

Waste Strategy 2013-2022



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kalamunda**

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Executive Summary

The provision of the waste service is a key element of the Shires services to our community. Within this service there are currently a number of functions including the following:

1. Providing a collection service to householders (combining general and recyclable items).
2. Providing a verge service to capture larger items from residential properties.
3. Providing waste collection services in public buildings, parks and at events.
4. Dealing with illegally dumped and hazardous items (e.g. needles).
5. Running a transfer station.

The latest customer satisfaction survey shows that the community believe that there are improvements that can be made to the services provided and specifically the following four actions:

1. Provide free services at the transfer station.
2. Increase the verge collection (three to four collections).
3. Improving amenity whilst the collection is underway.
4. Introduce a green waste service.

Over and above this, there are four key drivers that need to be considered in implementing changes to the waste service, which are:

1. Increasing waste charges.
2. Environmental pressure to minimise waste.
3. Eliminate illegal dumping.
4. Improve services and amenity.

Consideration of the needs of the community and the key drivers has led to the development of 8 strategies:

- Strategy 1 – Improve Collections
- Strategy 2 – Improve Waste Education and Promotion
- Strategy 3 – Composting and Worm Farms
- Strategy 4 – Transfer Station
- Strategy 5 – Commercial Waste Charges
- Strategy 6 – Litter Service for Community Groups
- Strategy 7 – Bins in public spaces and events
- Strategy 8 – Internal Waste Generation

The overall budget for waste services will increase as per the following table:

	2012/13	2013/14
Overall budget	\$7,492,569	\$9,820,782
Residential waste charge	\$350	\$401
Commercial waste charge	\$350	\$561

2011 Customer Satisfaction Survey

The 2011 Customer Satisfaction Survey (CSS) included a number of questions relating to their satisfaction with the

provision of waste services, as well as allowing respondents to provide written commentary.

Both the results of the survey and comments are summarised in this section.

Overall there was a good level of satisfaction with the domestic rubbish collection (91%) and recycling collection (87%). The bulk waste collection was lower at 74% whilst the results for Red Hill and the level of recycling were poor at 37% and 52% respectively.

These results are also reflected in the commentary which can be summarised as follows:

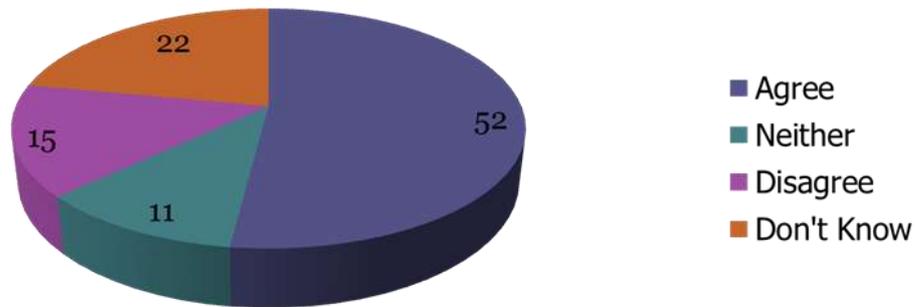
(Full comments are provided in Appendix A)

Service	Comment	Number
Transfer Station	Return to free passes to Transfer Station	6
Bulk Waste	Increase to 3-4 collections	3
Bulk Waste	Eyesore when waste is out for a period	3
Green Waste	Can we have a collection	2
Recycling	Weekly collections	2
Bins	'Second Hand' Bins when moving into a property	1
Bulk Waste	Provide at times suitable for resident (bin)	1
Compost	Provide compost bins	1
Domestic Collection	Cleanaway provide poor service	1
Domestic Collection	Bins are too big – opt in/out service	1
General	Provide recycling services to small business	1
General	Eradicate plastic from the community	1
Green Waste	Mulch green waste as this is a form of recycling	1
Public Bins	More bins required in High Wycombe	1
Recycling	Separate plastic, paper and steel	1
Recycling	More options – bins in public areas	1
Red Hill	Should cost less	1

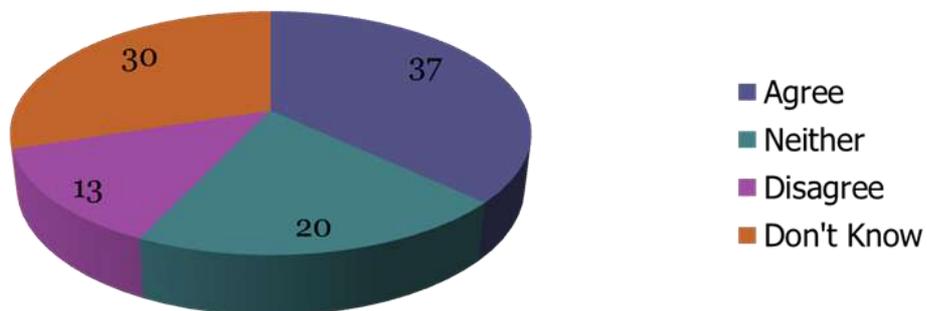
As can be seen from this table the key actions for consideration include:

1. Provide free services at the transfer station.
2. Increase the verge collection process.
3. Improve amenity whilst the collection is underway.
4. Introduce a green waste service.

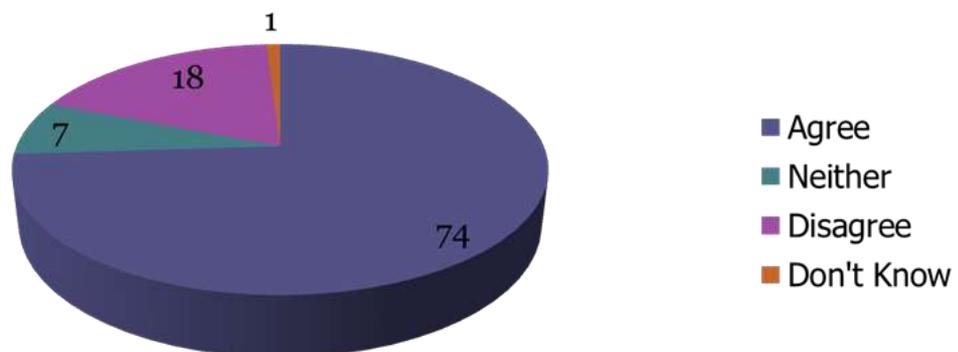
I am satisfied with the level of recycling undertaken within the Shire



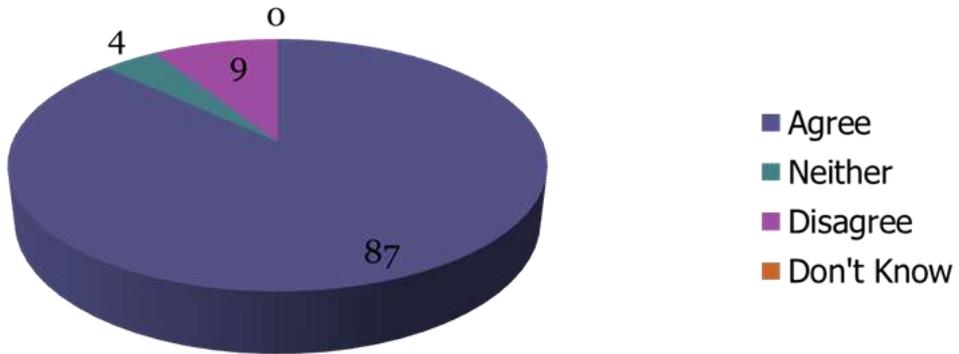
I am satisfied with the standard of service provided at the Red Hill landfill site



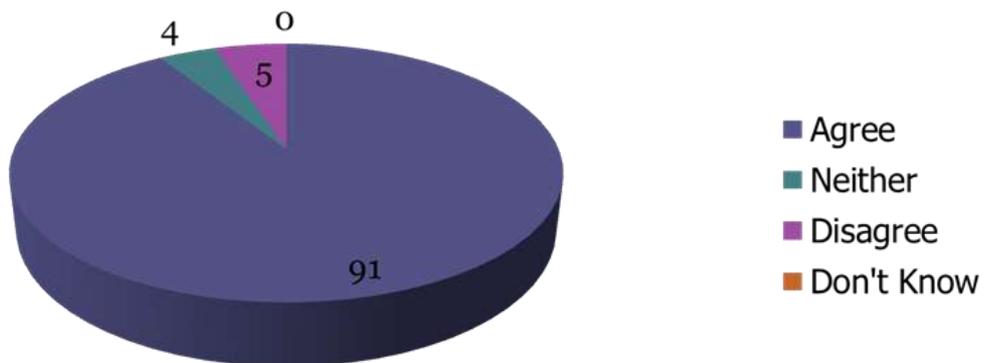
I am satisfied with the standard of bulk waste kerbside collection service



I am satisfied with the standard of the recycling collection service



I am satisfied with the standard of the domestic rubbish collection service



Issues for the Future

There are four major issues that need to be recognised in developing a waste strategy:

1. Increasing **waste charges** mean that the cost to ratepayers will increase rapidly as landfill charges escalate.
2. **Environmental pressure** to minimise waste and look at alternative uses for waste (re-use, recycling, energy generation etc.).
3. Eliminate **illegal dumping**. There is a significant cost in dealing with illegally dumped waste, including OH&S costs, additional disposal costs and environmental consequences. It is more efficient to have an orderly collection and disposal process.
4. **Improve services and amenity.**

Waste Charges

It is clear from experience on the east coast that waste charges and levies will increase rapidly over the next few years as a means for state government to 'encourage' reuse and recycling and to minimise waste to landfill. The EMRC recognise the impact of landfill in its waste charges and also are developing means to reduce the future volumes of waste going to the tip. This includes the anaerobic digestion and waste to energy plants currently undergoing review.

Irrespective of the above, further complications are that the Shire is located a significant distance from Red Hill and therefore the Shire also pays an additional cost in cartage of the waste.

Environmental Pressures

The comments from the 2011 Customer Satisfaction Survey reflect experience in other jurisdictions where the community are voicing their desire for various forms of reuse and recycling of waste.

This includes:

- Normal forms of recycling (plastic, paper and metals);
- organic waste (composting and worm farms) and
- green waste

Illegal Dumping

Illegal dumping has more impact than just the financial cost of cleaning up the items. In most cases, there is an OH&S risk in staff having to deal with unknown waste and there are also the environmental impacts as these items are often dumped in bushland and ecological sensitive areas. Finally there is degradation in amenity as a result.

There are a number of causes for illegal dumping including:

- cost to dispose of items;
- inconvenience getting to the dumping location and
- laziness

Generally the last item in the above list is a symptom or result of the second.

In order to manage illegal dumping it is important that due consideration is given to how the waste is collected and the cost of doing so.

Services and Amenity

The provision of a waste service is an integral component that the Shire offers its residents, however it is more than just a household collection. There are several components to an effective service that needs to consider the following:

1. General household waste;
2. recycling at home and in the community;
3. green waste;
4. bulk items and whitegoods;
5. tyres and rubber;
6. chemicals, paint and the containers;
7. asbestos;
8. needles and other potentially hazardous waste;
9. e-waste and
10. ad-hoc items

It must be recognised that without a proactive collection arrangement for all these waste streams, the likelihood of illegal dumping increases and the amenity of the community is impacted.

Strategies

Strategy 1 – Improve Collections

Service	Current Service	Comment
Putrescible Waste	Weekly collection, taken to Red Hill for disposal, includes green waste and other items that could be recycled or reused.	Possible for some of this waste to be composted, look at encouraging worm farms, compost bins. Green waste collection EMRC - Waste to Energy? Encourage recycling
Recycling	Fortnightly collection, taken to Red Hill for processing. Some loads become contaminated and are then tipped.	Education and promotion to improve recycling outcomes. Look at other options for recycling
Green Waste	Nil	Ability to utilise as mulch, resulting in cost savings (both reduced cartage and tipping costs and reduced cost to purchase virgin mulch). Some of this waste stream could be composted, however for most owners there is considerably more than can be dealt with.
Hard Waste	Twice yearly collection on verge, several limitations to types of materials collected	Propose to increase to three services a year via a skip bin collection service.
E-waste/mobile phones/light tubes & globes	EMRC programs	Continue with current programs, however look at education and promotion of these (EMRC Education Officer). Also consider having programs in the community.

Service	Current Service	Comment
Building and construction waste	Nil	Small quantities of building waste are often dumped in bushland, creeks and other public areas. It may be appropriate to accept small quantities of building and construction waste at the transfer station. This would be more efficient than dealing with the dumped items, especially when there is the possibility of contamination with asbestos or other hazardous items.
Asbestos	Nil	Asbestos is often dumped with considerable ramifications for the community and staff in managing the situation. It may be appropriate to accept small quantities of correctly sealed asbestos at the transfer station.
Paint/Chemicals/Batteries	Car batteries are collected at the transfer station. Other batteries are collected through external programs. Paints and chemicals were collected up to 2011. Drum Muster (empty containers) was considered but never eventuated.	Expand programs, to cover all waste stream as dumping these or pouring them down drains has considerable environmental impacts and extreme risks for staff in dealing with issues. Look at education and promotion of these.
Metal	Transfer station	Continue with current programs, however look at education and promotion of these.
Timber	Transfer station, however contamination has occurred on a regular basis which results in tipping of the entire bin rather than recycling.	Continue with current programs, however look at education promotion of these.

Service	Current Service	Comment
Whitegoods	Collected through bulk verge collection if de-gassed and door removed	It is difficult for a private individual to degas a fridge. It may be appropriate to accept these items at the transfer station and arrange for degassing as part of the service. The individual cost per item would reduce and be able to be captured as part of the tipping fee, reducing the likelihood of illegal dumping.
Other	Nil	Look at regular open days so that residents have the opportunity to take unusual items to the transfer station for disposal. These could be free days or at low cost to encourage attendance.

Strategy 2 – Improve Waste Education and Promotion

- There are a number of areas where additional education and promotion would lead to better waste outcomes, including:
 - Recycling
 - Composting or worm farms
 - Avoid, reuse, recycle
 - Open days
- The EMRC employs an education officer who liaises with schools and it would be beneficial to use this resource to improve education both in schools and across the wider community.

Strategy 3 – Composting and Worm Farms

- The provision of compost bins and worm farms at reduced cost to ratepayers, would encourage households to redirect these waste streams from landfill, reducing tipping costs.
- Currently around 30% of waste is compostable and for every 10% of this waste stream not sent to landfill the Shire would save \$75,000.

- A simple worm farm would cost around \$85 retail. The unit cost could up to \$65. Selling these to the community at \$75 each would provide a 12% saving and still cover costs for the Shire in the provision of these.
- To set up this system a budget of \$50,000 is required. Income can be used to purchase additional units.

Strategy 4 – Transfer Station

- The location of the transfer station is not effective, as most residents would have to travel uphill with a loaded trailer to get there. In addition, the distance for a number of residents is equivalent to Hazelmere.
- The opening hours are restrictive and this is reflected in the low use of the facility.
- The site is small and inefficient in layout and there is no capacity for expansion to cater for additional waste streams.
- The possibility of relocating the transfer station functions to a new site in the foothills would improve use, however this would raise the question as to why not utilise Hazelmere.
- Do we consider having regular collection days at various locations around the Shire to provide wider access and better volumes.

Strategy 5 – Commercial Waste Charges

- Currently commercial services are charged at the same rate as residential.
- It is recommended that commercial services are charged a higher rate to reflect the difficulty in servicing these properties.

Strategy 6 – Litter Service for Community Groups

- Currently the service is provided either as part of the normal residential service or as part of the in-house service.
- It is recommended that all community group bins are collected in-house, but that recycling and green waste services are also implemented.
- This will allow community groups to demonstrate a commitment to the environment and further reduce tipping costs.
- There will be an additional cost in the collection of waste.

Strategy 7 – Bins in public spaces and events

- To encourage and demonstrate commitment to recycling it is recommended that bins are provided in public spaces.
- This is consistent with the 2011 CSS which indicated that only 52% of the community felt we were undertaking an adequate level of recycling.
- The cost of a twin bin station would be \$1,800 in comparison to \$1,000 for a single bin.
- The bin replacement can be staged in order of priority and condition of bin, with an allocation of \$100,000 (approx. 50 bins = 15-20 parks) per year. Any park upgrade would include the cost of bin replacement in the project budget.

Strategy 8 – Internal Waste Generation

- The Shire creates a large volume of waste through its activities.
- Construction waste – to continue recycling and reuse initiatives such as road profilings, demolition waste and excavated materials.
- Green Waste to mulch – reuse materials in landscaping garden beds and medians.
- Organic waste composting – provide staff with the ability to redirect organic waste to composting.

Recommendations

	Proposed Service
Household Collection Service (contractor)	1 weekly rubbish bin 1 fortnightly recycling bin and 1 fortnightly green waste bin.
Worm Farm & Compositing bins	Provide worm farms and compost bins at a reduced rate to enable the community to recycle some of their organic waste and reduce the amount of waste to Red Hill.
Bulk Verge Collection (contractor)	Allocation of 3 skip bins per property per annum to be collected on direct arrangement with contractor.
Litter (in-house)	Consists of retrieving illegal dumping and litter, and disposing of material at Walliston Transfer Station.
Servicing of Shire litter bins (in-house)	Currently serviced by small compactor rubbish truck and operator. Roll out replacement of public bins with twin bins (general and recycling separation).
Walliston Transfer Station (in-house)	Open 4 days per week, Tuesday, Wednesday, Friday and Sunday. For disposal of all waste streams (some on specific dates). Investigate the possible closure of the public transfer station when the green waste facility at Hazelmere comes on stream.
Other Collections (in-house and partnered)	Regular collections of e-waste, batteries, chemicals, hazardous items, building waste (small quantities), whitegoods, tyres and open days (any item).

Budget

Item	12/13 Budget	13/14 Budget
Household Collection	\$1,902,821	\$2,215,127
Third Bin (one-off cost)		\$908,160
Bulk Verge or Skip Bin (in-house = \$2,187,200 in 13/14)	\$1,438,282	\$1,940,400
Transfer Station	\$393,447	\$455,620
Red Hill	\$2,588,960	\$2,846,800
Worm Farm / Compost Bin		\$50,000
Litter Control	\$99,000	\$200,000
	\$19,500	\$40,000
MBP Repair & Public Bin replacement	\$144,752	\$249,100
Tyre Recycling	\$2,500	
Hazardous Waste Collection, Tyres & Open Days		\$50,000
Illegal Dumping	\$68,000	\$20,000
Other Costs	\$835,307	\$845,575

Total Service Cost	\$7,492,569	\$9,820,782
Rate Charge - Residential	\$350	\$401
Rate Charge - Commercial	\$350	\$526

Implementation and Communication Plan

All new services will be implemented on 1 July 2013. There will need to be significant promotion and education in the lead up. The preliminary communication plan is as follows:

- March 2013 – Council approval of Waste Strategy and changes to services.
- April 2013 – Commence advertising on web site, local papers and other media (including social media). Strong Public Relations Campaign to commence to ensure that residents are informed relating to service improvements and how they are affected.
- May 2013 – Preliminary direct mail out. EMRC Education Officer in schools to talk to kids about new changes and provide leaflets to take home.
- May 2013 – Set up shop fronts and displays in shopping centres around the Shire to advertise the proposed changes and provide information to the community. (continue to August 2013)
- June 2013 – Coverage in all local papers relating to changes that will commence in July. Flyers at all Shire of Kalamunda locations, article in the Shire Newsletter and E-News, articles and coverage on Social media sites including facebook and twitter, the Shire website, on KCR 102.5fm.
- June 2013 – Direct mail of waste guide.
- July 2013 – Roll-out all programs and changed services.
- July 2013 – Direct mail of pamphlet with rates notice.

Implementation Management

During the implementation period (March – December 2013) it is critical that Shire staff monitor and manage how the services are run. This includes the following specific actions:

1. Ensure that all recycling and green waste bins are inspected in the first month of roll-out to identify any contamination issues and educate residents. Where contamination occurs on a regular basis, the removal of that collection may be required to ensure the integrity of the waste stream.
2. In areas where it is considered that the placement of a 3m³ skip bin could be problematic, the Shire and contractor representatives will inspect the property to identify alternative solutions (such as utilising the 1.5m³ bins. Where no feasible solution is identified, the Shire will negotiate an alternate service with the affected resident.
3. Shire staff will undertake regular reviews and communication with contractors to identify issues and improvements to the services.

Appendix A – Comments From The 2011 Customer Satisfaction Survey

Waste & Recycling

- Why does it cost to use Transfer Station. Suggest return to no fee, we already pay enough rates.
- Red Hill should cost a lot less.
- Bulk waste collection: we would prefer 3-4 times per year.
- Cut out bulk verge collection and issue free passes to residents.
- Get rid of Cleanaway. I have given up complaining. Service is crap!
- It should be free to dump domestic rubbish – free tip site as well as kerbside collection.
- Kerbside collection - great but pickup time should be shorter as rubbish an eyesore when on the verge for weeks on end.
- I would prefer to get the bulk waste bin several times per year rather than the current bulk waste collection. If I had the power to book/order waste bin when I had time to achieve specific garden/household maintenance jobs I would feel like I was getting better value for my money. It would also alleviate the visually unattractive sight/hazard of rubbish piled on verges.
- My wife and I were not very happy having to pay the full amount on second-hand rubbish bins when we just moved into our new home. And ... we love Embers :).
- Could we have more regular collection of garden waste.
- I think the bulk rubbish on verge collections is terrible, it makes the Shire look awful, more like building sites.
- Public open space at rear of Coles High Wycombe desperately needs bins.
- As a fire prone area we are encouraged to cut back branches, sweep leaves etc. The twice yearly bulk rubbish collection is insufficient to cope with this. Perhaps at least 3-4 passes to the transfer station could be issue to help us out -I'm sure people would use them!
- We have two people in our house and only need rubbish collection once a fortnight. Perhaps an opt in/opt out system could save money.
- Re rubbish collection - need extra bulk collections - but suggest free tip passes for rate payers as done in previous years (long time ago) or have four roadside pickups per year.

Recycling

- Learn from City of Stirling re recycling: they have green waste mulching service, excellent form of recycling.
- Recycling: hopefully one day can get serious and separate plastic/tin/paper like in Europe.
- Would prefer Recycling to be weekly instead of fortnightly.
- Would like to see recycling bins changed to weekly and introduction of green waste bin.
- More recycling bins for public at council buildings eg. for cardboard in foyer, regular recycle near carpark.
- More encouragement for recycling in the community eg. Provide compost bins.
- The shire claims to be environmentally friendly, yet does not provide recycling services for small business' who produce the majority of local recyclable waste.
- Please do more to eradicate plastic in our community.