08/21	Pending	Within existing budget
4	Develop an online waste habits survey to be promoted for residents and used at events and community engagement activities	WMO	On Completion	Due Date	01/05/21	31/08/21	Pending	Within existing budget
5	Review and update Recycling Quiz - regular updates to ensure relevant messages are being delivered	WMO	Annually	Regular updated quiz/ review automation	01/05/20	31/08/20	Underway	Within existing budget
6	Research and develop tools and resources for businesses e.g. waste calculator	WMO, TOW	On Completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget

3. Mail Out, Brochures, Social Media and Advertising

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Produce a suite of waste education communications and advertising materials for distribution via multiple communications channels such as direct mail (rates notice issue), newspaper adverts, social media, billboards.	WMO, TOW	Annually	Minimum 10 new communications/ advertising media created	01/11/20	31/12/20	Routine	Within existing budget
2	Develop a marketing and communication plan to support this Plan and regular communication activities.	WMO, TOW	As Required	Ongoing	01/06/20	01/09/20	Routine	Within existing budget
3	Develop a waste social media package for Marketing & Communications use	WMO, TOW, ENV	Annually	Minimum 2 new social media post/ content for Council/ Councillor use	01/06/20	01/09/20	Completed	Within existing budget
4	Review increased distribution methods for Waste Education Program	WMO	Annually	Ongoing	01/11/20	31/12/20	Pending	Within existing budget

Program Actions Continued

4. Education and Promotional Videos

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Review existing videos for updates	WMO, TOW	On Completion	Due Date	01/11/20	31/12/20	Pending	Within existing budget
2	Produce updated and new videos based on the review	WMO, TOW	On Completion	Due Date	01/07/21	30/09/21	Pending	Additional funding required
3	Consider development of further promotional videos and range of topics covered	WMO, TOW	On Completion	Due Date	01/01/21	31/03/21	Pending	Additional funding required

5. Community Engagement Activities

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Actively participate in regular Council and MBRIT events in cooperation with CWY	WMO, TOW, CWY	Annually	Attend minimum 4 events with Waste Education Van	01/01/21	31/12/21	Routine	Within existing budget
2	Actively monitor community feedback to gauge success/engagement, to achieve positive public perception and return on investment	WMO, TOW	Annually	Ongoing	01/01/21	31/12/21	Routine	Within existing budget
3	Increase the number of participants in tours conducted at Council's waste facilities to promote resource recovery/recycling	WMO, TOW	Increase participation	Target minimum 1% of region's population	01/01/21	31/12/21	Routine	Within existing budget
4	Increase education programs into the broader Moreton Bay community	WMO, TOW	Increase participation	Target minimum 1% of region's population	01/01/21	31/12/21	Routine	Within existing budget
5	Deliver, support and promote sustainable waste behaviour change workshops and programs with our community	WMO, ENV	Annually	Conduct minimum 4 sustainability workshops	01/01/21	31/12/21	Routine	Within existing budget

6. Resources

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Develop & establish resources portal for residents, multi-res & mixed-use developments to request/purchase items/materials	TOW, CWY	On Completion	Due Date	01/11/20	31/12/20	Underway	Additional funding required
2	Develop & distribute resource kit for property managers with residential & short-term accommodation including waste & recycling information: accepted materials in general waste & recycling bins, reduce illegal dumping & littering.	TOW, CWY	Annually	Reach minimum 30% of multi-residential type properties	01/11/20	31/12/20	Underway	Additional funding required
3	Design, produce and supply resources; e.g. reusable recycling bag, signage, fact sheets, internal use bins	TOW, CWY	On Completion	Due Date	01/11/20	31/12/20	Underway	Additional funding required

7. Community Composting Hubs

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Develop community garden and composting hub program, similar to Brisbane City Council	WMO	On Completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget
2	Develop guidelines for community gardens and composting hubs - Development Services	WMO	On Completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget
3	Develop and implement resources to support community composting hubs	WMO	On Completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget
4	Community compost workshops for International Composting Awareness Week	WMO	Annually	Min. 1 workshop	Ongoing		Routine	Within existing budget
5	Develop and implement donated compost bin or discount voucher (per compost bin) for participants in free compost workshops	WMO	On completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget

8. School & Early Learning Centre Education Program

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Implement and review early learning centre waste education program: Early learning centre waste minimisation program (ELCWMP)	WMO, ENV	Annually	Min. 5 ELC participation/ reach	Ongoing		Routine	Within existing budget
2	Implement and review waste school waste education program: School waste minimisation program (SWMP)	WMO, ENV	Annually	Minimum 5 School participation/ reach	Ongoing		Routine	Within existing budget
3	Develop and update suite of early learning centre and school program resources with Rethink Waste branding	WMO, ENV	On completion	Due Date	01/05/20	31/12/20	Underway	Within existing budget
4	Implement, review and develop Regional Recycler Competition for schools and early learning centres	WMO, ENV	Annually	Min. 10 ELC/ School participation/ reach	Ongoing		Routine	Within existing budget
5	Implement, review and develop Sustainability Champions Award in recognition of schools and early learning centres with best practice waste management practices	WMO, ENV	Annually	Min. 5 Community Group participation/ reach	Ongoing		Routine	Within existing budget

Program Actions Continued

9. Waste Education Mascot

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Develop and design waste education mascot concepts aligned to Rethink Waste branding	WMO, TOW	On Completion	Due Date	01/01/21	31/03/21	Underway	Within existing budget
2	Seek community feedback on mascot selection	WMO, TOW	On Completion	Due Date	01/01/21	31/03/21	Pending	Within existing budget
3	Produce new mascot for special events & schools' program	WMO, TOW	On completion	Due Date	01/01/21	31/03/21	Pending	Additional funding required

10. Facility Tours and Workshops

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Conduct waste facility tours and workshop program for schools and community groups	WMO, ENV	Annually	Minimum 2 tours/ annually	Ongoing		Routine	Within existing budget
2	Conduct Annual Trash to Treasure tour for residents and community groups	WMO, ENV	Annually	Minimum 4 tours/ annually	Ongoing		Routine	Within existing budget
3	Workshops for community groups: waste management & recycling, composting & worm farming, reducing plastic with alternatives, & sustainable shopping	WMO, ENV	Annually	Minimum 5 Community Group participation/each	Ongoing		Routine	Within existing budget
4	Develop a Business Case for the establishment of dedicated Waste Education Centre at one of the Waste Management Facilities or Narangba MRF or through MRF Strategy	CWO< TOW	On Completion	Due Date	01/01/21	31/12/21	Routine	Within existing budget
5	Increase the number of participants in tours conducted at Council's waste facilities to promote resource recovery/ recycling	WMO, ENV	Increase participation	Target minimum 1% of region's population	01/01/21	31/12/21	Routine	Within existing budget

11. Bin Signage and Stickers

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Design and produce bin sticker designs for bulk bins; general waste, co-mingled recycling and paper and cardboard	TOW	On Completion	Due Date	29/06/19	01/07/19	Completed	Within existing budget
2	Refurbish and rebrand existing bulk bins in the field to comply with AS4123.7 and new bin sticker designs	TOW, CWY	On Completion	Due Date	01/01/20	31/12/20	Underway	Within existing budget
3	Design and produce corflute/metal signs, poster designs; general waste, co-mingled recycling and paper and cardboard	TOW	On Completion	Due Date	29/06/19	01/07/20	Underway	Within existing budget
4	Design and produce new lid hot stamp for general waste 2-wheeled bins	TOW	On Completion	Due Date	01/09/19	31/10/19	Completed	Within existing budget
5	Design and produce updated lid hot stamp for recycling waste 2-wheeled bins	TOW	On Completion	Due Date	01/09/19	31/10/19	Completed	Within existing budget
6	Implement tactile on all 2-wheeled bin lids for visually impaired	TOW	On Completion	Due Date	01/09/19	31/10/19	Completed	Within existing budget

12. Vehicle Livery - Educational Billboards

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Design and produce vehicle livery designs for general waste, co-mingled recycling and mixed-use vehicles	TOW	On Completion	Due Date	29/06/19	01/07/19	Completed	Within existing budget
2	Refurbish and rebrand existing vehicle fleet to comply with AS4123.7 and new livery designs	TOW, CWY	On Completion	Due Date	01/07/19	31/12/19	Completed	Within existing budget
3	Refresh existing vehicle fleet livery design - renewal	TOW, CWY	On Completion	Due Date	01/07/23	31/12/23	Pending	Within existing budget
4	Consider addition of information on where the material is going	TOW	On Completion	Due Date	01/01/21	28/02/21	Pending	Within existing budget

13. Waste Facility Signage - Rebrand

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Review public drop off facilities at existing Waste Management Facilities for non-accepted waste/ recyclables in co-mingled	TOW	On Completion	Due Date	01/04/21	31/05/21	Pending	Within existing budget
2	Raise the profile of Council's public drop off areas and promote special disposal opportunities for items such as household hazardous waste	TOW	On Completion	Implementation of website information and promotional activities	31/05/21	30/06/22	Pending	Within existing budget
3	Develop resources for asbestos tester grant project	WMO	On Completion	Due Date	01/06/20	31/08/20	Pending	Within existing budget
4	Conduct an audit of site signage at all waste management facilities for rebranding and alignment.	TOW	On Completion	Due Date	01/12/20	31/12/20	Pending	Additional funding required
5	Coordinate, design, production and installation of site signage at all waste management facilities for rebranding and alignment.	TOW	On Completion	Due Date	01/01/21	31/03/21	Pending	Additional funding required
6	Review optimisation of resource recovery systems at waste facilities	TOW	On Completion	Implementation of new resource recovery, recycling safety initiative	01/05/22	01/05/24	Pending	Additional funding required

Program Actions Continued

14. Corporate Sustainability Initiatives

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Conduct an audit of and extend co-mingled, paper and cardboard and food organics collection across all Council administration building sites.	TOW, ENV	Annually	All major sites participating	01/11/21	31/12/22	Pending	Additional funding required
2	Develop and implement waste minimisation/ resource recovery initiatives at Council sites.	TOW, ENV	Annually	All sites provided access with min. recycling services, commingle, paper cardboard	01/11/21	31/12/22	Pending	Additional funding required
3	Develop and deliver an online internal staff training package that is relevant across all Council sites.	TOW	On	Due Date	01/11/21	31/12/22	Pending	Within existing budget
4	Investigate and implement waste specific online induction for staff	TOW	Completion	Due Date	01/11/21	31/12/22	Pending	Additional funding required
5	Partner with other Council departments to review internal procedures to align with the Waste Hierarchy.	CWO	On		01/11/21	31/12/22	Routine	Within existing budget
6	Implement guidelines to improve waste management practices in multi-res and mixed-use developments to improve recycling through Development Services, include review of policy.	CWO	Completion	Due Date	01/11/21	31/12/22	Pending	Within existing budget

15. Kerbside Collection Contractor Involvement

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Develop and implement this Plan to raise awareness of waste, reduce contamination, maximise recycling and support changes to waste service delivery.	CWO, WMO, TOW	Annually	Ongoing	29/06/19	30/06/20	Underway	Within existing budget
2	Investigate options for additional resource to expand existing programs led by a dedicated waste education officer.	CWO	Annually	Ongoing			Underway	Additional funding required
3	Investigate methods of reward and recognition for residents using their kerbside bin system correctly.	TOW, CWY	Annually	Ongoing	29/06/19	30/06/21	Underway	Within existing budget

15. Kerbside Collection Contractor Involvement continued

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
4	Extend range of waste collection services and education programs to Commercial & Industrial properties.	TOW, CWY	Annually	Due Date	01/01/21	31/12/21	Pending	Within existing budget
5	Ensure contractor participation in contamination management	TOW, CWY, VSY, ENV	Annually	Ongoing			Routine	Within existing budget
6	Identify take-up rate of Council collection and recycling service by businesses and encourage further participation by small business	TOW, CWY	Annually	Due Date	01/01/21	31/12/21	Pending	Within existing budget
7	Develop and implement business waste education program	TOW, CWY	On completion	Due Date	01/01/21	31/12/21	Pending	Within existing budget

16. Bin Inspection Program

Task	Assigned To	Measurement	Target	Start	End	Status	Funding
1	Develop procedures e.g. field work, safety, data collection	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
2	Review and establish data collection applications/ technology	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Additional funding required
3	Prepare communications of Bin Inspections Program (similar to Dog Registration Inspections)	TOW	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
4	Bin Inspection Program - Commence phase 1	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
5	Bin Inspection Program - Commence phase 2	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
6	Bin Inspection Program - Commence phase 3	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
7	Conduct audits of existing multi-res and mixed-use developments.	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
8	Implement outcomes from audits of existing waste management practices in multi-res and mixed-use developments to improve recycling.	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
9	Use data from waste audits and community surveys to target waste education initiatives in the community.	TOW, CWY, ENV	On Completion	Due Date	Subject to Council approval	Pending	Within existing budget
10	Plan for next phases/ following year	TOW, CWY, ENV	Annually	Ongoing	Subject to Council approval	Pending	Within existing budget

Program Actions Continued

17. Litter and Illegal Dumping

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Align bin colours with Australian Standard and Council's education program across parks and public place bin infrastructure.	WMO, TOW	On Completion	Due Date	01/01/21	31/12/26	Pending	Additional funding required
2	Promote awareness of littering and illegal dumping issues, including reporting mechanisms to Council Regulatory officers for investigation.	WMO, TOW	Increase participation	Target 5% increase in reporting	Ongoing		Routine	Within existing budget
3	"Introduce best practice public place recycling infrastructure into key sporting reserves and urban precincts. Review 3 urban pre-cincts/ year to assess infrastructure and upgrade bins."	WMO, TOW	Annually	Review minimum 3 parks/ sporting reserves/ urban precincts	Ongoing		Routine	Additional funding required
4	Review and update Recycling and Waste Services Guide to provide more detailed information on Litter and Illegal Dumping.	WMO, TOW	On Comple-tion	Due Date	01/01/21	31/12/21	Pending	Within existing budget
5	Review and update Litter and Illegal Dumping reporting, enforcement and monitoring processes - Regu-latory Services	WMO, TOW	On Comple-tion	Due Date	01/01/21	31/12/21	Pending	Within existing budget
6	Establish inter-department task force for Litter and Illegal Dumping	WMO, TOW	On Comple-tion	Due Date	01/01/21	31/12/21	Pending	Within existing budget

18. Bin Alteration Incentive

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Review the advantages of waiving the fees for altering bin sizes	CWO, TOW	On Completion	Due Date	01/08/20	31/12/20	Pending	Within existing budget
2	Provide a report to Council for consideration	CWO, TOW	On Completion	Due Date	01/02/20	28/02/20	Pending	Within existing budget

19. Waste Audits and Intercept Surveys

Task		Assigned To	Measurement	Target	Start	End	Status	Funding
1	Conduct regular waste composition sample audits & intercept surveys at facilities	WMO, ENV	Annually	Conduct minimum 1 composition sample audit and 1 intercept survey	Annual		Routine	Within existing budget
2	Conduct regular kerbside waste stream audits	WMO, ENV, CWY	Annually	Conduct minimum 1 kerbside waste audit	Annual		Routine	Within existing budget
3	Use data from waste audits and community surveys to target waste education initiatives in the community.	WMO, ENV, CWY	Annually	After audit	Annual		Routine	Within existing budget

APPENDIX 1 - COMMUNITY WASTE EDUCATION PROGRAM

Moreton Bay Regional Council's

Community Waste Education Program

The Community Waste Education Program is a FREE education service provided by Council to engage the broader community in practices and behaviours that minimise waste to landfill and improve recycling and resource recovery. Learn about waste management and recycling in Moreton Bay, composting or worm farming at home, or partake in a tour around our waste facilities.

Contact us today to secure your booking!

Recycling & Waste Management



Managing waste and protecting the environment is everyone's responsibility. Discover how the Moreton Bay Regional Council is managing waste and how you can engage with our local facilities to create a sustainable future. Find out about what exactly can go into the recycle bin and why certain items must not. This presentation will help you become a better recycler!

Waste Facility Tour



Get the inside scoop on waste and recycling with a behind the scenes look at how these facilities operate. Learn about your local landfill, Treasure Market and other Resource

Recovery opportunities, and experience first hand how your recyclable waste items are sorted. You will need to arrange for a bus to transport your group to and around the facilities.

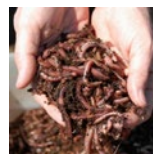
Composting at Home



Find out how to cut your waste in half with backyard composting systems. Whether you're an active or a casual composter we'll show you how to set up and maintain composting systems. We'll also

help solve some of those problems that you might be experiencing with your existing compost. The Moreton Bay Regional Council will donate a compost bin to every group that participates; a great raffle prize for your members!

Worm Farming at Home



Discover how the hard working recyclers of the soil world can help you. We'll show you how to set up and maintain a worm farm, and talk you through the different types of worm farming systems

available. Find out how to use the worm liquid and castings on your garden. The Moreton Bay Regional Council will donate a worm farm, complete with worms to every group that participates; a great raffle prize for your members!

Rethink waste. Let's get it sorted.
moretonbay.qld.gov.au/waste

moretonbay.qld.gov.au | Phone 3205 0555

Moreton Bay
Regional Council

APPENDIX 1 - COMMUNITY WASTE EDUCATION PROGRAM CONTINUED

Moreton Bay Regional Council's

Community Waste Education Program

Booking Form

Please complete the following details and scan this booking form back to either of the emails shown at the bottom of this page.

Group: _____

Contact: _____

Phone: _____

Email: _____

Address: _____

Number of members: _____

Preferred dates & times:

Presentation:

- ☐ Recycling & Waste Management
- ☐ Waste Facilities Tour - Landfill & Waste Management Facility
- ☐ Worm Farming at Home
- ☐ Composting at Home

For more information on the community presentations available or to make your booking over the phone, please contact:

Anita Christian Waste Minimisation Officer 07-3205 0555 Anita.Christian@moretonbay.qld.gov.au	EnviroCom Education Consultant 07-5494 5100 MBRCWasteEd@envirocom.com.au
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Privacy Statement

Moreton Bay Regional Council is collecting your personal information for the purpose of arranging a School Waste Education Program visit or tour. The collection of this information is authorised under the Local Government Act. Some of the information may be given to staff and educators involved in the visit to confirm booking details and to inform you of future education opportunities. Your information will not be given to any other person or agency unless you have given us permission or we are required by law.



Rethink waste. Let's get it sorted.
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Moreton Bay
Regional Council

APPENDIX 2 - SCHOOL WASTE MINIMISATION PROGRAM

Moreton Bay Regional Council's

School Waste Minimisation Program

The average school in Moreton Bay generates 792L of waste per day. That's enough to cover a school oval in a 17cm layer of waste per year! It's not all doom and gloom though. Data collected through Council's School Waste Minimisation Program (SWMP) suggests that the average school's waste stream could in fact be reduced by 66% through improved recycling and organics collection programs, that divert these valuable materials away from landfill.

The SWMP is Council's FREE education service to schools. Designed as a milestone program, schools are supported and assisted through education, training, guidance and infrastructure, to implement improved waste management practices, including material diversion and reduction programs and behaviours. 68% of schools across the Moreton Bay region are already members of the SWMP. The program has assisted many of these schools to reduce their waste generation levels by an average of 20%.

Category	Percentage
Recycling	53%
Organics	13%
General Waste	35%

SO what are you waiting for? Become a member of the SWMP today and access Council's waste education and training services.

Training to support SWMP activity

- Waste Audit Training - prepare to conduct an audit of your school's waste stream to determine the material composition and waste minimisation potential.
- Bin Inspect Training - learn to inspect and assess your schools general waste, recycling and organics collection bins to determine if correct practice and behaviours are occurring. Identify key actions for improving your systems already at work.
- Train the Trainer - receive support from our SWMP trainers to prepare your students to roll out a new or improved recycling or organics collection program. SWMP infrastructure will be provided, along with a power point template to support your training (NOTE - you need to have completed an audit first).
- Teaching and Auxillary Staff Training - staff training of recycling and composting and worm farming is available support the roll out of your new and improved collection programs.

In-class presentations

- Waste and Recycling - discover how waste is managed in the Moreton Bay region, including landfill, recycling, and other resource recovery.
- Nature's Recyclers (Composting and Worm Farming) - learn how to set up and maintain composting and worm farm systems at your school.
- Litter and the Environment - explore the nature and impact of litter, identify littering behaviours, and create positive solutions.
- Waste Avoidance and Smart Shopping - learn about the waste hierarchy and how to apply the actions of reduce, reuse and recycle to become a sustainable shopper.
- Food for Thought - investigate the journey of food from 'paddock' to 'plate,' reasons behind food wastage, and how we can make better choices to reduce the impact of wasted food.

Excursions

Waste Facility Tour - discover where your household general waste and recycling bins go after collection, see a landfill in full operation, and check out Council's Treasure Market. Running for 2 hours, all you need to do is organise the bus.

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Moreton Bay Regional Council

APPENDIX 2 - SCHOOL WASTE MINIMISATION PROGRAM CONTINUED

Moreton Bay Regional Council's

School Waste Minimisation Program

Booking Form

To access Council's school waste education and training services you need to register with the School Waste Minimisation Program. Please complete the details below, providing options for a Briefing Meeting at your site, and return to MBRCWasteEd@envirocom.com.au.

School Details:

School:

School address:

Contact person:

Mobile:

Phone:

Email:

What presentations or training sessions is your school interested in:

Briefing meeting availability (3 options please):

Date	Time

Curriculum Links

Presentations, tours & programs are strongly aligned with the Australian Curriculum through:

- Science (Prep - Y4, Y6 - Y7, & Senior Secondary)
- HASS (Prep - Y4)
- Geography (Y4, Y7- Y10 & Senior Secondary)
- Civics & Citizenship (Y3 - Y6, & Y8 - Y10)
- Economics & Business (Y5 - Y6)

Further general sustainability links exist within:

- Science (Y10)
- Geography (Y1, Y3, Y5 & Y7)
- Economics & Business (Y7)
- Languages, Design & Technology (Prep - Y6, Y9 & Y10)
- Health & Physical Education (Prep - Y10)

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Have Your Say

Your feedback, ideas and thoughts are important. Have your say on the Waste Education & Community Engagement Plan, especially the ideas you like or changes you think Council should consider.

Or, you might think we've missed something important, so tell us.

To share your feedback or for more information:

Visit Council's website:

mbrc.qld.gov.au/waste

Email Council:

Wasteminimisation@moretonbay.qld.gov.au

Write to Council:

Waste Minimisation
Moreton Bay Regional Council
PO Box 159
Caboolture QLD 4510

Moreton Bay Regional Council
220 Gympie Road
Strathpine QLD 4500

moretonbay.qld.gov.au | Phone 3205 0555

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