

## **Attachment A**



### **DRAFT WASTE AND RECYCLING SERVICES POLICY AND OPERATING GUIDELINE**

#### **SUMMARY OF PUBLIC CONSULTATION RESPONSES**

**July 2014**

## **BACKGROUND**

On 22 April 2014, Council endorsed for public consultation the draft Waste and Recycling Services Policy and Operating Guideline.

The draft Waste and Recycling Services Policy and Operating Guideline were open for public consultation from 1 May 2014 to 6 June 2014. A number of community engagement methods were used as part of the consultation process to obtain community feedback on the draft Waste and Recycling Services Policy and Operating Guideline.

The online *Your Say Adelaide* public consultation period was open for 5 weeks from 1 May 2014 to 6 June 2014, with additional submissions accepted until 27 June 2014.

A total of 85 written submissions were received:

- 67 online Feedback Forms through *Your Say Adelaide*;
- 8 hard copy Feedback Forms;
- 9 email submissions; and
- 1 question through the online Question and Answer.

Please note that the first question on the Feedback Form (see below) allowed the respondent to select one or two areas that defines their area of interest in the draft Waste and Recycling Services Policy and Operating Guideline, therefore the number of respondents in each sector does not total the 67 submissions received.

*I am interested in Council's Waste and Recycling Services Policy and Operating Guideline as a (Select Maximum of 2):*

- |                                      |  |
|--------------------------------------|--|
| • <i>City resident</i>               | • <i>City Worker</i>                   |
| • <i>City Property Owner/Manager</i> | • <i>Medium/large business owner</i>   |
| • <i>City Visitor</i>                | • <i>Small business owner/operator</i> |
|                                      | • <i>Other</i>                         |

All community feedback provided has been reviewed and considered as part of the revised changes to the draft Waste and Recycling Services Policy and Operating Guideline presented to Council for consideration.

Community comments received relating to the questions below, have been reproduced verbatim. Some spelling errors were corrected to assist readability. Each comment reflects a comment from one person or group. Comments in this document are no particular order.

## **Summary of Feedback Received**

Key issues raised by respondents include:

### **Council's Role as Service Provider**

The consultation confirmed strong support for Council's role as a waste and recycling service provider. 97% of respondents indicating they 'agree' or 'strongly agree' that Council should protect public health, enhance public amenity and movement, support city living, assist micro and small business, capture economic benefits of resource recover, and support attainment of an environmentally sustainable city.

### **'Basic' and 'Enhanced' Services**

With 76% 'agreeing' or 'strongly agreeing', there was strong support for the establishment of 'Basic' and 'Enhanced' services to enable additional services above existing levels on a fee-for-service basis.

61% of respondents 'agreed' or 'strongly agreed' with Council establishing the option to charge a fee-for-service for 'Enhanced' services. Comments from respondents who 'disagreed' or 'strongly disagreed' (16%) with providing an 'Enhanced' service included, "charging would be a deterrent" and "my business pays Council rates and I expect the rubbish collection to remain unchanged".

### **Services to Business**

Respondents from the business sector commented that waste and recycling services should be provided to all business premises from existing Council rates, which they state is a significant cost for business. Some indicated that a higher collection allowance should be provided as businesses pay higher Council rates than residential premises. This sector also indicated low levels of support for 'enhanced' services being provided on a fee-for-service basis.

### **Kerbside Commercial Cardboard Collections**

There was very high support (74% 'agree' and 'strongly agree') to change the kerbside commercial cardboard collection service to presentation in larger (up to 360 litre) capacity comingled recycling bins. Support was strong from the residential sector and there was opposition from some businesses who generate large volumes of cardboard and would exceed the capacity of Council's Business Waste Management Service.

The two medium/large businesses owners/operators that did not agree with the change of service stated, "businesses generate large volumes of cardboard that is not practical to handle with wheelie bins" and "large pieces of cardboard are difficult to fit into bins and will probably get left on the kerbside" and that a 360-litre bin would not provide sufficient volume to dispose of their cardboard.

### **Residential Hard Waste**

Consultation feedback indicated that the current approach to illegal dumping does not address community concerns.

While 46% of respondents 'agreed' or 'strongly agreed' with the proposed change from four fixed date hard waste collections per year to two booked services for residential premises, another 40% of respondents 'disagreed' or 'strongly disagreed' with the proposed change.

Respondents that 'disagreed' or 'strongly disagreed' expressed concern that booked hard waste collections could result in daily presentations of hard waste across the City. However, this is not the intent of the proposed change: booked hard waste collections would be grouped on a nominated day and the service frequency would typically be limited to a monthly collection. This would seek to balance convenience for residents with protecting local amenity.

### **Education and Compliance**

Consultation feedback indicated that consistent and regular educational materials need to be delivered to the community to ensure that the transient population within the City are familiar with the waste and recycling services provided by Council.

### **Not for Profit Sector**

#### *Precinct Groups*

11 City Precinct Groups were consulted with two written submissions received and verbal advice provided by one other group. The general comments were in support of removing the loose kerbside cardboard collection service and reducing the number of bins presented on the street for collection to improve amenity. Feedback also outlined that there is support for a Business Waste Management Service provided that adequate "on site" storage facilities of bins is provided. The introduction of bin presentation zones particularly in Rundle Mall is supported.

#### *KESAB*

KESAB acknowledged that the draft Policy essentially focuses on residential and eligible business, however highlighted that Council has the potential to integrate a broader scope of related waste and resource recovery management services in all sectors it services (business, residential, tourism, and events) in the Policy. KESAB also commented that litter and building and construction waste should be addressed the proposed Policy to align with SA Waste Strategy 2011-2015.

#### *Religious Premises*

A total of 43 religious premises were contacted during the consultation. From verbal comments made during the consultation period, respondents confirmed that the 'Basic' service would be sufficient for the functions of most religious premises, however waste volumes increase proportionally with additional activities such as hall rentals.

Larger and highly utilised churches indicated that garden organics (floral arrangements) was a regular component of their waste stream. Religious premises that generate significant volumes of waste expressed concern that they would no longer be eligible for services.

### **High Density Residential**

Despite active engagement and repeated contact with building managers and residents in apartment buildings, limited comment was received during the consultation period. Feedback received indicated broad support for the flexible services proposed in the draft Policy.

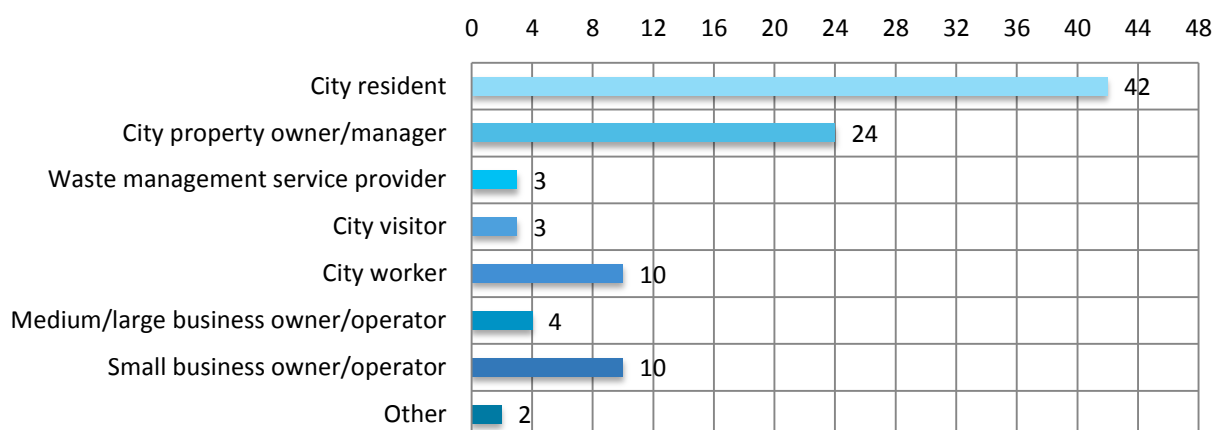
# Draft Waste and Recycling Services Policy Community Feedback

Your Say  
Adelaide

## Summary of feedback through *Your Say Adelaide*

I am interested in Council's Waste and Recycling Services Policy and Operating Guideline as a  
(Select Maximum of 2):

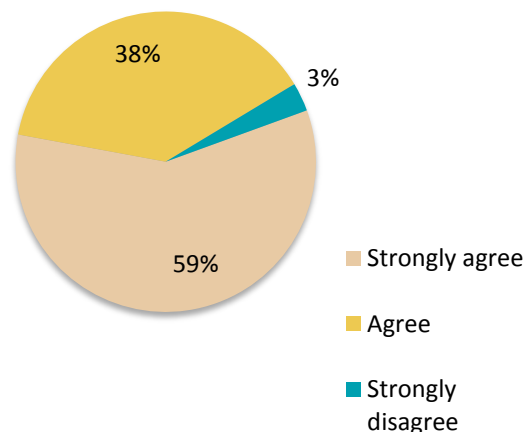
- City resident
- City property owner/manager
- Waste management service provider
- City visitor
- City worker
- Medium/large business owner/operator
- Small business owner/operator
- Other



**Q1. To what extent do you agree with the following statement?**

1. Council's **role as a waste and recycling service provider** will be to:

- protect public health;
- enhance public amenity and movement;
- support city living;
- assist micro and small business;
- capture economic benefits of resource recovery; and
- support attainment of an environmentally sustainable City.



	Count
Strongly agree	38
Agree	25
Strongly disagree	2

# Draft Waste and Recycling Services Policy

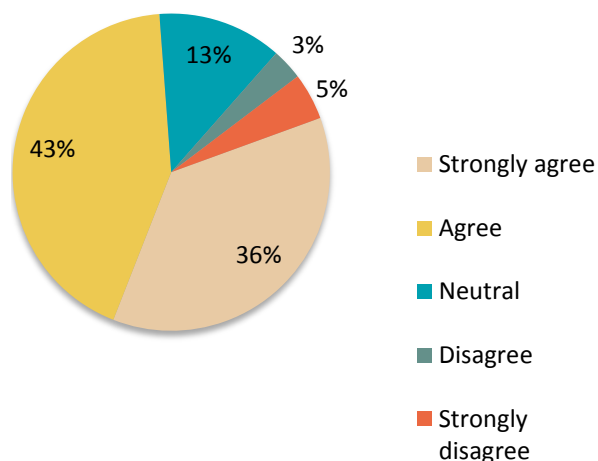
## Community Feedback

Your Say  
Adelaide

### Q2. To what extent do you agree with the following policy direction for all eligible premises?

Establish 'Basic' and 'Enhanced' levels of service to enable additional services above existing levels.

	Count
Strongly agree	23
Agree	27
Neutral	8
Disagree	2
Strongly disagree	3



Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	2	1				3
City Property Owner/Manager and City Worker		1				1
City Property Owner/Manager and Small Business Owner/Operator	2				2	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	8	11	2	2		23
City Resident and City Property Owner/Manager	3	5	2			10
City Resident, City Property Owner/Manager and City Worker	1					1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator	1	1				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	2	1				3
City Worker	1	2				3
Medium/Large Business Owner/Operator		1	1		1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator			1			1
Other			2			2
Small Business Owner/Operator		2				2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>23</b>	<b>27</b>	<b>8</b>	<b>2</b>	<b>3</b>	<b>63</b>

# Draft Waste and Recycling Services Policy

## Community Feedback

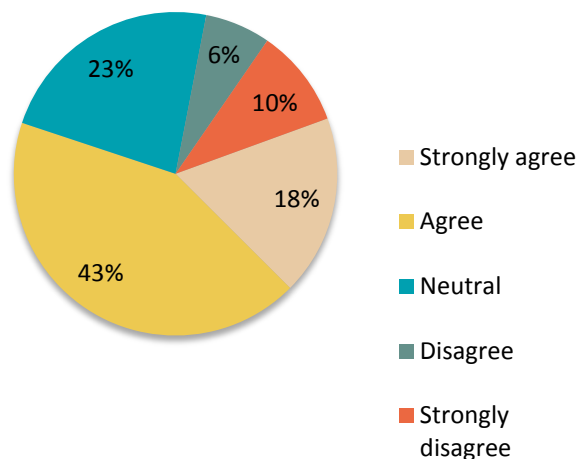
Your Say  
Adelaide

### Q3. To what extent do you agree with the following policy direction for all eligible premises?

Establish the option to charge a **fee-for-service** for some waste and recycling services on the following basis:

- No fee for service would apply to a defined 'Basic' service.
- A fee for service may be applied for defined 'Enhanced' services.

	Count
Strongly agree	11
Agree	26
Neutral	14
Disagree	4
Strongly disagree	6



Additional comments on page 23

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	2				1	3
City Property Owner/Manager and City Worker				1		1
City Property Owner/Manager and Small Business Owner/Operator			1		2	3
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	2	13	7	1	1	24
City Resident and City Property Owner/Manager	2	4	3			9
City Resident, City Property Owner/Manager and City Worker	1		1			2
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator				1		1
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1	1				2
City Worker		1	2			3
Medium/Large Business Owner/Operator		2			1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other		1		1		2
Small Business Owner/Operator		2				2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>11</b>	<b>26</b>	<b>14</b>	<b>4</b>	<b>6</b>	<b>61</b>

# Draft Waste and Recycling Services Policy

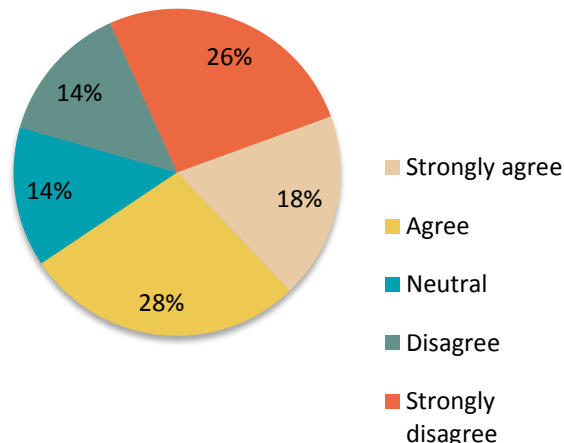
## Community Feedback

Your Say  
Adelaide

### Q4. To what extent do you agree with the following policy direction for eligible premises?

Establish an allowance for residential premises of **two booked hard waste** collections per year as part of the 'Basic' service rather than the current quarterly fixed date collections?

	Count
Strongly agree	12
Agree	18
Neutral	9
Disagree	9
Strongly disagree	17



Additional comments on page 26

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager		2	1	1		4
City Property Owner/Manager and City Worker			1			1
City Property Owner/Manager and Small Business Owner/Operator	2				2	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	2	6	2	7	7	24
City Resident and City Property Owner/Manager		5			5	10
City Resident, City Property Owner/Manager and City Worker	1	1				2
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator					1	1
City Resident, City Property Owner/Manager and Small Business Owner/Operator	1					1
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1			1	1	3
City Worker		1	2			3
Medium/Large Business Owner/Operator	2		1			3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other		2				2
Small Business Owner/Operator			2			2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>12</b>	<b>18</b>	<b>9</b>	<b>9</b>	<b>17</b>	<b>65</b>



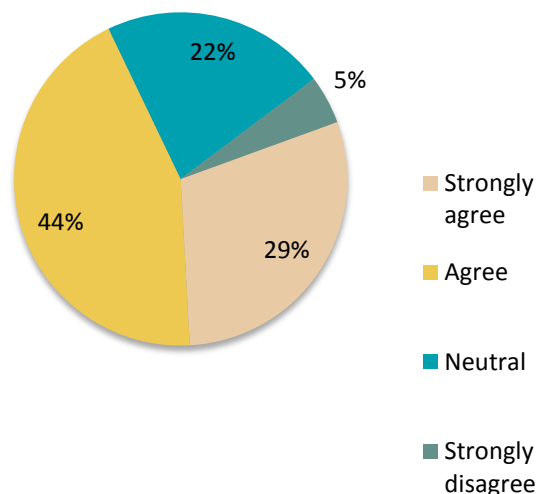
# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Q5. To what extent do you agree with the following policy direction for eligible residential premises?

State that 'service design is flexible to setting and building', which enables alternative services to be provided in different settings (e.g. bulk lift, larger capacity bins rather than standard 3-bin kerbside system in high density residential areas).



	Count
Strongly agree	19
Agree	28
Neutral	14
Strongly disagree	3

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	1	1	1			3
City Property Owner/Manager and City Worker			1			1
City Property Owner/Manager and Small Business Owner/Operator	1	2			1	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	5	13	6			24
City Resident and City Property Owner/Manager	3	5	1		1	10
City Resident, City Property Owner/Manager and City Worker	1					1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator	1	1				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1	1	1			3
City Worker	2		1			3
Medium/Large Business Owner/Operator	1	1	1			3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other		2				2
Small Business Owner/Operator			2			2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>19</b>	<b>28</b>	<b>14</b>		<b>3</b>	<b>64</b>

# Draft Waste and Recycling Services Policy

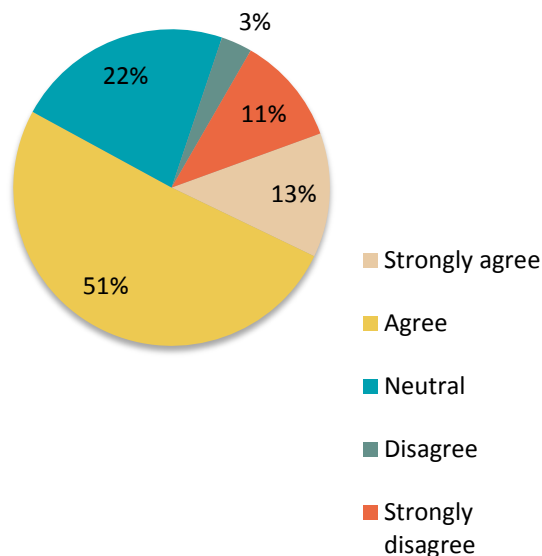
## Community Feedback

Your Say  
Adelaide

### Q6. To what extent do you agree with the following policy direction for eligible business premises?

Establish eligibility criteria to clearly direct Council's support for commercial premises to micro and small businesses.

- Provide service if waste volumes are comparable with residential premise and Council's service objectives.
- Enable transition to private service using Council's fee-for service.
- Define eligibility on a 'per site record' basis (changed from a 'per rateable premise' basis).



	Count
Strongly agree	8
Agree	32
Neutral	13
Disagree	2
Strongly disagree	7

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	1	1			1	3
City Property Owner/Manager and City Worker			1			1
City Property Owner/Manager and Small Business Owner/Operator		2			2	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	1	11	12			24
City Resident and City Property Owner/Manager	1	8			1	10
City Resident, City Property Owner/Manager and City Worker	1					1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator				1		1
City Resident, City Property Owner/Manager and Small Business Owner/Operator		2				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker		2				2
City Worker	2	1				3
Medium/Large Business Owner/Operator		1	1		1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other		1			1	2
Small Business Owner/Operator		1		1		2
Waste Management Service Provider		1				1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>8</b>	<b>32</b>	<b>14</b>	<b>2</b>	<b>7</b>	<b>63</b>

# Draft Waste and Recycling Services Policy

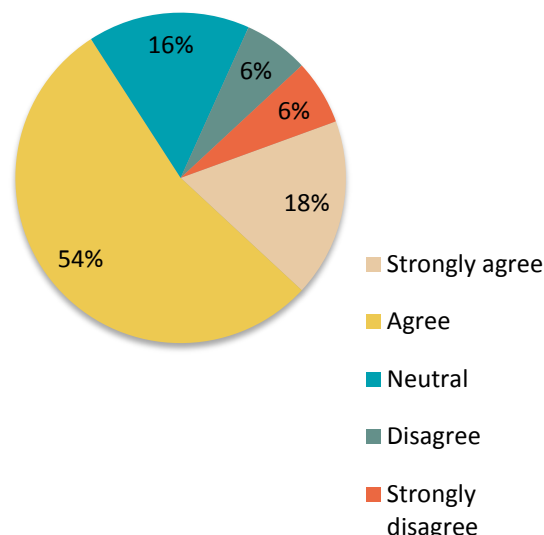
## Community Feedback

Your Say  
Adelaide

### Q7. To what extent do you agree with the following policy direction for eligible business premises?

Update services to **eligible business premises** to ensure they are targeted to:

- enable the adoption of environmentally sustainable waste management practices by micro and small businesses in premises generate waste volumes that are similar to a residential premise and compatible with the Objectives of the Policy;
- support transition from Council services to private waste management services as a business grows; and
- overcome barriers to servicing residential premises in high density mixed use buildings.



#### Count

Strongly agree	11
Agree	34
Neutral	10
Disagree	4
Strongly disagree	4

Additional comments on page 32

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager		2			1	3
City Property Owner/Manager and City Worker			1			1
City Property Owner/Manager and Small Business Owner/Operator		2			2	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	2	12	8	2		24
City Resident and City Property Owner/Manager	3	6	1			10
City Resident, City Property Owner/Manager and City Worker		1				1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator		2				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1	1				2
City Worker	2	1				3
Medium/Large Business Owner/Operator		2			1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator				1		1
Other		1		1		2
Small Business Owner/Operator		2				2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>11</b>	<b>34</b>	<b>10</b>	<b>4</b>	<b>4</b>	<b>63</b>

# Draft Waste and Recycling Services Policy

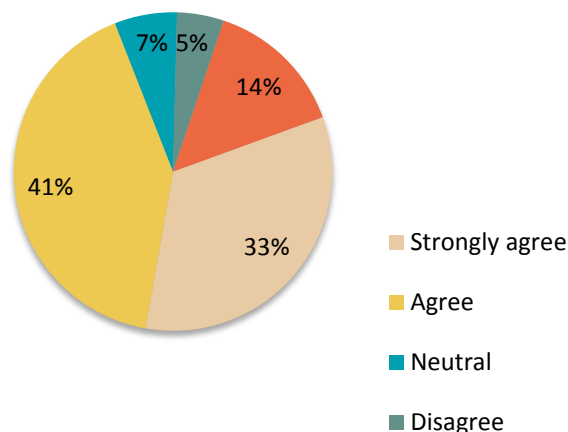
## Community Feedback

Your Say  
Adelaide

### Q8. To what extent do you agree with the following policy direction for eligible business premises?

Change kerbside **commercial cardboard collection service** to presentation in larger capacity comingled (yellow lid) recycling bins, with the option for higher frequency service in designated main streets and predominantly business areas.

There would be no additional service charge to eligible businesses for this service.



#### Count

Strongly agree	21
Agree	26
Neutral	4
Disagree	3
Strongly disagree	9

Additional comments on page 34

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	2	1				3
City Property Owner/Manager and City Worker	1					1
City Property Owner/Manager and Small Business Owner/Operator		2			2	4
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	4	13	4	1	2	24
City Resident and City Property Owner/Manager	3	4		1	2	10
City Resident, City Property Owner/Manager and City Worker		1				1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator	1	1				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1			1		2
City Worker	3					3
Medium/Large Business Owner/Operator	2				1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other	1	1				2
Small Business Owner/Operator		1			1	2
Waste Management Service Provider	1					1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>21</b>	<b>26</b>	<b>4</b>	<b>3</b>	<b>9</b>	<b>63</b>

# Draft Waste and Recycling Services Policy

## Community Feedback

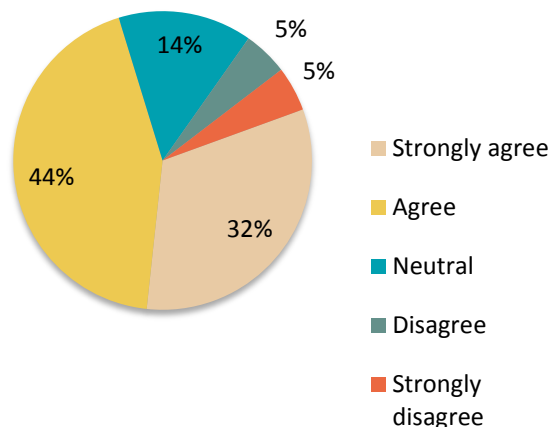
Your Say  
Adelaide

### Q9. To what extent do you agree with the following policy direction for eligible business premises?

Offer optional **'Enhanced' weekly food organics** recycling service for eligible business premises in designated main streets and predominantly business areas.

#### Count

Strongly agree	20
Agree	27
Neutral	9
Disagree	3
Strongly disagree	3



Additional comments on page 36

Sector (respondents ask to select maximum of 2 sectors)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	TOTAL
City Property Owner/Manager	2	1	2			5
City Property Owner/Manager and City Worker	1		1			2
City Property Owner/Manager and Small Business Owner/Operator		2	1			3
City Property Owner/Manager and Waste Management Service Provider		1				1
City Resident	4	13	4	1		22
City Resident and City Property Owner/Manager	3	4	1	1		9
City Resident, City Property Owner/Manager and City Worker		1				1
City Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator		1				1
City Resident, City Property Owner/Manager and Small Business Owner/Operator	1	1				2
City Resident, City Visitor and City Worker	1					1
City Resident and City Worker	1			1		2
City Worker	3					3
Medium/Large Business Owner/Operator	2				1	3
Medium/Large Business Owner/Operator and Small Business Owner/Operator					1	1
Other	1	1				2
Small Business Owner/Operator		1			1	2
Waste Management Service Provider		1				1
Waste Management Service Provider and City Visitor	1					1
<b>TOTAL</b>	<b>20</b>	<b>27</b>	<b>9</b>	<b>3</b>	<b>3</b>	<b>62</b>

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Q10. Do you have any further comments on the draft Waste and Recycling Services Policy and Operating Guideline?

#### Two (2) City Property Owner/Managers commented:

##### Comment 1:

- We do believe that there should be rubbish and recycling offered to any business according to what rates they pay.
- If we had to put large bins into our tiny car park we would lose one car park spot (meaning a big loss to us as we only have 5). Also hostel guests would then put all their rubbish next to that locked bin whereas now they can just throw all into bins provided. Also car parking is open to one side, so anyone can come in.
- Rubbish collection for our hostel would be around \$ 100/fortnight and another \$ 50/fortnight for recycling materials I was told.
- Currently we have lots of low income earners collecting our bottles, going through our recycling on a daily basis. We get a lot of positive feedback from those people, they really need a few extra \$\$\$. If bins were locked up there would be no bottles to collect as there would be no access.
- In Switzerland, my birth country there is a pay-as-you-waste of about \$ 1.50 (per 25 l bag) policy. So lots of rubbish gets dumped in the streets/forests/highway rest stops etc.
- It is disgusting and the councils now spend more time collecting all. No one takes rubbish home from picnics in the park as they would have to pay. So the bins provided are constantly overflowing everywhere. There are fines for littering and lots of people get caught every year, including friends of mine. Paying up to \$ 1000 fines!
- It is not working well at all in Switzerland and whenever I go and visit I am saddened by that fact.
- Australia has a much better way of rubbish collection with rubbish and recycling bins provided at home/work. In Switzerland one must bring recycling materials to a specific collection depot of large bins. So lots of rubbish ends up in those bins I have heard.
- We are struggling in keeping our Backpackers going these days, experiencing the quietest April/May in history (operating since 2003) at this very moment. Not sure what that means for the next few usually super quiet winter months ahead. But already had to lay off one staff in April. Things have been difficult for a few years now, especially since the A\$ was high compared to Euro.

##### Comment 2:

- We do have from time to time large amounts of cardboard which we cannot put in the recycle bins and which we have to dispose of in our general waste bin which then goes to land-fill.

#### Two (2) City Property Owner/Managers and Small Business Owner/Operators commented:

##### Comment 1:

- We pay \$43,000 a year in council rates and you are proposing to scrap a programme that collects our recyclable cardboard. Is this council for real? If you want to be sustainable, live up to it and walk the talk. Don't use all these buzz-words and cut services that matter.

##### Comment 2:

- How much does it currently cost for the council to pick up 1 of my red bins?
- How much does it currently cost to pick up my yellow bins?
- What will I get in return for my rates if I no longer receive a rubbish collection?

#### One (1) City Property Owner/Manager and Waste Management Service Provider commented:

##### Comment 1:

- Clearly a lot of good background has been done to this point. Well done and good luck!

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### 14 Residents commented:

#### Comment 1:

- City resident education regarding recycling procedure needs to be enhanced.
- Many consumers from low-socioeconomic backgrounds are not able/ do not participate effectively in current recycling programme due to lack of knowledge/skills. For example many Housing Trust residents still do not use appropriate bins for recycling/household wastes. The standard forms of communication (e.g, instructions in writing) are not effective for these residents. I suspect these cohort of residents require direct verbal instructions.

#### Comment 2:

- Illegal dumping occurs on a weekly basis, whereby people pile hard rubbish next to a row of rubbish bins assuming the truck will pick it up. Would be good to see enforcement of this issue (obviously hard to prove).

#### Comment 3:

- I see people dig through trash for cans and bottles labelled with the 10c refund stamp.
- TAKE IT or LEAVE IT baskets allow them to find recyclables in obvious places and collect them in a dignified manner. Passers-by are afforded an easy way to recycle while helping out those in need.
- Plastic bottles and aluminium cans avoid the landfill. Industrious people earn extra income. It's a win/win situation for all concerned.
- You can help out by voting for the idea here 23 June - 6 July:  
<http://messenger.communitygrants.net.au/idea/take-it-or-leave-it>. Thank you!

#### Comment 4:

- As domestic and nearby commercial premises regularly dump unwanted rubbish in the street; reducing "Hard Rubbish Clean Ups" may only make the dumping worse than it is at present.
- Most of the "rubbish" left out is quickly removed (recycled) by industrious opportunists. The Council only gets the most unwanted rubbish to remove. Less work for ACC. Less cost of disposal.

#### Comment 5:

- Brilliant service and more suburbs should be encouraged to participate. Indeed I feel so strongly about it that I feel that persons NOT using their green bins / recycling service should be threatened with a fine!! Just so that they are made to realise the importance of participating! Maybe even FREE compost could be offered to those who participate? Given ? kgs of compost per year ? Something like that to encourage people to do the right thing for the planet / environment.
- At present, for example, the units on Winifred Street Adelaide 5000 do NOT have access to this service. I feel that this is terrible. Just think of how much smelly vegetable matter etc is just thrown away. And this is just ONE example!! Just consider all the other flats and units and homes not participating !!/not even being offered the chance to join in!

#### Comment 6:

- I would like to see a smaller recycle yellow top bin for some residential customers.

#### Comment 7:

- More education needed to make sure recycling is correctly used.

#### Comment 8:

- Why are the Red rubbish bins smaller than the other 2? I know rubbish is collected weekly but occupants determine amount of rubbish so maybe larger red bin might stop people shoving wrong things into yellow recycle bins.

#### Comment 9:

- Whatever service is provided, it needs to be cost effective and affordable.



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 10:

- I believe there is a need for an education programme to remind residents of the use of each type of bin & to remove their bins from the street between collection days. I would like to see more public (& properly illustrated) recycling bins at appropriate sites to ensure that the level of recycling is increased. For example intersection of Melbourne/Jerningham St.
- I would like to see a policy for hazardous waste service; to include regular days at council's Nursery

### Comment 11:

- I'd like to see the yellow lidded multi-recycling bin emptied weekly. My red lid bin could easily last for 2 weeks but the yellow bin is always full after a fortnight. Sometimes (often) I put stuff in other people's yellow bins.
- In summer, weekly removal of the organic green bin would be good - it gets smelly and maggots.

### Comment 12:

- Can we please have a weekly collection of the green waste – many people put green waste into red bin, particularly in hot weather, as things like bones and shells stink!

### Comment 13:

- Need for clear information on “odd items” e.g. foil, polystyrene and soft plastics, what is, how and where these “rubbish” items can be recycled.
- Availability of smaller bins or ways of “pooling” bins.
- Need for more frequent emptying of ‘popular’ public bins.

### Comment 14:

- The proposal seems reasonable, but I have to ask - why fix it if it ain't broke? The rubbish collection service and general cleaning-up processes in Adelaide are fantastic. I walk my dog three times a day, often in the early hours. I see a huge amount of work being done. I am grateful also for the dog waste bags and the permission of the council to put them in bins. The rubbish allowances are generous.

## Six (6) City Residents and City Property Owner/Managers commented:

### Comment 1:

- I would like a requirement be made that households place their rubbish bins at the front of their own properties. This would reduce the overcrowding of bins that happens on streets, such as Tomsey St, where more than half of the bins placed on the street for collection do not belong to Tomsey St. addresses. Bins would also be less likely to be left out for extended times.

### Comment 2:

- Regarding the by-laws they have clear guidelines to the penalties that can be applied to owners of bins that are left in the street. Yet, despite this Council is reluctant to use these powers. Streets with perennial problems (like Allen Place) could be managed quickly and efficiently if the fines were imposed regularly. This street is the epitome of a much less than brilliant service, in fact it is appalling.
- I applaud the identification of bins but this needs to be in plain English not a tagging system, that way residents can quickly identify their bin and return it to site. A tagging system may be useful to Council but the ownership of the bin will not be apparent to the resident.
- I would like to the opportunity to express my views in person at the relevant committee or Council meeting.

### Comment 3:

- Congratulations to what Council currently do. The team are polite and good representatives of ACC.

### Comment 4:

- In your promotion material of services please encourage sharing of bins making it clear that with changing circumstances a bin can be ordered as needed. Also clearly state that bins are to be removed from the street.



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

- In our area some of the residents living in Halls Place and Weill Street use the 4 green bins that belong to residents in Gilbert Street as they place them in a dead end lane behind their premises. They are off the street and out of site and offer a public service to everyone. The 'owners' don't clutter their yard and all of us only have limited need of a Green bin but all have access to Green bin. It is rare that all the bins are full. "Owners" like set up as Weil Street resident puts bin out and retrieves and cleans bins. Bin sharing happens to a degree for red and yellow bins but that is more by default because many of the bins are left permanently on the street and to my eye are an eyesore.
- It would help to have clear ACC guidelines that allow locals to then negotiate what is acceptable to all in that area. For example one neighbour may have a yellow bin and the one next door a red bin. Making those suggestions may help people have the conversation.
- Regularity of pick-up of bins may assist in keeping bins of street.

### Comment 5:

- I would like the yellow recycling bin to be emptied weekly. The move to larger bins in city areas to reduce kerbside clutter is a good initiative as long as it provides an adequate service.

### Comment 6:

- I am happy that the council has recognised that changes have to be made. The way the rubbish, litter and all other types of waste on Royal Place builds up is disgusting and hasn't improved despite my (and others') complaints for three years. I hope some of these steps will improve the situation but I have my doubts - considering that no one that lives/works in the area seems to share these concerns and moreover, are prepared to contribute to the problem. Again, I have only responded to this survey with regard to Royal Place. Thank you.

## Four (4) City Residents and City Workers commented:

### Comment 1:

- I would lead the world (along with countries like Switzerland) by requiring all non-recyclable combustible waste to be incinerated (and then use the incineration for generating electricity.)

### Comment 2:

- It is sensible to move away from a 'one size fits all'. I think your policy should also address hazardous waste issues and I don't see them mentioned here. I also would like to see some comment in the policy about a commitment from council to send consistent and regular education messages to their residents and businesses about changes to waste management.
- For example, people have no idea what to do with e-waste, batteries, light bulbs and mattresses. The easy solution then becomes illegal dumping or to put out with hard waste and hope it will get collected (which I know the council does do).
- The issue of not presenting your bin unless it is full and diverting food waste into green organics are also issues where people would change behaviour if they had better awareness and knowledge.

### Comment 3:

- Please to see some comment in the policy about a commitment from council to send consistent and regular education messages to their residents and businesses about changes to waste management. For example, people have no idea what to do with e-waste, batteries, light bulbs and mattresses. The easy solution then becomes illegal dumping or to put out with hard waste and hope it will get collected (which I know the council does do).
- The issue of not presenting your bin unless it is full and diverting food waste into green organics are also issues where people would change behaviour if they had better awareness and knowledge.

### Comment 4:

- Can we please have a weekly collection of green waste – many people put green waste into red bin, particularly in hot weather, as things like bones and shells stink!

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### One (1) City Worker commented:

Comment 1:

- Anything that improves recycling in the city would be fantastic, I'm disappointed how little we recycle in the ANZ building considering a lot of our waste is paper and could easily be recycled.

### One (1) Medium/Large Business Owner commented:

Comment 1:

- I operate a retail business in City Cross called Fireflies. We have been there for 9 years.
- I am aghast at the email I have just received. I am currently living in Hong Kong so I thought I would email you in the first instance.
- I need to tell you that this policy will have a SEVERE impact on the business I operate. I imagine it will be the same for every business that currently uses the roadside cardboard collection.
- I can understand that this program is unsightly. Costs money. Is environmentally challenging. However, logic in this document is flawed.
- To reduce the amount of cardboard to put out on the kerbside we need to reduce the amount of stock we receive. To reduce our stock reduces our sales. Reduced sales = no business.
- Every business that puts out cardboard does so because they generate business ie money.
- Our Centre Management does not provide any form of cardboard recycling, unlike some of the other centres in the Mall. Perhaps there should be a requirement of the centre to provide this facility.
- We receive huge volumes of stock to keep our business running, particularly at Xmas time. How are we to deal with this with a tiny bin? We do not have any space available to store cardboard or have it disposed of by an independent contractor.
- I am at a loss to understand how this would work for us and the thousands of businesses that use this service.
- Perhaps we could catch up sometime via Skype. My address is jennyphil60. I would love you to visit our store and talk to our manager about the difficulties this policy would present to our business. Please feel free to call our store and speak to Maria (manager) or Kym (assistant manager).
- Look forward to your prompt and considered response.
- Regards, Jenny Phillips

### One (1) 'Other' commented:

Comment 1:

- St Peter's Cathedral is an icon of Adelaide and is attracts thousands of visitors each year. Currently we enjoy an enhanced service to what was originally proposed - 3 Waste bins (140 litre - red lid) 1 in the Cathedral and 2 shared between our Office, CP Hall and the Archives. Weekly collection 4 Co-mingled recycling bins (240 litre - Yellow lid) 1 in the Cathedral and 3 for the office, CP Hall and Archives - fortnightly collection. Officially we have 3 green organic bins (240 litre -green/orange lids) - but we actually use 4, 1 in the Cathedral for the flower ladies and 2(3) for garden waste – fortnightly collection. This does not include the Deanery bins.
  - A few comments:
    1. Officially we were not originally issued with our current number of bins. I am not sure whether we got an additional 1 or 2 waste bins but our yellow lidded bins were ok, but being a business we are not entitled to any organic waste collection (which is why it is picked up on Pennington Terrace). We were granted this service by the generosity of the Council.
    2. Generally these bins meet our needs but occasionally after large functions our waste bins are overflowing.
    3. The organic bins generally meet our needs except when the leaves fall and in addition to the bins we need to take leaves to the green waste depot run by the council. This is free service currently.
    4. To me there could be some confusion. Some documentation comments on businesses and others commented on rateable properties – we have one business but 2 rateable properties on this site.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

- I do not see the proposed changes will meet our needs. It should be noted that our property extends from 1 to 27 King William road ie 14 residential blocks and yet we do not generate anywhere near the amount of waste for 14 blocks and hence believe that our usage is more than reasonable. Given the type of enterprise and its position within the City of Adelaide and the state, we would like some special consideration be given to our situation so that we can at least maintain our existing services at no increased cost.

Thank you for reading this submission, Denis

### **One (1) Small Business Owner/Operator commented:**

Comment 1:

- Suggest treating businesses differently from residential and not trying to impose generalities or same policies to very different waste needs (and volumes).

### **One (1) Waste Management Service Provider commented:**

Comment 1:

- Education is paramount to achieve the goals for ACC. Education should be directed not only to residents and businesses it should also be a focus for waste management service providers, council employees and stakeholders. Education should not only cover environmental outcomes it should also cover cost effective and user friendly solutions for the community, council and service providers.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

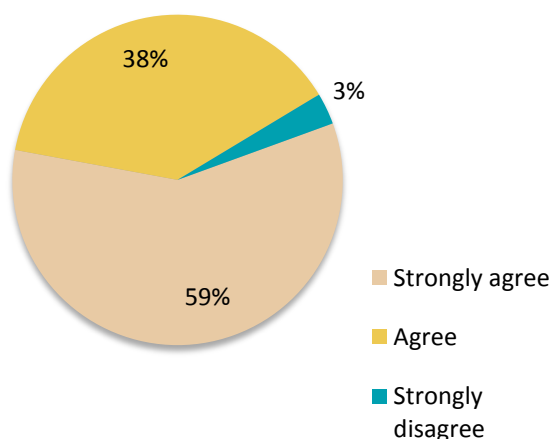
### Stakeholder and Community Feedback

#### Q1. To what extent do you agree with the following statement?

1. Council's role as a waste and recycling service provider will be to:

- protect public health;
- enhance public amenity and movement;
- support city living;
- assist micro and small business;
- capture economic benefits of resource recovery; and
- support attainment of an environmentally sustainable City.
- 

	Count
Strongly agree	38
Agree	25
Strongly disagree	2



#### One (1) City Property Owner/Manager and Small Business Owner/Operator commented:

Comment 1:

- How can I agree at all with this statement if its designed to exclude businesses like mine! I don't agree with this statement because it excludes a huge section of rate payers, that being backpackers hostels and other accommodation providers currently receiving rate payer rubbish removal. It shows a miserly attitude towards small business - perhaps reflecting the mindset of those creating the policy.
  - Protect public health - but not if it involves collecting rubbish from small businesses. Obviously public health is not a priority. If it was council would continue to collect my rubbish.
  - Enhance public amenity and movement - I'm assuming that bins take up space on the sidewalk! Well guys, guess what? They will take up the same space even if we are charged to have them collected. This statement is fatuous and inane.
  - Support City Living - So long as it is not people living in backpacker hostels.
  - Assist Micro and Small Business - Ha ha ha ha, how? Rhetorical question. By taking away their right to have rubbish removal.
  - Capture economic benefit of resource recovery - so you want me to pay for the service and then you want to make money from my rubbish and recycling. I'm sure there's a great economic benefit to council if I have to pay for my own rubbish collection and then council makes a profit from it.
  - Support attainment of an environmentally sustainable. Would involve continuing with picking up recycling at no extra cost to rate payers.

#### Two (2) City Property Owner/Managers and Small Business Owner/Operators commented:

Comment 1:

- There are a lot of objectives here to agree to as a blanket choice. I don't see the link to public amenity and movement.

Comment 2:

- Local government has and should play a leadership role with advancing sustainability initiatives and services

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Three (3) City Residents commented:

#### Comment 1:

- Why not just present a Proposed Plan and have residents respond to that, giving some concrete examples to inform responses. What the heck are (b) enhance public amenity and movement & (c) capture economic benefits of resource recovered?

#### Comment 2:

- Whole concept./ service is absolutely brilliant. Before this service I buried my compost in the garden but that encouraged rats of course....and took a while to mulch down. I even had to start burying in the front garden area!! Now I use at least 6 special green compost bags a week. !! My family eats a lot of fresh fruit and veg!

#### Comment 3:

- There is no reference to "affordable" in any of the above statements.

### Three (3) City Residents and City Property Owner/Managers commented:

#### Comment 1:

- and g) support city recreational activity and a) to g) for the better enjoyment of the city by residents and visitors.

#### Comment 2:

- Assist residents and workers to understand how waste and recycling system works and what are the expectations of those providing waste and recycling services of those who use them.
- It is still common to hear that people justify their misuse of the yellow bins as they don't believe it gets recycled: How can they separate the stuff? I have to wrap broken glass but put in my bottles which will break when they upend the bin! Why should I have to take the plastic wrapper from the free newspapers/City Mag? I don't want them and the materials can be recycled.

#### Comment 3:

- My street, Royal Place, has a significant waste/litter problem - making it an environmental issue. It is a dumping ground for nearby residences and businesses. There are also far too many bins in the one spot - and users pay zero regard to the colour of the lid of the bin... i have been in touch with the council on this subject for almost 3 years - with the only action so far being the clearing of the dumping intermittently, and the removal of a handful of bins.

### One (1) Medium/Large Business Owner/Operator and Small Business Owner/Operator commented:

#### Comment 1:

- You should be supporting a strong blend between city dwellers and small AND large businesses. you are getting very greedy.

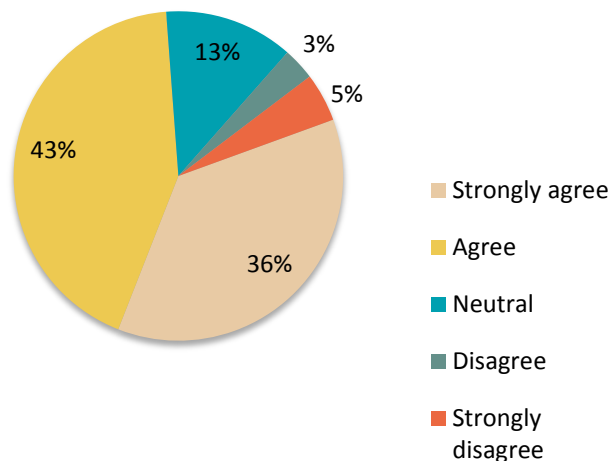
# Draft Waste and Recycling Services Policy Community Feedback

Your Say  
Adelaide

**Q2. To what extent do you agree with the following policy direction for all eligible premises?**

Establish '**Basic**' and '**Enhanced**' levels of service to enable additional services above existing levels.

	Count
Strongly agree	23
Agree	27
Neutral	8
Disagree	2
Strongly Disagree	3



*No additional comments provided by Question 2.*

# Draft Waste and Recycling Services Policy

## Community Feedback

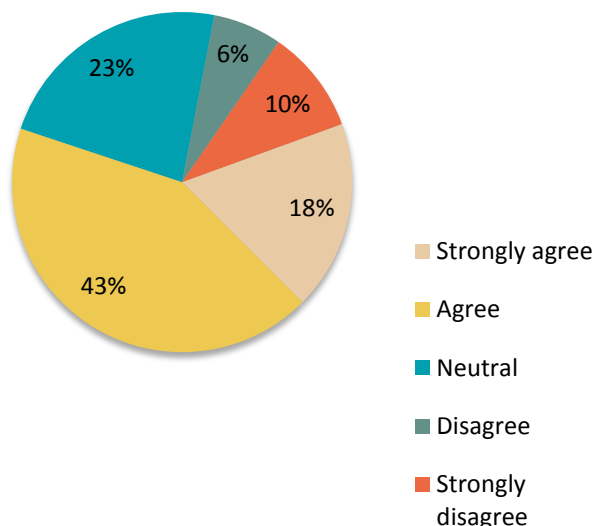
Your Say  
Adelaide

### Q3. To what extent do you agree with the following policy direction for all eligible premises?

Establish the option to charge a **fee-for-service** for some waste and recycling services on the following basis:

- No fee for service would apply to a defined 'Basic' service.
- A fee for service may be applied for defined 'Enhanced' services.

	Count
Strongly agree	11
Agree	26
Neutral	14
Disagree	4
Strongly disagree	6



#### One (1) City Property Owner/Manager commented:

Comment 1:

- There should be no fee for any rubbish disposal service; council rates should cover this expense as rubbish collection should be a core council service.

#### Three (3) City Property Owner/Managers and Small Business Owner/Operators commented:

Comment 1:

- Not sure what to answer to above question. But there should definitely be rubbish removal according to city council rates that businesses pay. We at our backpackers pay I believe close to \$ 8000/year and therefore we should have more rubbish bins than a residential address.

Comment 2:

- If enhanced services were being offered in addition to existing services, that would be palatable, but that is not the case. The cardboard recycling programme is proposed to be scrapped and leaves us with a big problem, not to mention the loss of all that recycling in our supposed green city.
- The upgrade to weekly yellow bin collection is welcomed but is inadequate to cover our recyclable cardboard quantities.
- Commercial collectors will not pick up cardboard for recycling from Rundle Mall. If this resource is to be recycled, Council must still offer this free service.

Comment 3:

- The level of service as it is right now is perfect for me. I do not require it to be changed. My business pays council rates and I expect the rubbish collection service to remain unchanged. Fee for service! I'm already paying a fee, it's called council rates.

#### Eight (8) City Residents commented:

Comment 1:

- I didn't see "enhanced" services defined in the policy. So long as the "basic" kerbside waste, recycling and organics are not charged this is the main thing.

Comment 2:

- I'd like to see more examples of what constitutes "basis" and "enhanced" before committing to Q2 & Q3.



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 3:

- Charging would be a deterrent. People would not pay. We already pay huge council fees/ ridiculous waste and sewerage fees. If you now charge for this recycling service it would completely negate the whole concept. Would make your above statements of having public health in your best interest etc a complete fabrication

### Comment 4:

- I am not completely sold on the 'Enhanced Services' in all circumstances; there should be some flexibility built into system especially for residential premises.

### Comment 5:

- Depends what Basic service is defined as.

### Comment 6:

- I understand the financial costs involved with waste management & recycling but as a resident I am continually frustrated by people putting 'wrong' rubbish in my bins when I do the right thing.
- Also people that leave their bins in the lane way are filled with rubbish. I put my bins out night before or early on collection day & bring them in when I get home but have found rubbish in my bins even after collection.
- Maybe a post box drop might help as there are a lot of renters so sending to owners is a little wasteful.

### Comment 7:

- Basic and Enhanced service needs to be clearly identified.

### Comment 8:

- I suspect that this might encourage non-paying people to put their waste with those who have paid for an enhanced service.

### **Five (5) Residents and City Property Owner/Managers commented:**

#### Comment 1:

- It depends greatly on what constitutes basic and what constitutes additional. If basic means one red top bin weekly and additional means yellow recycle, green bin and periodic hard rubbish I support the status quo. If additional were to encompass additional to mean additional more frequent services or services not currently provided such as batteries, tyres, masonry I strongly agree

#### Comment 2:

- Need to be careful that businesses are not using more than their share of resources, some at the current time have up to 5 bins, none of which are for green organics

#### Comment 3:

- I presume that in a) the defined basic service in Draft Policy is the Basic Service referred to. Definitions will be amended according to a variety of circumstances so a bit ingenuous to ask for agreement.

#### Comment 4:

- Until there is a definition of what these services are it is impossible to comment

#### Comment 5:

- I'm not sure about this one, because people from all over the place contribute to the dumping. I have seen a trailer pull up and dump a bed there for example - so I'm not sure if nearby residences should be the ones to pay for other people's laziness.



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### **One (1) Resident, City Property Owner/Manager, City Worker and Small Business Owner/Operator commented:**

Comment 1:

- The extent to which I agree depends upon what is considered 'basic' and what is considered 'enhanced'. If there is a change to the waste removal services we currently enjoy, such that we would have to pay for any of the current services in the future, then I strongly disagree.

### **One (1) Resident, City Property Owner/Manager and Small Business Owner/Operator commented:**

Comment 1:

- Struggling now after paying higher rates and taxes as a small business should get better service

### **Three (3) City Residents and City Workers commented:**

Comment 1:

- I am happy to have a user pays system. I would also like the council to get the message out that if your bin isn't full, you do not have to present it and that this saves the council money too. Many bins are not full in my street, but people feel obliged to put them out anyway.

Comment 2:

- Large centres should be providing their own specific recycling facilities - not just general rubbish.

Comment 3:

- Can enhanced services be provided without a fee?

### **One (1) Medium/Large Business Owner/Operator and Small Business Owner/Operator commented:**

Comment 1:

- BASIC=small businesses. Don't bite the hand that feeds you!! Large businesses pay rates and taxes and therefore the services should be accessible to all not just city living and micro businesses.

# Draft Waste and Recycling Services Policy

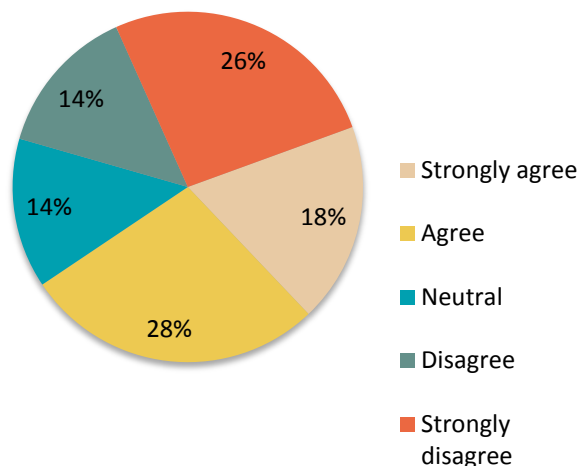
## Community Feedback

Your Say  
Adelaide

### Q4. To what extent do you agree with the following policy direction for eligible premises?

Establish an allowance for residential premises of two booked **hard waste** collections per year as part of the 'Basic' service rather than the current quarterly fixed date collections?

	Count
Strongly agree	12
Agree	18
Neutral	9
Disagree	9
Strongly disagree	17



### One (1) City Property Owner/Manager commented:

Comment 1:

- This seems to work in other council areas

### Two (2) City Property Owner/Managers and Small Business Owner/Operators commented:

Comment 1:

- This leads to rubbish on the footpath all the time.

Comment 2:

- This will interest me when you include business premises too.

### 16 City Residents commented:

Comment 1:

- Though often when items are placed on the pavement outside houses there is a good degree of uptake and reuse by neighbours. So when something is put out it is often gone within a few minutes. I think this is a good thing. On the other hand it is unsightly when broken pieces of furniture are left in the street for a long time.

Comment 2:

- Hard rubbish collections are one of life's great lotteries. Don't deny us the opportunity to pick over other people's stuff, and spy on people taking off with our own discarded bits and bobs. I don't mind storing up my stuff until hard rubbish day.
- The problem of illegal dumping remains and it drives me nuts in our street. An education campaign (fliers) every so often might help, because at least in Cardwell St I suspect it's international students who are used to different service provision in their home country.

Comment 3:

- Illegal dumping is still likely to occur, if this change isn't advertised and promoted regularly to the property occupier, rather than the property owner. Around our area, 90% of the illegal dumping is by tenants vacating their rental property at the end of the lease, and in council laneways / easements. Stronger enforcement of this issue is also required.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 4:

- Fewer collections per year will mean MORE ILLEGAL DUMPING. Quite a lot in S/W corner of City.

### Comment 5:

- I think the hard rubbish collection as it is at the moment is fine.

### Comment 6:

- This works well in the Port Adelaide/Enfield council area, would cut down on kerbside contamination. Would need to be attached to an owner of a premises and not a premises because of property change of owner

### Comment 7:

- Two is not sufficient -try 3

### Comment 8:

- The current system seems to work quite well - it also gives the opportunity for the public to collect what they see as useful from the footpath, as what is "waste" to some is "useful" to others. this would save "useful" items being sent to landfill.

### Comment 9:

- Having scheduled hard rubbish collections is much easier for residents as it gives certainty on when collections will be made and does not involve any need to phone and make arrangements. If money needs to be saved, I would prefer to see this done by decreasing the number of scheduled collections to two. Also, having scheduled collections allows others drive by and then pick through the discarded articles and take them away for their own use. While this harmless activity may not be the Council's desire, it has the benefit of recycling the articles and greatly decreasing the volume that the Council has to collect and dispose of. This would not occur if collections occur at random times depending on when phone arrangements are made because there would be no certainty that enough hard rubbish would be available for searching through. Do not change the current system of scheduled collections.

### Comment 10:

- I would find it hard to justify booking a special collection for the amount I usually find to put out. The current system works well as I keep adding items to my pile & then put out quarterly. I would prefer 2-3 fixed date collections per year with the possibility to book an additional one for those who have a need at a particular time outside the regular collection.  
I would like to have small quantities of concrete/bricks to be included in hard rubbish collection

### Comment 11:

- The present system of quarterly collections is more desirable.

### Comment 12:

- I love the regular hard rubbish collections. It provides an opportunity for recycling of things which are rubbish to me. Much of my hard rubbish now lives in my neighbours' properties

### Comment 13:

- I like the quarterly collections. I can't be available at home to attend a collection should that be necessary. Everyone gets a kick out of looking over other peoples stuff and salvaging it.
- Don't go the Burnside option - boring.

### Comment 14:

- Provide 2 or 3 fixed collections and 1 o 2 booked services to allow for kerbside "recycling" of material valued by others – all our hard waste has disappeared within 5 minutes in the last 2 collections.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 15:

- Hard rubbish collections can be utilised as an informal recycling opportunity; this could be lost.

### Comment 16:

- At first investigation the dial-up systems seems to be better than the quarterly system. However on closer examination the majority of the problems already encountered under the quarterly system, would not be addressed.

### 10 City Residents and City Property Owner/Operators commented:

#### Comment 1:

- I think the current system works very well. I strongly suspect this would add to the occasional dumping on the street of unwanted items.

#### Comment 2:

- This policy, if introduced, will increase the number of days there is hard rubbish on Adelaide's streets to potentially every day of the year, creating an unsightly city.
- I live on Tomsey Street, which will significantly suffer if the new policy is implemented. Fifty households use Tomsey St/Tomsey Place as their collection point for rubbish, twice as many homes as there are on the street. We face 100 hard rubbish days a year under the new system, with certain locations at the ends of lanes and entrances to flats at a particular disadvantage. Residents and ACC staff have worked hard to curtail the persistent illegal dumping of hard rubbish on this street and it would be devastating for a policy that brings rubbish back onto the streets to be put into effect.
- It would be preferable to keep the present quarterly system but possibly add an extra paid collection for those that need a collection at a different time.
- I am also concerned that the limit of 2m3 is inadequate and will lead to illegal dumping.
- If the new system is brought in, households should be required to place the rubbish at the front of their own property. Tags should include the address of the relevant household to encourage this.
- Residents of large flat blocks should have a location on their own site for placement of rubbish.

#### Comment 3:

- Together with neighbours and Adelaide City Council we reduced illegal hard rubbish dumping on Tomsey Place (across the road from our home) from approximately 200 days per year of rubbish dumping to less than 10 days per year.
- Our contribution was to immediately clean up rubbish and on occasion challenge dumpers. The four hard rubbish collection days per year enforce a discipline on them.
- Council's contribution was to place signs on both ends of Tomsey Place, rapidly respond to larger dumps and warn or prosecute perpetrators. This project has been a resounding success in the removal of unwanted street rubbish in this particular location and by extension the local district.
- General points concerning change of hard rubbish collection from four hard rubbish days to two annual tagged collections:
  - More rubbish will be on the streets of Adelaide at any given time; this is unsightly and detrimental to the local community.
  - Illegal dumpers will have better excuses if challenged eg. 'just forgot my tag or someone stole my tag'. The result even more rubbish; after all every day is hard rubbish day!
  - Particular locations will, in effect, become 'permanent rubbish dumps'. Ends of lanes or street entrances by flats and housing trust sights, being classic spots. This will degrade the life of people in corner houses or on specific streets or locations.
- Possible solutions:
  - Keep the present system but add a paid collection for people who move or purchase large item between established hard rubbish days, or:
  - Enforce a rule of only placing tagged rubbish directly in front of street front homes and require larger blocks (10 residents +) to have a collection point on their private property, not the street.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

- **Specific Example:**  
If the tagged system is introduced and our local residents in the housing trust (30+), the block of flats (8) and several homes on Wilson Street (6) placed their hard rubbish on Tomsey Place (as was the custom) then this would equate to nearly 100 days per year that we could legally expect to have hard rubbish in view from our home. With illegal activities this would probably be more.

### Specific Solutions:

- Keep the present system but add a paid collection for people who move or purchase large item between established hard rubbish days, or:
- Require people on Tomsey Street (or any other street) to place tagged hard rubbish in front of their homes and require the residents of the Housing Trust Estate to have a hard rubbish collection point on their property not the public street, which is in view.
- If the hard rubbish collection system is changed to the tagged method, without modification, it could significantly adversely affect many others and us.

### Comment 4:

- This may work although reminders will still need to be regularly letter boxed or notified. The problem of illegally dumped rubbish has not diminished, it is constant and ugly. There are ways to manage this that other Councils have trialled with success.
- No illegally dumped rubbish should be left on the street for longer than 48 hours. The culture that a resident is doing someone else a favour by putting their junk in the street is one that must be wiped out, it should not be seen as hip or environmentally friendly to do this.

### Comment 5:

- Happy with both approaches - with fixed date, if kept, could be 6 monthly.

### Comment 6:

- A good idea and one which can encourage cooperation between neighbours, be they in street dwellings or apartments. This may mean that fewer requests need be made in an area. For example provide mini leaflet that person can give to neighbours indicating they have booked a visit and the neighbours have 3 days to alert relevant organiser that they too have some hard rubbish.

### Comment 7:

- The hard rubbish collections provide an opportunity for people in need to find products they can use. Regular know dates for hard rubbish encourage this type of recycling. IN our experience the majority of our hard rubbish is taken before it is due to be collected.

### Comment 8:

- I far prefer fixed date collections with the possibility of people fossicking the streets in anticipation. I know you hate this but to me it makes good sense.
- 2 per year fixed date without charge would be fine as 'Basic'. Further collections (beyond those 2) should be booked and on a cost recovery basis.

### Comment 9:

- Again, I'm not sure if this would improve our street's situation (and I must point out that i am only referring to royal place with these responses). It is worth a try though. It may stop some of the dumping, as, an excuse I've heard before from people dumping is that it is for hard rubbish - even though the dumping in this area happens year-round.

### Comment 10:

- Hard rubbish collections times can be utilised as an informal recycling opportunity; this could be lost.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### **One (1) City Resident, City Property Owner/Manager, City Worker, Small Business Owner/Operator commented:**

#### **Comment 1:**

- Reducing the number of hard refuse pickups would encourage people to dispose of items in an irresponsible manner.

### **Four (4) City Residents and City Workers commented:**

#### **Comment 1:**

- That said, I don't mind the existing system and there is an awful lot of 'resource recovery' that goes on before the collection between neighbours as it is a community event. However, I also understand that people don't like to store hard waste and illegal dumping can be an issue. Could you do two set collections and one booked as an experiment?

#### **Comment 2:**

- An alternative could be semi-annual fixed date + single booked date (or at very least annual fixed date).
- There are broader community benefits of fixed-date hard rubbish collections which informally serve as a community swap/recycle initiative which would be lost through the booked process.

#### **Comment 3:**

- I like the quarterly fixed date services, provide urban recycling and frequent enough to stop build-up of stuff in the street/lanes.

#### **Comment 4:**

- Provide 2 or 3 fixed collections and 1 or 2 booked services to allow for kerbside "recycling" of material valued by others – all our hard "waste" has disappeared within 5 minutes in the last 2 collections.

### **One (1) Waste Management Service Provider commented:**

#### **Comment 1:**

- Hard waste should be resource recovered and not sent to landfill. A salvage and save model using a not for profit combined with residual waste disposal to alternative fuel facility in Wingfield should be investigated.

# Draft Waste and Recycling Services Policy

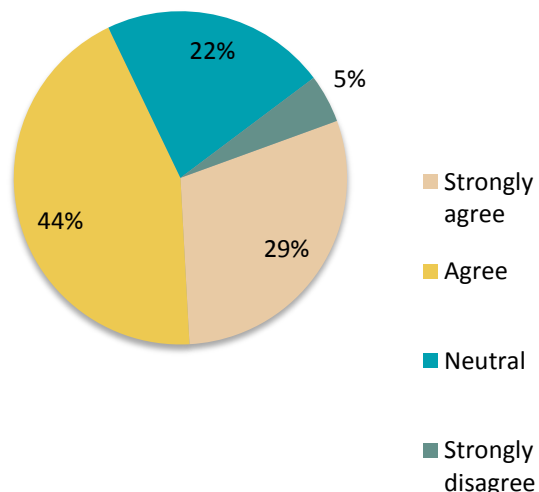
## Community Feedback

Your Say  
Adelaide

### Q5. To what extent do you agree with the following policy direction for eligible residential premises?

State that **'service design is flexible to setting and building'**, which enables alternative services to be provided in different settings (e.g. bulk lift, larger capacity bins rather than standard 3-bin kerbside system in high density residential areas).

	Count
Strongly agree	19
Agree	28
Neutral	14
Disagree	0
Strongly disagree	3



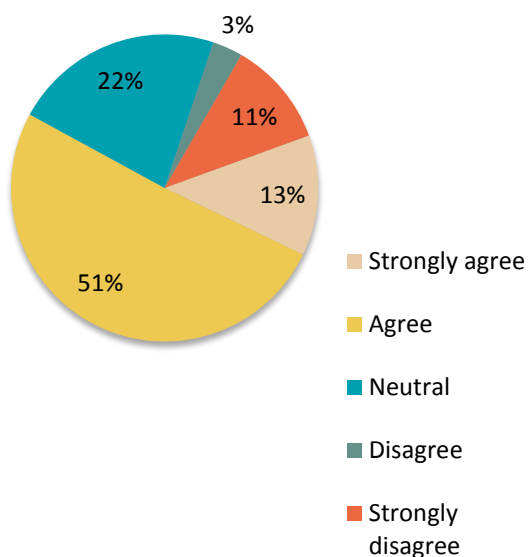
No additional comments provided for Question 5.

### Q6. To what extent do you agree with the following policy direction for eligible business premises?

Establish eligibility criteria to clearly direct Council's support for commercial premises to micro and small businesses.

- d) Provide service if waste volumes are comparable with residential premise and Council's service objectives.
- e) Enable transition to private service using Council's fee-for service.
- f) Define eligibility on a 'per site record' basis (changed from a 'per rateable premise' basis).

	Count
Strongly agree	8
Agree	32
Neutral	13
Disagree	2
Strongly disagree	7



No additional comments provided for Question 6.



# Draft Waste and Recycling Services Policy

## Community Feedback

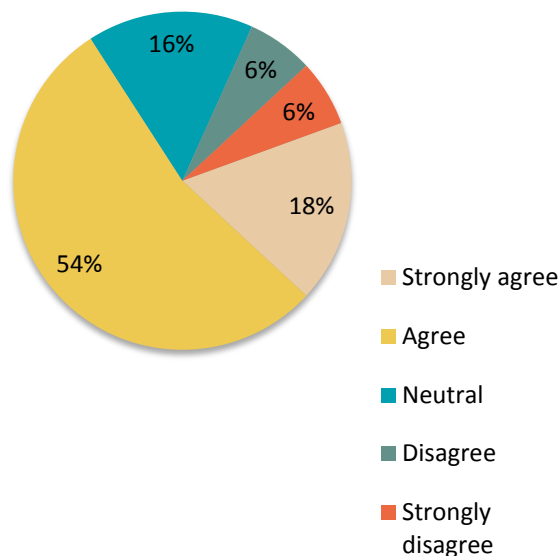
Your Say  
Adelaide

### Q7. To what extent do you agree with the following policy direction for eligible business premises?

**Update services to eligible business** premises to ensure they are targeted to:

- enable the adoption of environmentally sustainable waste management practices by micro and small businesses in premises generate waste volumes that are similar to a residential premise and compatible with the Objectives of the Policy;
- support transition from Council services to private waste management services as a business grows; and
- overcome barriers to servicing residential premises in high density mixed use buildings.

	Count
Strongly agree	11
Agree	34
Neutral	10
Disagree	4
Strongly disagree	4



### One (1) City Property Owner/Manager commented:

Comment 1:

- Do not agree with movement of Council waste services to private waste management services.

### One (1) City Property Owner/Manager and Small Business Owner/Operator commented:

Comment 1:

- Why are businesses treated differently to Residential premises? Businesses pay a higher rate in the dollar and should be entitled to at least the same service as residents.
- If the Council is committed to a sustainable city why are they considering scrapping the cardboard recycling programme? Anyone can see that requiring the cardboard cartons to be put in a wheelie bin is completely inadequate.
- We should expect Council to be improving waste services, not cutting them.

### Two (2) City Residents commented:

Comment 1:

- I am starting to think that many, and anyone from a non-English speaking background would be struggling to understand this questionnaire.....why the jargon?

Comment 2:

- Cafes/restaurants should have more frequent collection of food waste. Some complexes have inordinate numbers of bins which perhaps be condensed to larger shared bins. Regarding apartments etc. some solution needs to be found to ensure that bins are not left on footpaths all week particularly on narrow footpaths (like West Pallant St)



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Three (3) City Residents and City Property Owner/Managers commented:

#### Comment 1:

- Council needs to ensure that privately provided services (that some businesses use now) are not an excuse to have bins in the street most of the time. This is only an acceptable practice if the bins are collected from the site and returned to the site after emptying. If the current rules were to apply streets like Corryton St could have privately provided bins, collected on different days in the street all the time. They are unsightly, often a traffic hazard and generally unsanitary.

#### Comment 2:

- In terms of bins, choices need to include smaller bins, not only larger. When encouraging less waste to offer larger bins is an odd message even if it is intended to be used by small businesses for cardboard recycling. With everyone getting the offer it sends a contradictory message re reducing 'stuff'.
- Bins left out on streets is an issue. They are an eyesore, may be hard to get around particularly in narrow streets and are filled with inappropriate stuff by others who naturally use them as they are out in the public realm.
- Sometimes bins are out because residents and businesses are slow in putting them back in their premises and sometimes put them out early when full/smelly.
- Another is that people living in small places leave them out permanently or some do not like job of moving them in and out.
- If all bins were identified by owner with street address [or ACC provides address label] then bins can be returned by others to correct address or ACC can be asked to take action if it is proving an issue in a particular place.

#### Comment 3:

- This sounds like a good step. Even though not all the dumping is of a commercial nature, most of it is, and this sounds like it would go a way towards residents not coping the waste of businesses.

### One (1) 'other' commented:

#### Comment 1:

- It seems to me that a residential property which has a limited amount of land and pays a certain amount of will get the same amount of waste collection that a property owner (business or otherwise) that has a larger property in the area but pays much more. Surely this is inequitable?

# Draft Waste and Recycling Services Policy

## Community Feedback

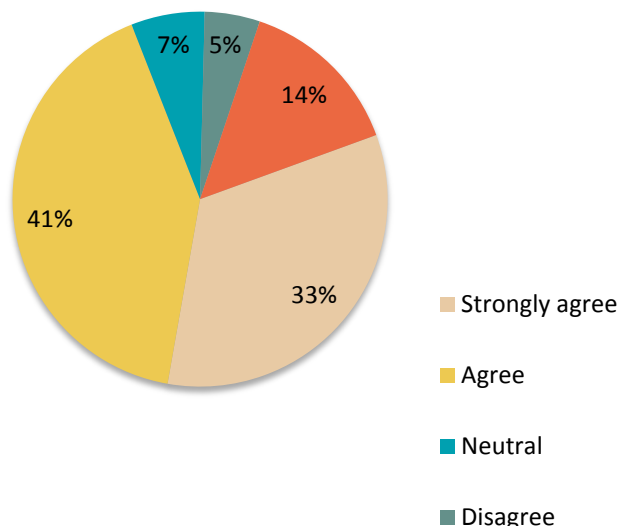
Your Say  
Adelaide

### Q8. To what extent do you agree with the following policy direction for eligible business premises?

Change kerbside **commercial cardboard collection service** to presentation in larger capacity comingled (yellow lid) recycling bins, with the option for higher frequency service in designated main streets and predominantly business areas.

There would be no additional service charge to eligible businesses for this service.

	Count
Strongly agree	21
Agree	26
Neutral	4
Disagree	3
Strongly disagree	9



### One (1) City Property Owner/Manager commented:

Comment 1:

- If larger bins are supplied and a higher frequency service this is a good initiative as the current recycling bin is not large enough for a fortnight and the current cardboard collection is not reliable.
- More recycling is required for business premises rather than a 'greens' bin.

### Two (2) City Property Owner/Managers and Small Business Owner/Operators commented:

Comment 1:

- I welcome the weekly collection, but to suggest we can fit our cardboard into a 360L bin shows great naivety.

Comment 2:

- The policy reeks.

### Four (4) City Residents commented:

Comment 1:

- "Chinatown" Friday morning is a dreadful mess: (only Gouger Street).

Comment 2:

- Again to reduce kerbside contamination

Comment 3:

- Would like to have loose cardboard placed in larger capacity comingled recycling bins; maybe some complexes could have less bins & replace with mini skips which could be locked to ensure only entitled premises could access them.
- Not sure if the 360 size bins will accommodate the flattened cardboard now left on the street; support more frequent collection.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 4:

- Would like to have loose cardboard placed in larger capacity comingled recycling bins; maybe some complexes could have less bins & replace with mini skips which could be locked to ensure only entitled premises could access them. Not sure if the 360 size bins will accommodate the flattened cardboard now left on the street; support more frequent collection.

### **Seven (7) City Residents and City Property Owner/Managers commented:**

#### Comment 1:

- Large pieces of cardboard are difficult to fit into bins and will probably get left on the kerbside.

#### Comment 2:

- At least with the current service the cardboard disappears on Friday evenings. If a bin service were to be used the bins would be left in the street all weekend. If Council chooses to have bins they should be collected from the main street and not impose further on the amenity of residents.

#### Comment 3:

- This is a major visual issue - especially around the Chinese gateway in Market Quarter, a major tourism and city attraction and also many restaurants. The control loose cardboard into bins is a great improvement. Let's hope the bins can be stored out of public view too.

#### Comment 4:

- Agree as long as bins are definitely removed from Street very soon after collection. Nor put out long before collection is due. Higher frequency Service may well result in bins being on street much of the time. Recycling in businesses I presume would need to be weekly but wonder about impact of greater frequency than that.

#### Comment 5:

- Could residents add cardboard waste to these bins. The fortnightly collection of recycling bins means that the bin is usually too full to include cardboard.

#### Comment 6:

- Yes, good idea. Bins are always overflowing by the time the yellow lids are ready for collection.

#### Comment 7:

- My concern as evidenced currently by traders bins being left on kerb after collection for many days, is that these bins too would become an eyesore and a pedestrian obstacle, where currently once the cardboard is collected all is clean!

### **One (1) City Resident and City Worker commented:**

#### Comment 1:

- This is done overseas very successfully. Again, if you don't provide this service you just get illegal dumping.

### **One (1) Medium/Large Business Owner/Operator commented:**

#### Comment 1:

- We all know you sell the cardboard onto vizpak and others so why charge for collection of larger mass of recycled waste. A yellow bin for cardboard for any business will not be adequate at all.

### **One (1) Small Business Owner/Operator commented:**

#### Comment 1:

- Council needs to accept reality that (retail especially) businesses generate LARGE volumes of cardboard that is not practical to handle with wheelie bins.

# Draft Waste and Recycling Services Policy

## Community Feedback

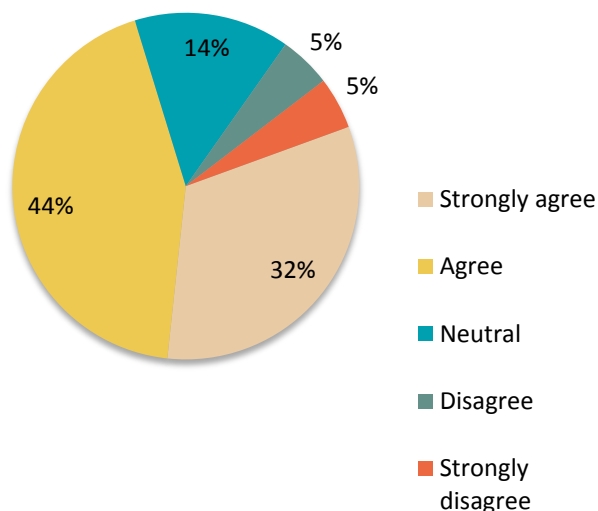
Your Say  
Adelaide

**Q9. To what extent do you agree with the following policy direction for eligible business premises?**

**Offer optional 'Enhanced' weekly food organics recycling service for eligible business premises in designated main streets and predominantly business areas.**

Offer optional 'Enhanced' weekly food organics recycling service for eligible business premises in designated main streets and predominantly business areas.

	Count
Strongly agree	20
Agree	27
Neutral	9
Disagree	3
Strongly disagree	3



**One (1) City Property Owner/Manager commented:**

Comment 1:

- Don't have much food organics so not really relevant to our organisation

**One (1) City Property Owner/Manager and Small Business Owner/Operator commented:**

Comment 1:

- Doesn't affect us.

**Five (5) City Residents commented:**

Comment 1:

- Not a business.

Comment 2:

- I think that council should encourage even force the restaurants and cafes to use the food recycling service. As it is the smells from the bins outside of the restaurants is disgusting. They just throw everything in to the general waste. Ludicrous! Should not be allowed to continue.

Comment 3:

- I think businesses should be encouraged to recycle food organics. A weekly service would be good for business and residential premises for food organics in association with general organic recycling. Enhanced service for additional needs for businesses above a weekly food recycle service.

Comment 4:

- Would like to see residents provided with small biodegradable bags for food scraps so they can go into green waste bins, as provided by other Councils.
- Also believe new building plans should be required to have adequate and preferably concealed bin storage space - Adelaide is unsightly in some areas with numerous bins dominating front porches. or lining entrances to apartment complexes etc.

Comment 5:

- Should be much more emphasis on food organics recycling for households and businesses.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### **Five (5) City Residents and City Property Owner/Managers commented:**

#### **Comment 1:**

- Do not want more bins on the streets.

#### **Comment 2:**

- This would mean bins would be in the street all the time. A once a week collection at 8am on Tuesday sees bins appear from 8am Monday and not returned to the premises until Wednesday sometime. If there were 2 collections per week the bins would simply live in the street. Of-course, if they were to be collected from the premises and not the street then this may work. However, if they need 2 services per week it is probably time for them to be paying for a private provider and the already I suggested rules should still apply.

#### **Comment 3:**

- Plus an associated targeted education campaign to these businesses on how to optimise this waste management approach.

#### **Comment 4:**

- Need to ensure they get feedback on efficiency of their food organics recycling. Now see food dumped in street bins, rubbish bins.

#### **Comment 5:**

- Although I agree with this, nobody on Royal Place pays any attention to the colour of the bins - so it could be a waste of time. I might add that this laziness is extremely frustrating, although I just don't know what else can be done to educate people on which waste goes in to which bin..

### **One (1) City Resident and City Worker commented:**

#### **Comment 1:**

- You need to get some 'role models' in this area. Many businesses (e.g. Tynte St florists) just put green organics (flower offcuts) through the general waste stream.

### **One (1) Medium/Large Business Owner/Operator and Small Business Owner/Operator commented:**

#### **Comment 1:**

- Maybe for city dwellers but not businesses. you are putting more things out on the kerb.

### **One (1) 'Other' commented:**

#### **Comment 1:**

- At the cost of Council since it is supported by funding through Zero Waste SA

### **One (1) Small Business Owner/Operator commented:**

#### **Comment 1:**

- Storage of food organics awaiting collection is problematic with regard to odours and bugs/flies/maggots - home experience unsuccessful (and gross!) Business experience problematic even with normal nearby food business rubbish awaiting collection.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Summary of Written Feedback – not submitted with the consultation Feedback Form

#### Not-for-Profit

Comment 1:

- Potential for ACC to integrate a broader scope of related waste and resource recovery management services, or focus and engagement, ensuring such issues are embedded in all business, residential, tourist, even and council waste policy principles.
- The Policy should reflect ACC commitment to stronger litter awareness and reduction strategies including education, enforcement and infrastructure servicing, especially during high volume events e.g. Tour Down Under, Fringe, Adelaide Oval, Clipsal.
- Ownership by business (or inclusion in Policy) in partnership with ACC underpins the value of stewardship to implement and sustain best practice encouraging litter reduction, improved patron behaviour and awareness and action aligning with overall waste management objectives.
- Important to underpin Policy with consistent objectives that align with the SA Waste Strategy 2011- 2015 i.e.; recycling and waste diversion in commercial and industrial sectors.
- Whilst ACC is not directly providing a service to the building and construction sector, inclusion of stakeholders through design, planning and approval, and implementation of an integrated waste management policy will enhance recycling and resource recovery objectives in line with SA Waste Management Strategy.
- SME's should be underpinned through Policy encouraging understanding and education as this sector is constantly recognised as the "gap" in context of performance due to minimal engagement and understanding of waste management systems (other than regulation).
- Policy may reflect joint planning and regulatory approaches for SME's to "share" waste management systems thereby reducing costs and increasing performance outcomes.
- Multi-Unit Dwellings - issues to be addressed in ACC Policy development include:
  - Practicality and consistency in MUDS waste management systems
  - Transport and access
  - Management and engagement (resident and landlord?)
  - Infrastructure (access and storage etc.)
  - Future building design
  - Waste diversion targets
  - Ability for residents to embrace and perform (aged and disability)
  - New technology
- MUDS Policy may need to reflect that one size does not fit all and should identify with the ongoing evolution of waste management in terms of technology, waste diversion, regulation and community engagement/participation to achieve desired outcomes.
- Policy should embrace the (three E's) principle i.e.; Environment, Education and Enforcement.
- Litter pollution reflects on tourist, residential, retailer and council waste performance and should be integrated with revised Waste Management ACC Policy ensuring higher profile and enforcement outcomes are achieved.

#### City Precinct Groups

Comment 1:

- General:
  - As you would be aware the Rundle Mall Precinct is the premier shopping strip in South Australia and this should be reflected in the *Draft Waste and Recycling Services Policy*. It is critical that the precinct be presented at all times free of in appropriately disposed of litter and unauthorised waste and wherever possible all bins both residential and commercial. Whilst recognising the need for efficient and effective waste disposal and position and location of all bins. The Draft Policy does not appear to cover this important issue.
  - All Industrial Bins should be removed from the Public Place.



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

- Industrial bins are a constant source of irritation from an “on street location”, environmental nuisance and disposal time point of view. It appears to become an accepted practice that streets in the precinct, particular the side lanes are increasing used to store industrial waste bins, even when there are on site facilities. This often results in streets and laneways being unsightly, encourages vermin activity from spillage and at times leads to unhygienic and insanitary conditions.
- This also causes required unplanned intervention from Cleansing Officer of Public Realm.
- Appropriate wording in this Policy needs to give more strength to allow for greater efficient and effective control and enforcement of this matter by Council’s authorised officers.
- It is not clear in this Draft Policy if it also relates to Council’s on street bins. Concern is expressed about the storage of unused rubbish bins held in storage for future use in collection points currently in Gawler Place North. If this practice is to continue these bins should be screened. However it is preferred if this practice ceases.
- Draft Waste and Recycling Services Policy:
  - 4. Roles and Responsibilities
    - 4.1.4 – assist micro and small business – the RMMA supports this statement as the assistance offered to small businesses should be positive and not place road blocks i.e. be cooperative with property owners to find solutions to their waste storage issues.
    - 4.1.5 – capture economic benefits of resource recovery - It is unclear if the Draft Policy fully supports this statement as much as it could particularly in regards to waste generated from construction and building improvement activities and the huge amounts of waste generated from the large retail business operations particularly as one of the Policy Principles states 6.1 Educational support will be provided.
  - 6. Policy Principles
    - The Policy Principles are supported but they appear to be more orientated to dwellings than businesses. It is recommended that more emphasis is placed in this section on waste collection from all businesses.
  - 6.8 Services to eligible business premises
    - What is an “eligible business premise? This requires clarification.
    - The introduction of “presentation zones” particularly in Rundle Mall is supported whilst the benefit to the Collection Service is understood the education of the tenants in placing their bins in particular area’s and at the appropriate times for emptying and returning to their premises within required timelines needs to be enforced.
  - 6.10.1 – reduce the number of bins on streets - the reduction of total number of bins on the street, particularly Rundle Mall is supported. The inclusion of *Industrial Bins* is also supported.
  - 6.10.2 – remove loose cardboard from footpaths – clarification is required, not sure if this means:-
    - 1.- ensure all cardboard placed on the footpath is tied up, or,
    - 2.- the current cardboard collection service is changed to a “in house bin” arrangement, this is supported. It appears that the “Cardboard Collection Program” is so successful that we regularly see large amounts of cardboard being place on footpath restricting pedestrian access, allowing for non-cardboard waste also being included and may also represent a fire risk.
  - 7. Policy Statements
    - 7.2 the Business Waste Management Service (BWMS) is supported provided that adequate “on site” storage facilities of bins is provided.
    - 7.9 The definition of “*related business*” is required as there may be multiple businesses in one building.
  - By Law No 5 Waste Management
    - Section 4 Interference with Waste Containers:
    - This section states that a person must not remove etc. amongst other thing *Recyclables*. It is well know that public bins in all areas of Council including Rundle Mall are subject to frequent and inappropriate visits many times a day by collector’s often discharging waste on the ground around a bin. An informed position is required to control or cease this practice.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Comment 2:

- Any change to the current system will require significant investigation relating to each and every business. Storage facilities for waste are at a huge premium and switching to larger bins or less frequent pick-ups will cause marked problems.
- We know that if rubbish, especially food waste, is not managed satisfactorily we suffer from health concerns, bad odours and rat infestation. We are following up problems with this in Vaughan Place and Paxton Walk with our local councillors at the moment.
- As a resident, we have recently, in our building in Garden East, shifted to the larger bins and the addition of a green waste. This has worked extremely well in those buildings where the facilities enable the larger storage bins to be used.
- It is apparent from the draft proposal that the ability to store large bins seems not to have been taken into account. We look forward to further discussion before any implementation of plans is undertaken.

### Residents Associations

#### Comment 1:

- Identification of bins:
  - Having street containing, say 50 to 100 anonymous bins makes it difficult to operate any system at all. Bins must be identifiable, local residents and Council need to know which property to which a bin belongs. This will provide Council with compliance control and enable locals (who wish to do so) to return bins to properties of origin. It would also help in the identification of abandoned bins.
- Timing of Bin Collection:
  - Bins should be collected as early as possible (as close to 7am) as the longer the bins are in the street the more problems arise. In the SW corner bins begin to appear from 4pm to 5pm on Thursdays for a Friday pick-up, and as they are not collected until approximately mid-day on Friday they are blocking footpaths, roadways and create a visual mess for around 28 hours each week. In the summer the general refuse bins overheat in the sun, waiting for collection, and become harbingers of bacteria and create an unhealthy and smelly environment.
  - The SW City Collection Area is quite small. All bins should be able to be emptied by 8am Friday mornings. This would allow most working residents to return their bins to their property before leaving for their work day.
- Bin size:
  - The existing residential waste collection service which Council proposes to maintain consists of the red top bin, for general waste, the yellow top bin for recycle material and in some cases, a green top bin for green waste. This system appears to be suitable for the majority in the South West City. However, Council could provide some incentive for residents and businesses to down-size their bins where appropriate at their request.
  - With respect to the South West City, as a number of properties are old workers' cottages, with no access to the back yard (if any) from the street, a number of residents have found it necessary to house their bins on their front verandas. This detracts from the ambience and streetscape of these historic areas. We understand that there is the opportunity for Council to exchange the larger bins for smaller ones, where requested. The height of these bins could be less than the height of the front fences, and as result which would be less conspicuous.
- Service to Businesses
  - SWCRA will not comment on all aspects in the proposed Policy which will affect businesses in the South West City, but raises the following matters:
    - SWCRA believes that a basic business service should be provided from rate revenue as is currently the case for small businesses. Any increased cost to business will be passed on to their customers (including local residents) and increased operating costs to businesses will result in further closures and provide less incentive for new businesses to establish in the City.
    - One possibility for the basic business service is to allow for an increase in size of the standard bins to a 240 litre red (general waste) bin and a 360 litre recycle bin, following consultation with the businesses, to establish their actual requirements and their capacity for suitable on-site bin



# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

storage. If the larger bins are not required then the existing service with current smaller bin capacities should continue.

- In the Policy, Section 3.2 (legislative requirements) provides that Council has no legal responsibility to provide scheduled waste or recycling services to business premises. Whether required by law or not, Council is currently provide the service to a number of businesses. Not to allow for a basic small business service to be included in the rates revenue will provide another incentive (on top of parking costs and hassles) for existing businesses to relocate and make it less desirable for new businesses to set up in the City. This will impact on local residents who co-exist on an agreeable basis with the small business community in the South West City.
- Hard Rubbish Collections
  - Some problems with the existing hard rubbish collection service (4 quarterly collections per annum) are:
    - The hard rubbish is put out, but not collected for several days, or longer, thus becoming an eye-sore and a possible danger to pedestrians.
    - Where a property is rented and the tenants move on, or are evicted, the hard rubbish is often dumped in the street irrespective of the quarterly date of collection.
    - There are occasions where piles of hard rubbish increase in size over the early hours of the morning.
    - Some goods are not collected by hard rubbish contractors, such as mattresses, building materials and electronic appliances. These may be left on the streets after collection.
  - At first investigation the dial-up systems seems to be better than the quarterly system. However on closer examination the majority of the problems already encountered under the quarterly system, would not be addressed. In addition, each household is restricted to 2 free collections instead of a possible 4, as is the current situation. Where a free collection is requested, the allowable amount is 2 square metres. Although the Council proposes supplying stickers to identify the booked hard rubbish there may be additional rubbish added to the pile by others, once it appears on the pavement. In this circumstance we wonder what the resident can do to dodge payment of any additional fees from Council.
  - We are not able to comment on the fee for additional collections over the 2 allowed as there is no indication in the accompanying documents of what the fee may comprise. However this also leaves the door open to the collection of hard rubbish turning into a 'user pays' service down the track.
- Waste Management Plans for Strata Corporations and Community Titles
  - *Large developments:* the current waste management and storage provisions for proposed and new multi-storey apartment blocks, whether they contain mixed use or not, should already be provided for in the Adelaide (City) Development Plan. Any application for development filed with the Department of Planning, Transport and Infrastructure should include Council's waste and recycling requirements in accordance with the Plan.
  - *Existing community and strata groups:* waste collection is a basic service that has been provided and managed by Local Government for many years. To require community and strata corporations to submit waste management plans with requirements to monitor and manage their waste disposal is unfair and would be extremely difficult and expensive to police.
  - Creating potentially different "waste management agreements" with sundry corporations will effectively add a fourth level of governance. State Government is recovering costs from Local Government who now appear to be set on a path of cost recovery from rate-payers while passing responsibility of management of waste onto community/strata-corporations and businesses. We are aware that is a location does not satisfy Council policy then Council can refuse to provide this service.
  - Once fees have been established for enhanced services it becomes a simple exercise to redefine the basic service and increase charges.
  - It is Council's responsibility to inform residents and/or small businesses in any community or strata group of its requirements under the new Policy and once again it is important that bins are clearly identifiable as belonging to properties to enable policing of waste management. If problems arise, Council notifying a corporate body (often no on-site) to rectify the situation would be a recipe for disastrous inaction.
  - Residents, with Council guidance need to be responsible for presentation of waste for collection. What is an off-site corporate manager meant to do about tenants placing rubbish in the wrong bins,

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

or not in bins at all? Any education or policing required is Council's responsibility and should not be a requirement of corporations via the introduction of a Waste Management Policy.

- In any case, small groups of units who already satisfy the existing waste management policy should be exempt from preparing and providing a separate management plan, and from entering into a waste service agreement with the Council.
- Responsibility of correct recycling and rubbish
  - Under the terms of the Policy, Council can refuse to provide the service to any property under certain conditions. Council needs to recognise that currently neighbours put their rubbish in other bins already on the street, and also that people sort through bins mixing rubbish and recycled waste often 2 to 3 times before collection because the bins are left out for long periods. If Council removes the bins or removes provision of the service as a result of this contamination, the problem will increase because the offenders in all likelihood will dump their waste in their neighbours' bins. We point out that it is not usually the bin owner that has placed the incorrect waste in the bin.
- In conclusion:
  - All bins need to be clearly identifiable as connected to a specific property.
  - Bins should be emptied as early as possible (spend less time on the street).
  - Bins should be emptied at the same time on the appropriate day.
  - There should be a basic service provided at no additional charge to businesses from rates revenue.
  - Each ratepayer should have the option of 4 pre-booked collections per annum at no charge.
  - Small Community/Strata Corporations should be exempt from providing Waste Management Plans and Service Agreements.
  - We agree with upgrading the cardboard collection service by the provision of 360 litre bins which are to be kept on the business premises until collection time.
  - Waste collection is one of the most fundamental services provided by Council and should be budgeted from general rate revenue and not become another 'user pays' service.

### Comment 2:

- I have spoken to a couple of East End Presiding Officers, but more importantly to Greg Powell, our caretaker. The system now in use in the East End does use the larger bins and does have weekly collections of recyclables and green waste; the unanimous feeling is that there has been a big improvement and we want to stay with what we have now.
- The only suggestion is the ongoing need for repeating the message; there are frequently new people who need education, both in what to do and in the language. I think your colleagues are aware of this issue.

## Business

### Comment 1:

- The biggest waste issue that tenants and landlords face in the city are bin storage areas. Many tenants will lease a property to then only realise there is no dedicated space for them to store a bin apart from inside their tenancy. This is unfortunately the nature of tight spaces within cities. Currently all our laneways are at full capacity with bins from private waste disposal providers, we even have a waiting list for other tenants in the area.
- Some tenants do store a small 140L bin internally and manage it well however **very few** own a 240L yellow bin due to storage requirements. It would be unreasonable for small retail tenancies to store both the red and yellow bin given the floor space they have to work with.
- Moving from loose cardboard collection to a weekly 240L yellow bin collection will also create bin congestion with a large number of rouge bins lying the streets due to tenants not bringing them back inside, a battle I am faced with regularly. These rouge bins are then a hot spot for illegal dumping and vandalism as we have experienced in Union Street and numerous other areas. The council had to then remove these bins to prevent further dumping, see attached photos.
- The loose cardboard collection is well used and rules are in largely adhered to, it's a simple process and ensures bins aren't left out on streets and laneways for days on end. I'd be happy to follow up with photos next Tuesday after 3pm to show that this service is still **well** in demand.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

### Residents

#### Comment 1:

- Tying of bins to properties
  - The first is that each bin must be easily identified as belonging to a specific property. This is essential because bins are moved by a number of people for various reasons during the process and when they are left in front of our property we need to know where to return the bins. People parking vehicles need to move bins to access parks, bins are moved from one side of the street to the other by both residents and waste management contractors to enable collection of rubbish and sometimes idiots just take them for a walk.
- Timely collection
  - At the moment, bins in the South West corner of the City are required to be out on Thursday night for a Friday collection. This results in bins appearing on footpaths from around 4pm on Thursday. Currently the red-topped bins are emptied at about 10am and yellow topped bins at around midday on Friday, although these times appear to change from time to time without notice.
  - The resulting impact on the area is that the majority of bins are on the street, still full of refuse for approximately 20 hours and then remain on the street where empty for a further 5 to 6 hours.
  - During the time this large number of bins is left scattered in the street the following outcomes are achieved. A number of footpaths in the South West Corner of the City are not wide enough for both bins and pedestrians; hence these footpaths cannot be used for 24 hours. This is a safety issue as it forces pedestrians onto the roadway. In addition it detracts from the amenity of the residential streets.
  - People looking for 10 cent deposit containers search through bins (often the same bins) 2 to 3 times, shifting rubbish between bins in their quest, often contaminating the recycle bins or shifting recycle material into general waste bins. Neighbours will drop bags of rubbish into bins not full rather than put their own bin out. Driveways are blocked by bins and in the warmer months there is ample time for bacteria and nasty odours to develop.
  - All of these problems are made much worse because the time that bins spend in the streets. We feel that all bins should be emptied and ready to be put away before people leave for work. The South West collection area is not large and we feel that this could be achieved by, say 8am Friday morning. If this could not be done, a late Thursday evening collection may be a possibility.
- Waste Management Plans
  - We do not agree that Council should require corporations to establish waste management agreements. It is Council's responsibility to inform residents and/or small businesses in a community or strata group of its requirements under the proposed Policy and we believe, with Council guidance, it is the individual ratepayer who must comply.
  - Due to this we do not support the introduction of waste management plans and the associated waste service agreements.
- In addition we make the following comments:
  - To alleviate the problem of rubbish transfer from bin to bin and contamination of the recycle waste matter, it is possible to have some form of lock added to the existing bins to prevent unwanted access? We understand there is a magnetic lock available.
  - We would prefer to that there should be 4 dial-up hard waste collections available to rate-payers. It is an option that should cost very little more, but would give people who need this service more flexibility.
  - We agree that Council should continue to provide a basic business service at no charge to the businesses.
  - The Council needs to be aware that whatever service is adopted both residents and businesses need appropriate storage areas for their bins. Any increased bin capacity should only be made available to properties that can provide suitable off-street storage and this should be policed vigorously.

#### Comment 2:

- Beautification and saving Council some money! Because this such a small street, with 12 singled storied cottages, PLEASE – provide a few bins ONLY at both ends of the street for collection along Tynte Street and Gover Streets only.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

- Beautification – these small cottages don't have to store these larger-than-life bins on the front verandas which are designed for relaxation, not looking at bins and tasks.
- Saving money – the Council doesn't have to come along Mansfield Street charges the Council for every address visited OBVIOUS.

### Comment 3:

- General Comments
  - I do appreciate the opportunity to comment on these services and the proposed changes. I am a dedicated 'recycler' and in general am very satisfied with the service provided. Thank you.
  - As a person who has worked closely with policies and policy development, I do think the language in the documents prepared would perhaps discourage reading. The language may be seen as necessary for your documentation, however it is not easily understood by all and therefore leads to a lot of confusion and misunderstanding (and frustration for those who persist in efforts to come to grips with what is being said). Plain every day English would be appreciated by many and encourage reading of the documents available.
  - The question and answer section was more readable, and therefore understandable.
- Specific Comments
  1. Q9, Q9 - Don't know what you consider 'eligible businesses' but kerbside cardboard collection definitely needs improving. In main streets particularly, it is very untidy (and sometimes dangerous) which does nothing for the aesthetics or reputation, of an area in very public view.
  2. High frequency services would be good if yellow lid bins only were used, although this may address only part of the current problems, unless the yellow bins were provided and collected from the rear or side of premises (eg. their delivery or back parking areas??).
  3. Organics recycling should NOT be seen as an enhanced service (if you mean extra payment). It is an essential and basic service in restaurant & cafe areas for all the same reasons - plus a few more - that you have listed for householders.

Green waste is huge, messy and potentially unhealthy. Restaurants and cafes do not need to feel penalised for trying to recycle organic waste - I suspect many would not bother. There needs to be incentives to separate waste, so please make it easier for them. Perhaps twice weekly (or three) in highly populated 'eating' areas eg. Melbourne Street, O'Connell Street, and areas of the CBD. They may not like it at first, but neither did many householders at first, having to have three big bins etc., nor have they necessarily had the space to put them.
- My particular area:
  1. I am very satisfied with the collection effecting my home.
  2. One recycling and two green waste bins are available for use by a group of residents (neighbours). Occasionally one or other gets full but waiting for space is not a problem so far, they seem adequate and there have been no neighbourhood problems that I know of.
  3. In my particular situation I would really prefer to have a smaller red-lid bin, so please consider this for those who have small properties or minimal waste (and advise if this is possible). My current bin is emptied perhaps only every 2 or 3 weeks, so a smaller one would be great (and healthier probably) as I have very little waste that cannot be addressed with existing services (providing those services continue as is).
  4. If the current bins were not available for general neighbourhood use, I would not be able to recycle at all, unless using someone else's bins all the time, as I have no room in my property (or outside of property) for more than one bin. As mentioned, the current system works well.
- Hard waste
  1. I think twice yearly would be sufficient for most people, although conditions for collection need to be more flexible (though at times more controlled). It is very unreasonable to expect hard rubbish to be positioned in the street early on the morning of collection only (council have warned about littering enforcement). Many people are not physically able to do this, may not have help available and certainly not very early in the morning, even if weather permits. Perhaps a 24 hour window would be more reasonable. (I also know the 'scavengers' can make a neat pile of rubbish into a big mess, but control of that is another issue).
  2. Similarly, if you do intend to enforce the littering aspect, then please do so, as there is frequently rubbish dumped days (and even weeks) before collection day.

# Draft Waste and Recycling Services Policy

## Community Feedback

Your Say  
Adelaide

3. It would also be useful to have a small dumping point for small to medium items that ratepayers can use between the 6 monthly collections. (There may not be enough to warrant a special call-out.)
- Thankyou for providing the opportunity to comment. I trust the above will be addressed seriously.