



North Queensland Waste and Resource Recovery Strategy 2020-2030

PUBLIC CONSULTATION REPORT

a stronger north together



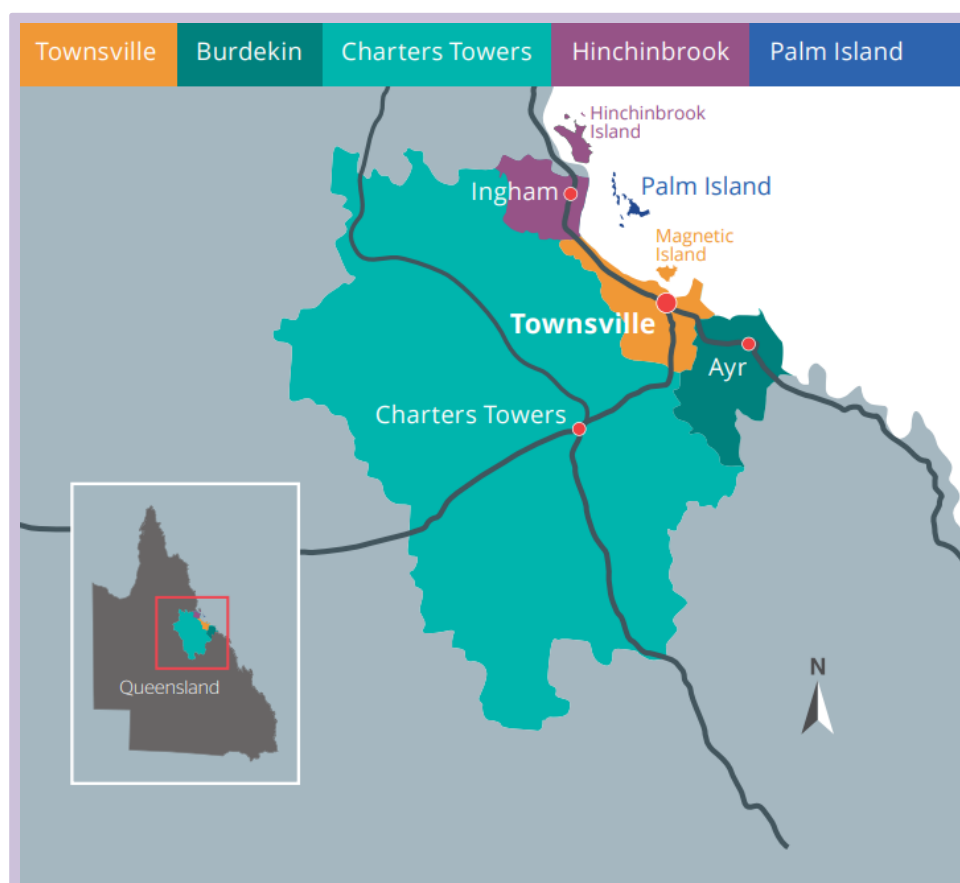
1. About the Strategy

Northern Queensland Regional Organisation of Councils (**NQROC**) represents a collaboration of the following five Local Government Areas (LGA); Burdekin Shire Council, Charters Towers Regional Council, Hinchinbrook Shire Council, Palm Island Aboriginal Shire Council, and Townsville City Council. In a combined regional Council approach regarding policy and legislative changes, as well as emerging best practices, the joint decision was made to establish the **North Queensland Waste and Resource Recovery Strategy 2020-2030**.

The North Queensland Waste and Resource Recovery Strategy 2020-2030 identifies that a more rigorous view is required of the region's 'waste' streams and the opportunities they present to reduce, reuse, repair, recycle and otherwise recover. It supports the development of a circular economy that creates jobs, reduces pressure on landfill and the environment, and works towards the State and National 2050 waste targets.

A holistic strategic approach allows the opportunity to develop an overarching regional Strategy that is more efficient and sustainable than an individual Local Government Area (LGA) approach. Research indicates combined volumes of waste can attract higher levels of investment opportunities and more ambitious recovery infrastructure, leading to greater economic benefit and improved sustainability for the region.

The North Queensland Waste and Resource Recovery Strategy 2020-2030 takes into consideration a population of approximately 240,000 and covers a land area of 80,036 km².



2. Public consultation methodology

Public consultation regarding this strategy ran from **14 August 2020** to **18 September 2020**, which gathered valuable community feedback on the core concepts of the strategy. This consultation was based around the Have Your Say Townsville (HYST) online platform, whereby respondents could provide opinions and additional comment on the strategy.

Respondents were provided a set of key questions relating to the strategy and associated outcomes within their Local Government Area. This report identifies and captures all feedback associated with the project and serves as a public document to close the loop on the engagement process. The findings contained herein are presented in their entirety and draw no conclusions or recommendations on project outcomes going forward.

The identified Stakeholder Engagement objectives for this project include:

- Inform the community on current strategy concepts relating to waste and resource recovery throughout the region;
- Provide an opportunity for community feedback to be given; and
- Identify any opportunities or challenges pertaining to the strategy delivery or associated concepts.

These objectives were achieved through the delivery of timely and appropriate project collateral through multiple channels as outlined below.

3. Overview of key findings

Through the online Have Your Say platform, this consultation received **1044 unique site visitors** with **129 unique respondents** to the feedback form.

Key holistic findings received from this consultation include:

- 127 respondents (**98.4%**) believed it important for their respective Council to invest in improving waste management procedures;
- 68 respondents (**52.7%**) were satisfied with the information provided in the NQ Waste and Resource Recovery Strategy document;
- 94 respondents (**72.8%**) had *no concerns* or were *unsure* of the next steps outlined in the strategy document; and
- 95 respondents (**73.6%**) would be satisfied with NQROC implementing the next steps contained within the strategy document.

Key demographic statistics from the consultation are outlined in the following graphs based on respondent participation of **129** ($n=129$):

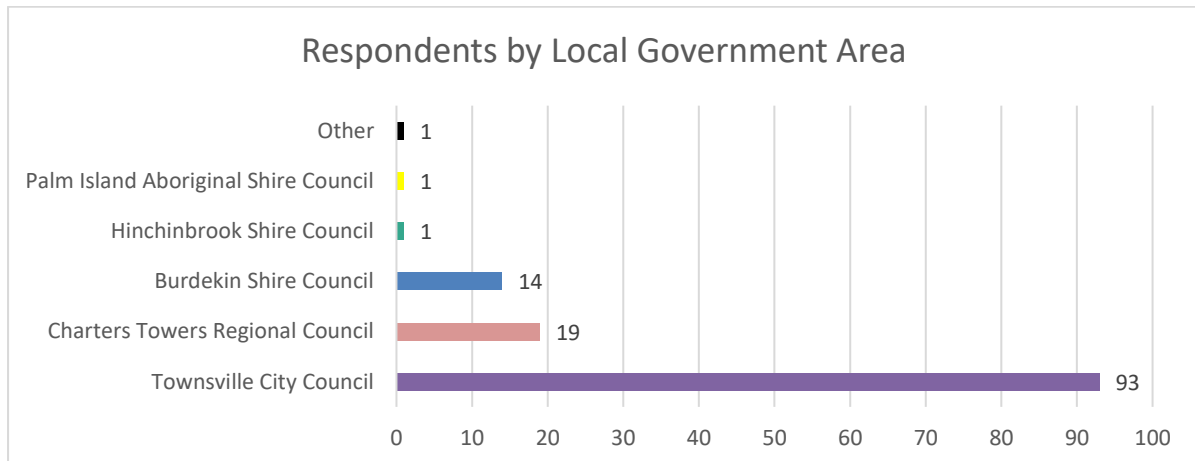


Figure 1 – Number of respondents by Local Government Area

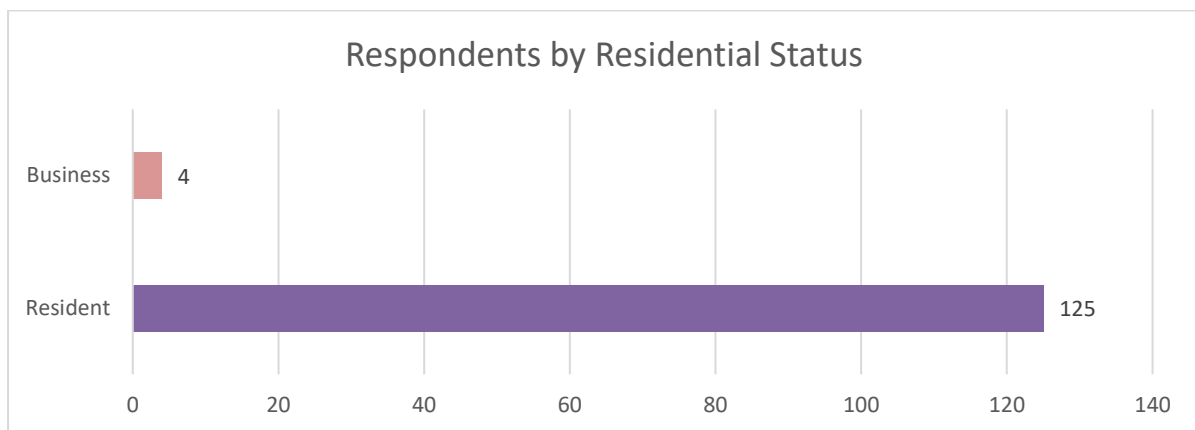


Figure 2 – Number of respondents by residential status

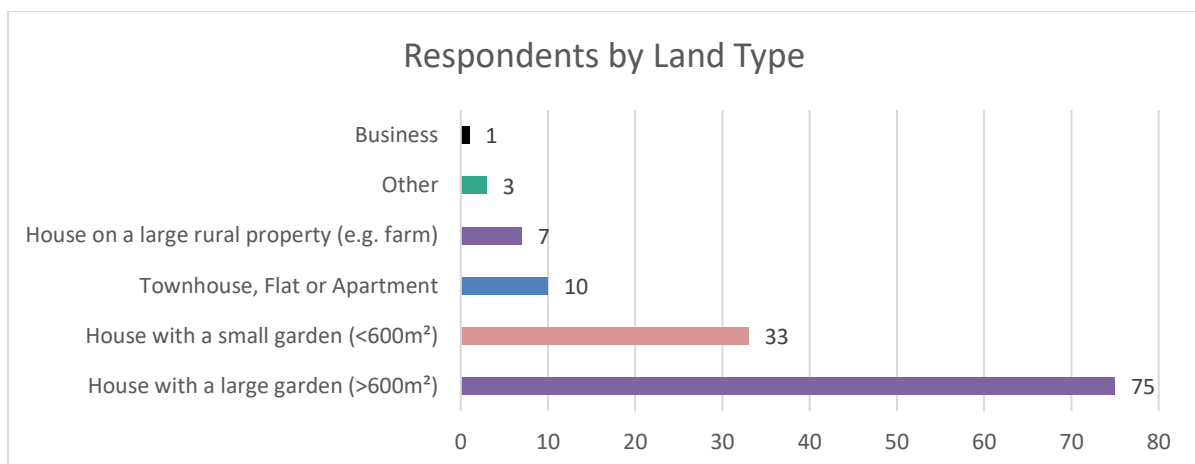


Figure 3 – Number of respondents by land type

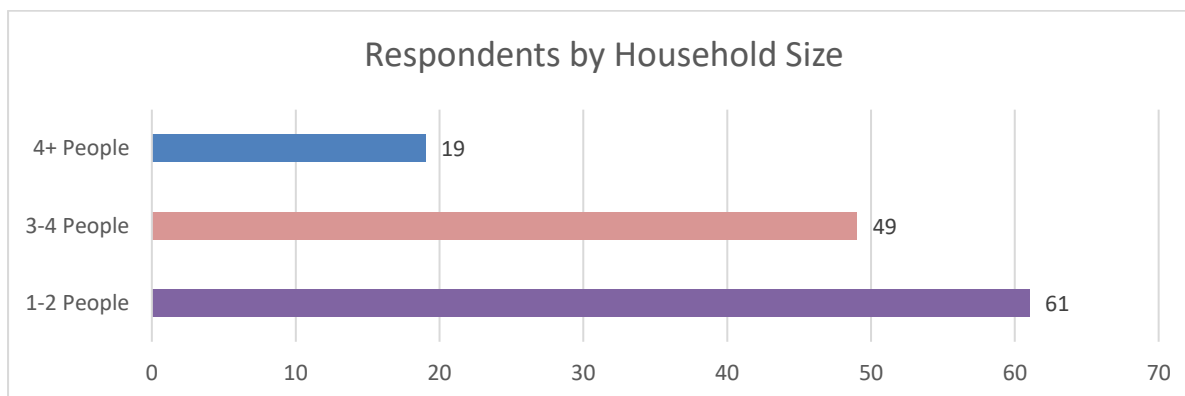


Figure 4 – Number of respondents by household size

3.1 Analysis of quantitative submissions

In the analysis of the targeted questions related to waste and resource management specifics shown below, respondents were found to have a moderate to high appetite for improvements to, and investment in, the core concepts outlined within the Strategy document. Key findings from these questions include ($n=129$):

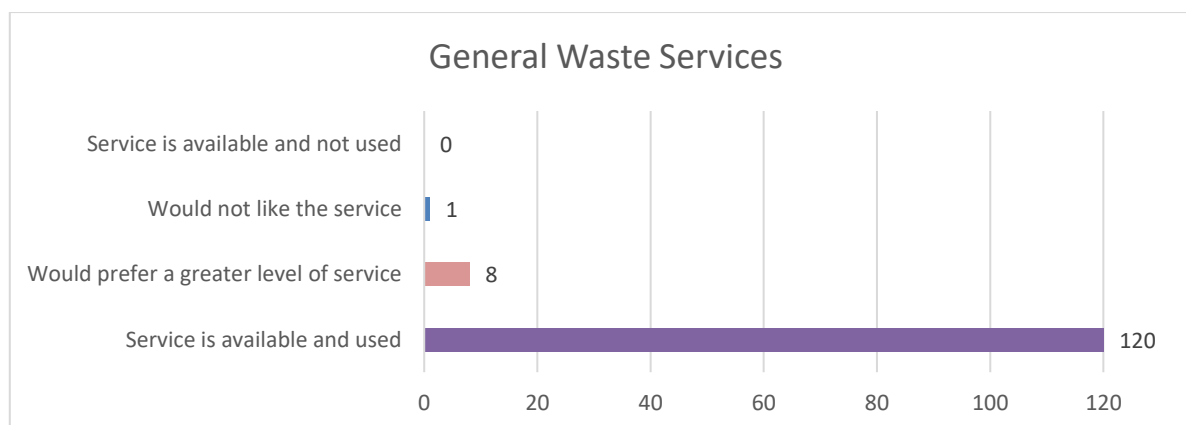


Figure 5 – Respondent opinion on general waste services

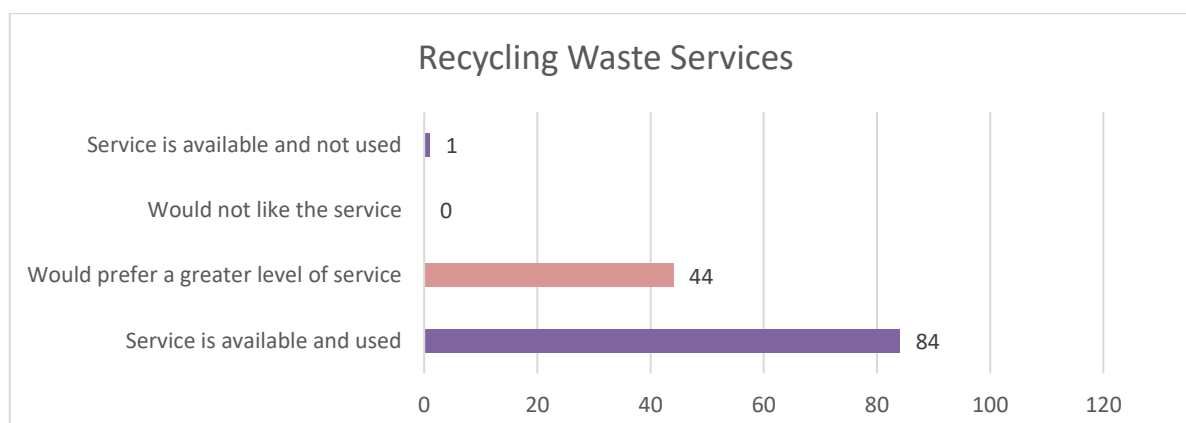


Figure 6 – Respondent opinion on recycling waste services

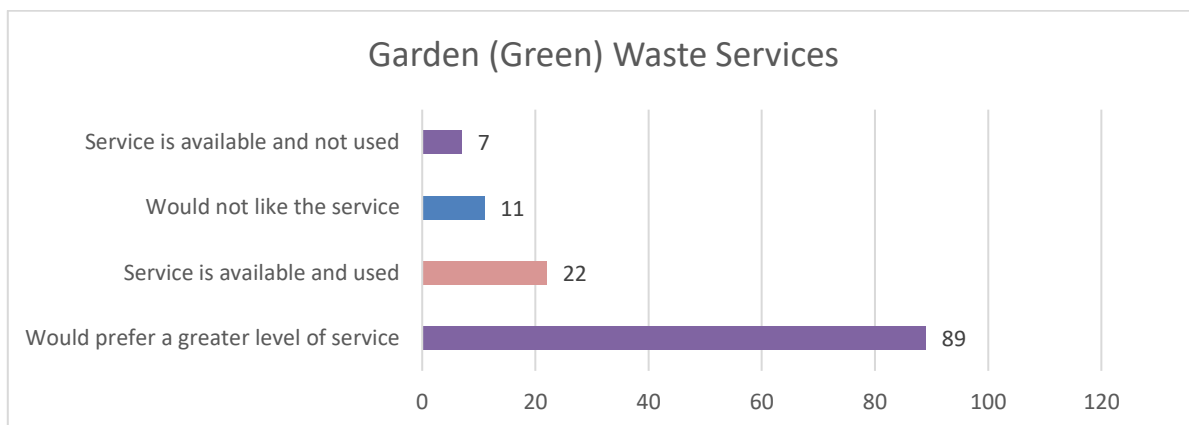


Figure 7 – Respondent opinion on garden (green) waste services



Figure 8 – Respondent opinion on food waste services

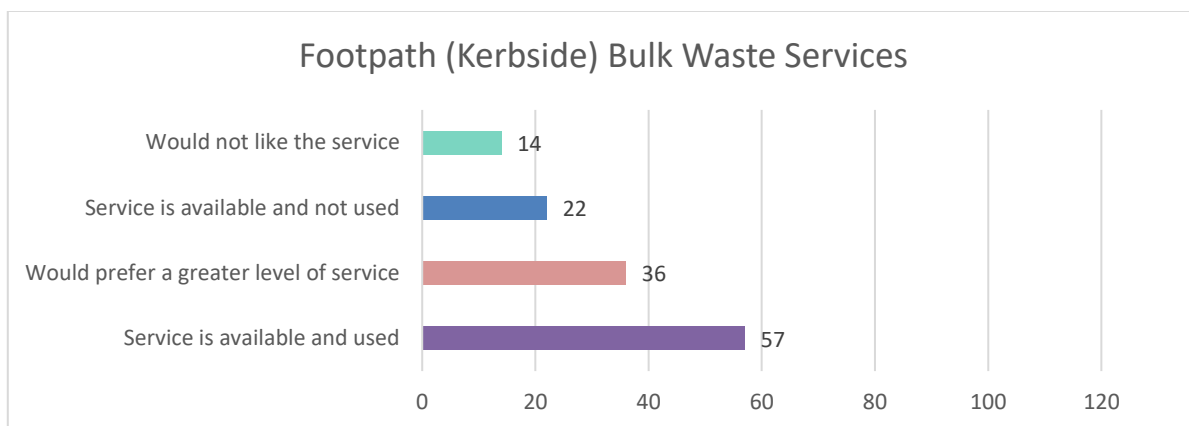


Figure 9 – Respondent opinion on footpath (kerbside) bulk waste services

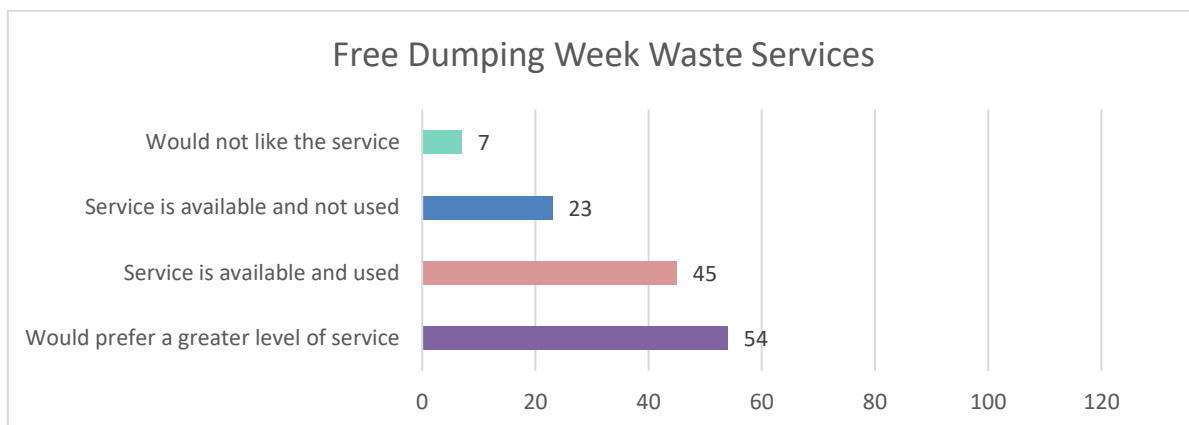


Figure 10 – Respondent opinion on free dumping week waste services

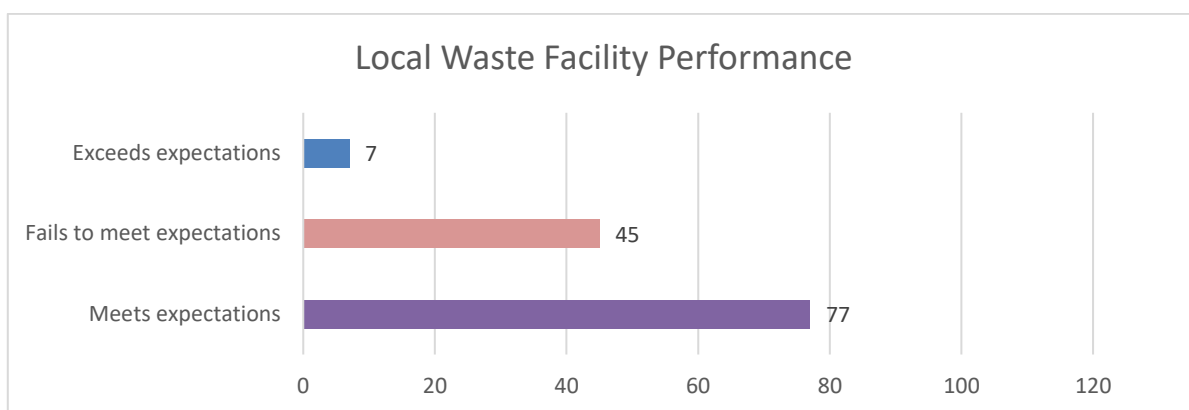


Figure 11 – Respondent opinion on performance of local waste facility

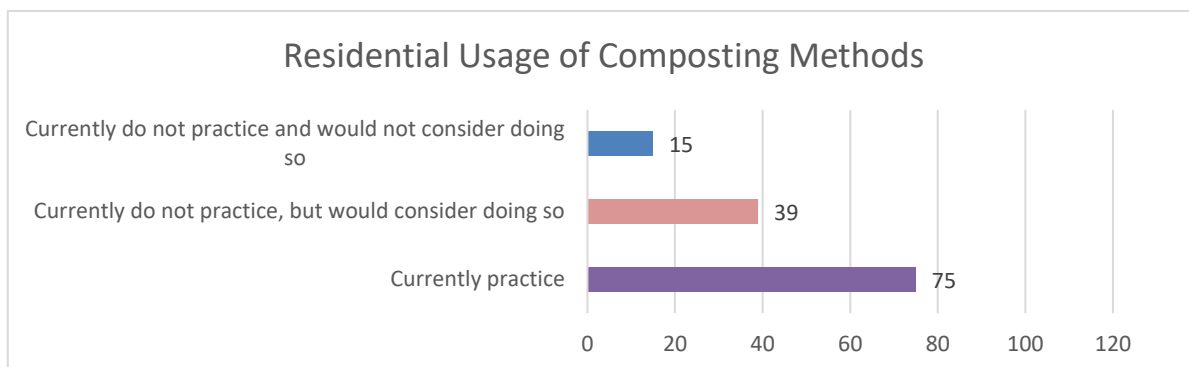


Figure 12 – Respondent participation in composting methods including compost bin, chicken farm and/or worm farm

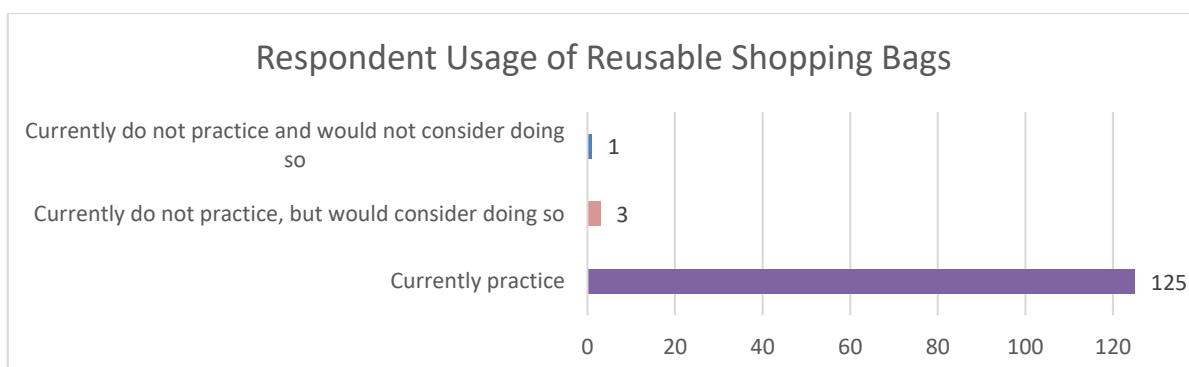


Figure 13 – Respondent usage of reusable shopping bags

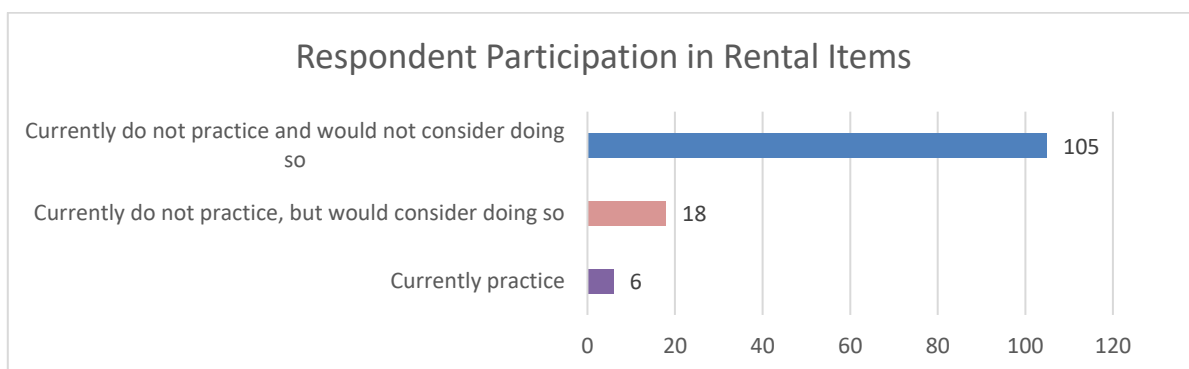


Figure 14 – Respondent participation in rental of larger, hi-tech, or luxury items

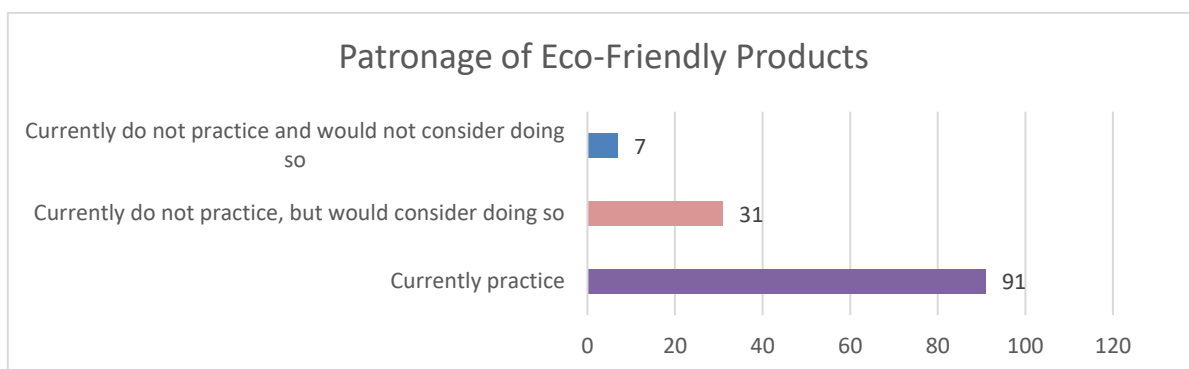


Figure 15 – Respondent patronage of items that use less packaging / do not buy items with excessive packaging



Figure 16 – Respondent patronage of second-hand items or shops, and/or 'Buy-Back' shops at waste facilities

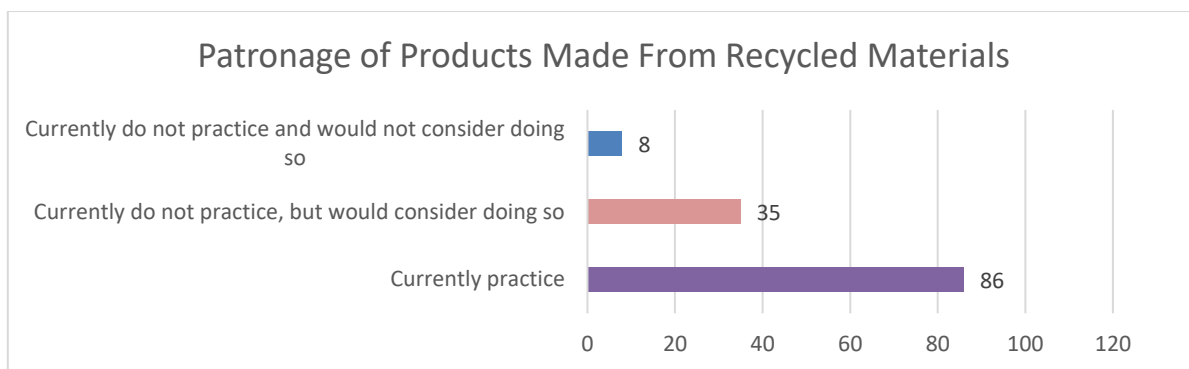


Figure 17 – Respondent patronage of items made from recycled materials, regardless of cost

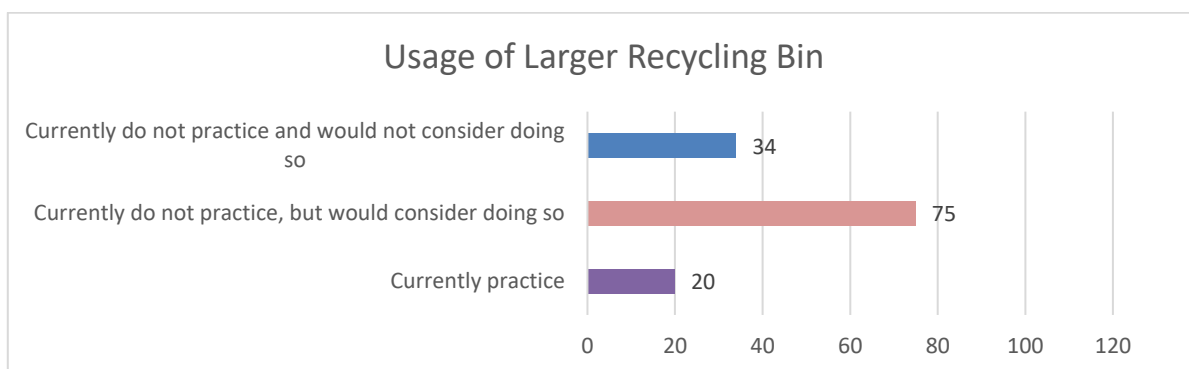


Figure 18 – Respondent usage of larger recycling bin

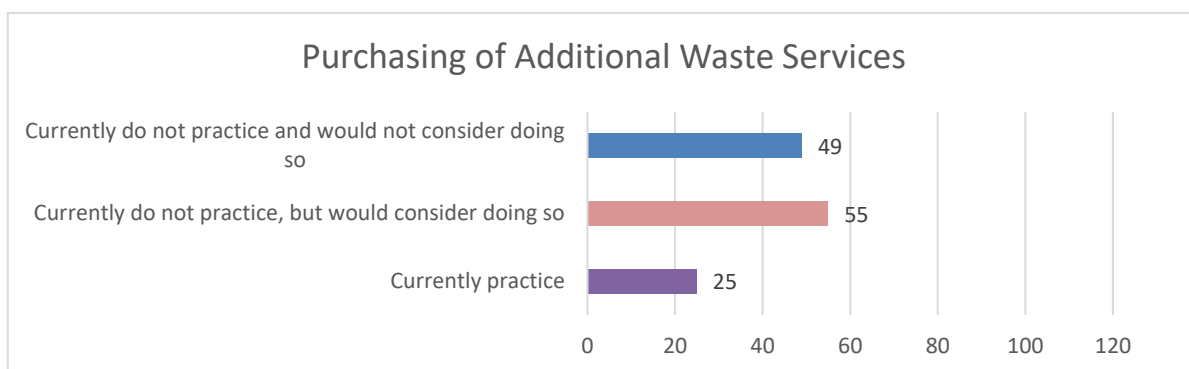


Figure 19 – Respondent purchase of additional waste services (e.g. garden, green, or organic waste), and/or downsize to a smaller general waste bin

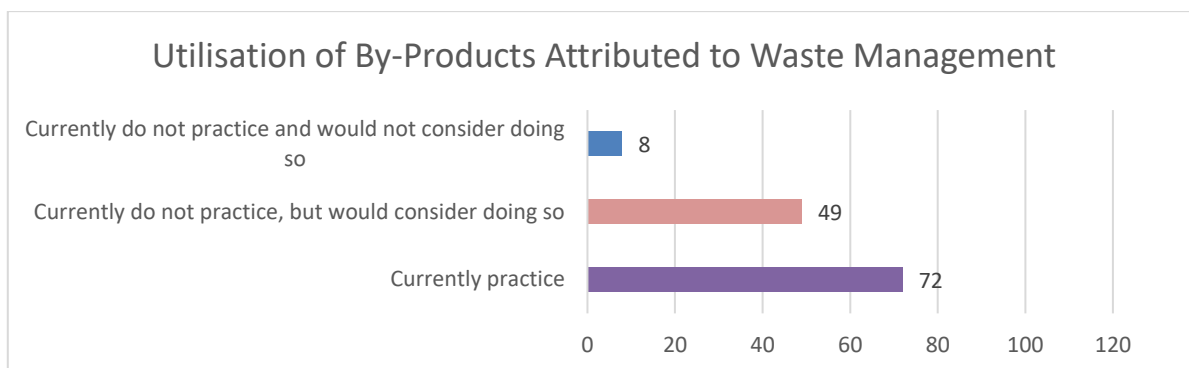


Figure 20 – Respondent utilisation of by-products created from waste management, such as compost, clean mulch, building materials

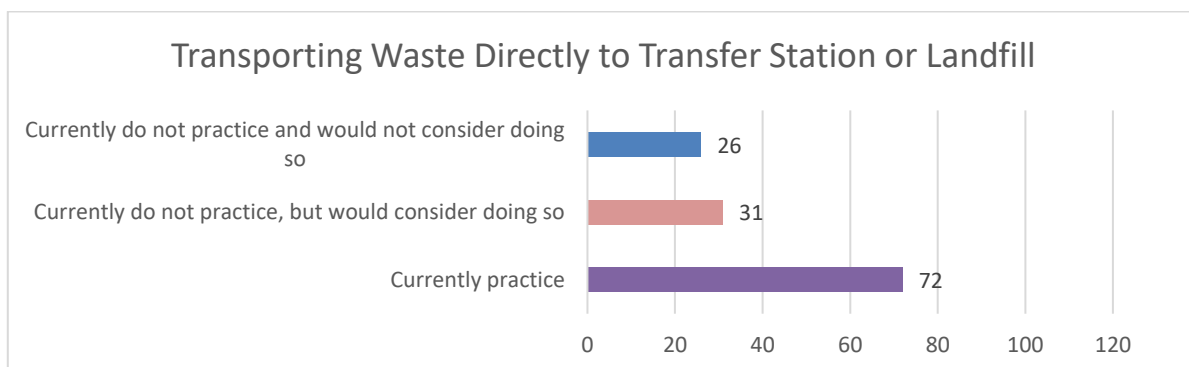


Figure 21 – Participation in transporting waste directly to transfer stations or landfill sites

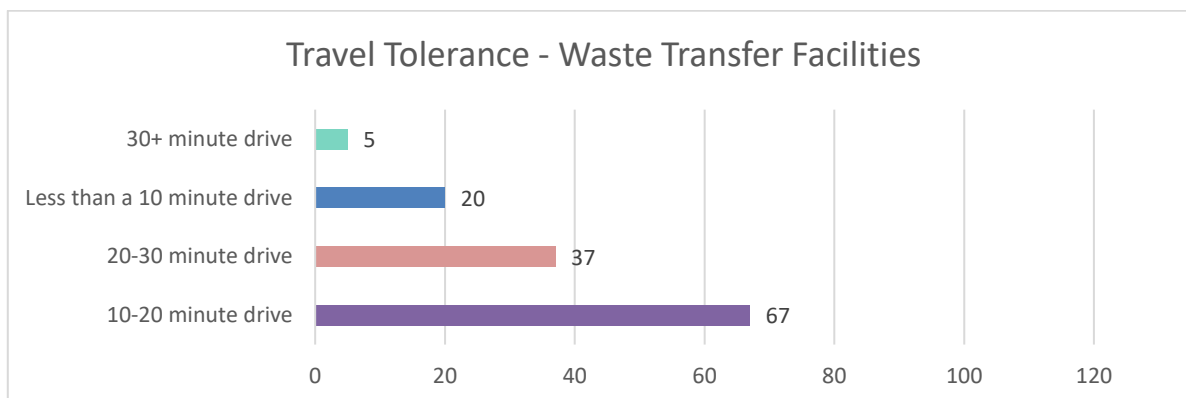


Figure 22 – How far respondents are willing to travel to access a local waste transfer station

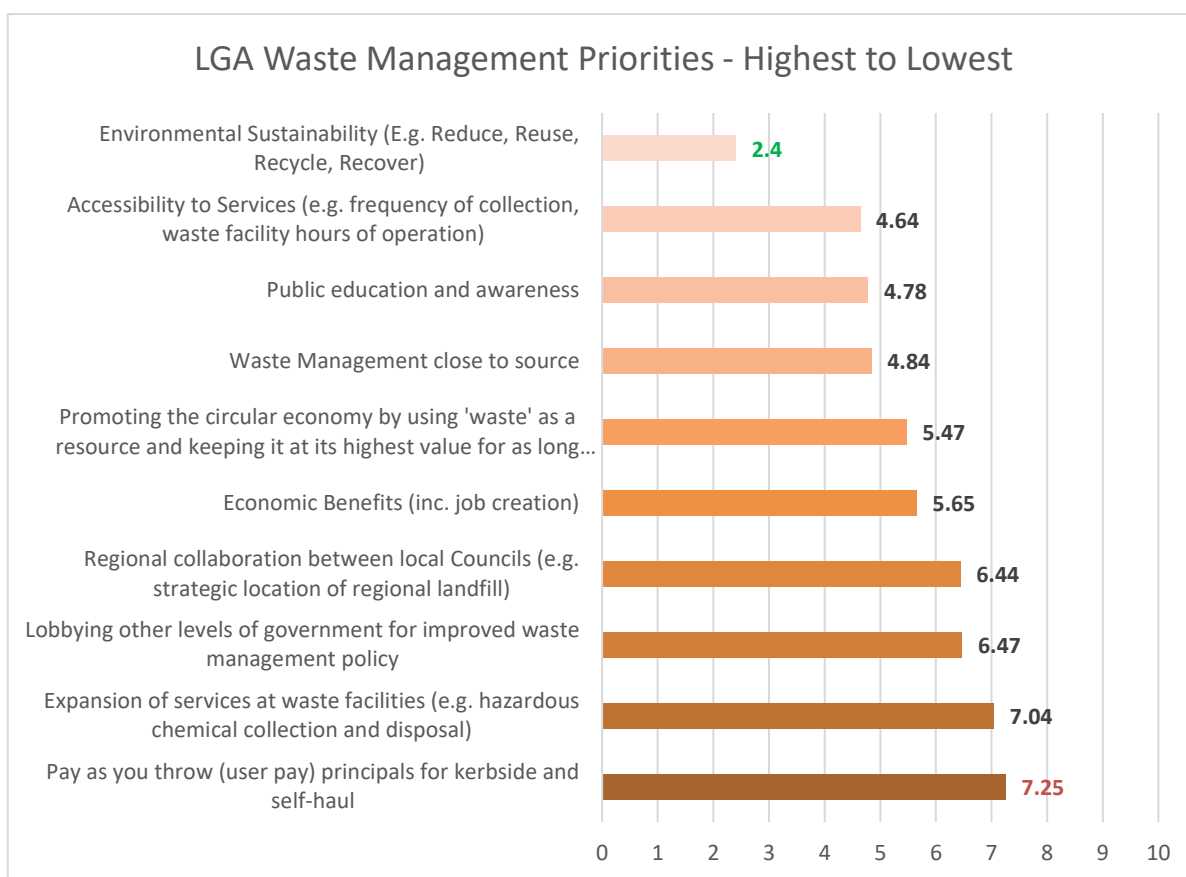


Figure 23 – Respondent Priorities for Waste Management (1 = Highest Priority, 10 = Lowest Priority)

The clear priority with a highest rated average of **2.4** above was found to be ‘*Environmental Sustainability (e.g. Reduce, Reuse, Recycle, Recover)*’, highlighting community focus on the need for improvements to waste management practices and services that will have the highest impact on improving sustainability.

The second highest priority across the combined Local Government Areas was found to be ‘*Accessibility to Services (e.g. frequency of collection, waste facility hours of operation)*’, which correlates directly to the finding of **75.2%** of respondents amenable to a utilities charge increase of between \$0 and \$100 to access these additional services (see *Figure 24* below).

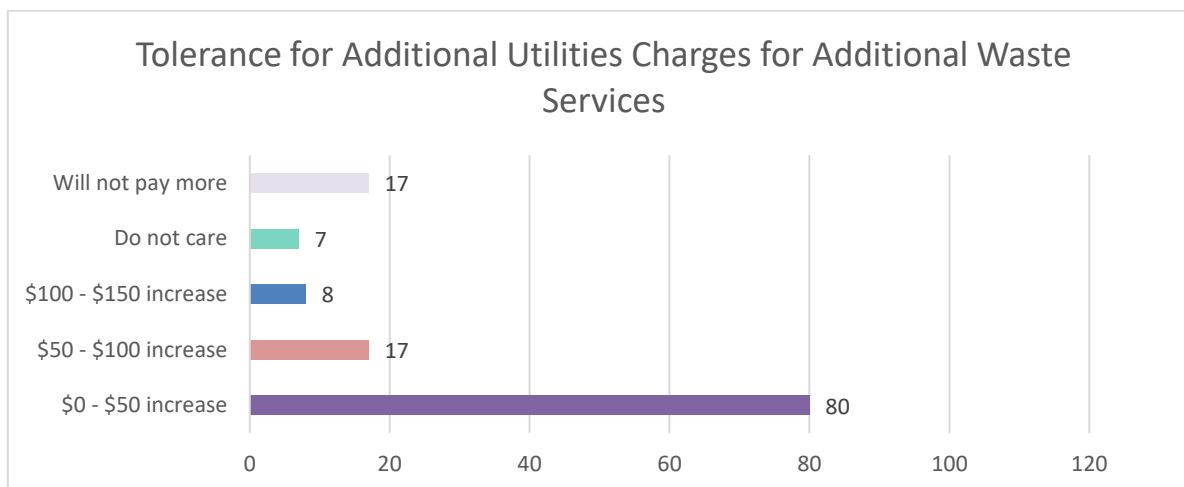


Figure 24 – Respondent acceptance / tolerance of an increase to utilities charges on rates in order to provide additional waste services

In regards to public acceptance of an increase in utilities charges on their rates bill in order to access additional or auxiliary waste services, **75.2%** of respondents stated they **would** be amenable to an increase of between \$0 and \$100. Only **13.2%** of respondents stated that they **would not** pay for additional services.

3.2 Analysis of qualitative submissions

During the 35-day engagement period this public consultation received a total of **129 unique respondents**, from which **70 additional comments** were provided. An analysis of the additional text submissions found the following general themes:

- Support for increased communication and education on waste and recycling practices in the community;
- Support for increased green waste services;
- Interest in supporting and fostering innovation and alternative technologies in regards to waste recycling; and
- Concerns regarding mitigation and management of kerb-side and hard waste such as discarded tyres.

Please see *Appendix 1 – Division of Auxiliary Text Submissions* for the full comments. Any additional responses or supporting documentation received are attached in the Appendixes below for a holistic approach to public consultation on this project.

4. Have Your Say Townsville statistics

Through HYST and associated engagement platforms, the following synopsis of engagement highlights the range of interactions made with this project:

- Total visits through HYS – **1348**
- Unique Visitors – **1044**
- Informed Visitors – **415**

- Downloaded a document – **227**
- Completed a feedback form – **129**

A quick overview of key HYST statistics are as follows:

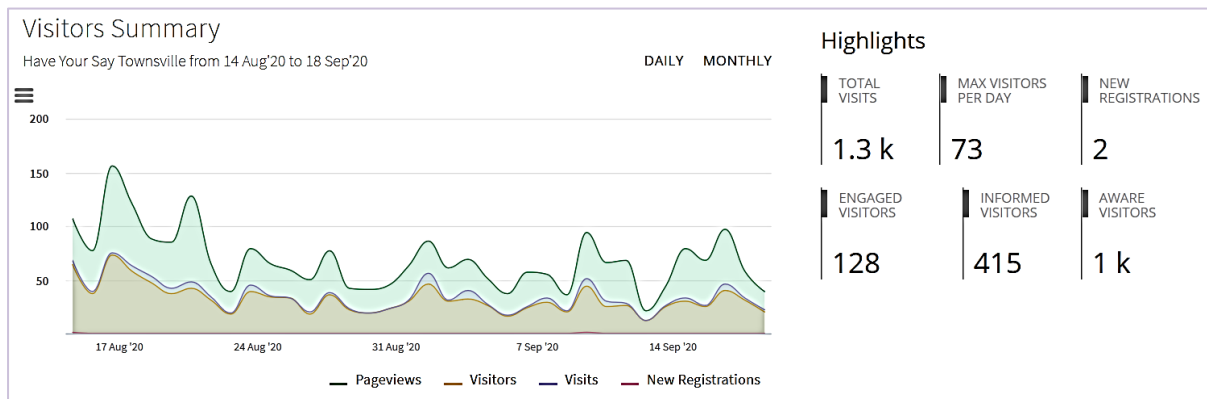


Figure 25 – Have Your Say Townsville Visitors Summary

Where:

- "Aware" is to visit at least one project page, typically the project landing page;
- "Informed" is to visit multiple project pages, download a document, view a photo or video, or contribute to a project tool; and
- "Engaged" is to actively participate in engagement tools including Surveys, Forums, Polls, and Places within Interactive Maps.

Further, multiple channels were utilised to drive engagement with the HYST platform, including:

- Direct Engagement
- Social Media
- Email Links
- Search Engines
- .GOV Sites
- Referrals

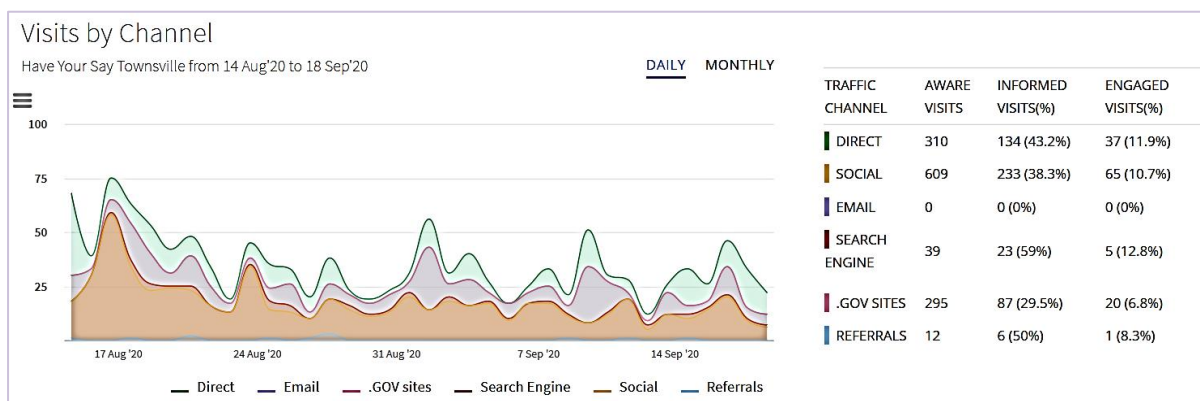


Figure 26 – Have Your Say Townsville Channel Summary

5. Social media statistics

As part of this public consultation campaign, a number of integrated marketing channels were implemented to ensure a wider reach throughout the five Local Government Areas, and a more accurate representation of public opinion. Key figures related to the social media boosted post are as follows:

- Impressions – **59,246**
- Reach – **20,500**
- Results – **662**

Where:

- “Impressions” is the number of people who had the article show on their device;
- “Reach” is the number of people who spent time reading the article; and
- “Results” is the number of people who clicked a link and interacted with the post.

6. Next steps

Providing feedback to the community and closing the loop on the public consultation process has been identified as an important aspect of Local Government accountability and transparency. Pending consultation with senior NQROC management, the following actions will be taken:

- HYST platform will be updated to inform the community of the outcome of the public consultation;
- A social post will be created linking back to the completed report; and
- A newsletter will be sent to all registered participants ensuring their investment of time and effort into the consultation has been acknowledged.

7. Acknowledgement

This document has been prepared by **Townsville City Council – Stakeholder Engagement** on behalf of the **North Queensland Region of Councils**. All information presented in this report has been presented in an accurate and unbiased manner and makes no recommendation on any project or strategy actions going forward. For further information, please contact Townsville City Council at haveyoursay@townsville.qld.gov.au or admin@nqroc.qld.gov.au.

8. Appendixes

Appendix 1 – Division of Auxiliary Text Submissions

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Response	Are you satisfied with the information provided in the NQ Waste and Resource Recovery Strategy?	If no, what additional information would you like to see?
1	No	Simplified infographics outlining changes to strategy.
2	No	More information on what can be recycled, and where it is going and what it's getting used for
3	No	More transparency
4	No	I would like council to explain WHY apartment blocks in Townsville DON'T have recycling facilities? Where does all our rubbish go? What are you doing in 2020 and beyond to help recycle household waste coming from apartment blocks?
5	No	More promotion of recycling
6	No	I cannot see any mention of a high temperature compost facility to deal with Bio-plastic think
7	No	More clarity and information about how we can recycle and reduce our waste
8	No	Need to understand the community and commercial benefit the city is receiving from recycling products used in Townsville
9	No	An indication of costs to residents that is not deliberately underestimated to provide a positive impression of the Strategy.
10	No	Actual commitment to reducing our overall landfill. Lets start up e-waste recycling and regular recycling plants to ensure we aren't paying the price for dumping into landfill for the next 300 years. It will cost money, but will be better long term.
11	No	Fines
12	No	Stop passing the buck hoping someone else will fix this problem that the Federal Govt has created.
13	No	Recycle bin emptied weekly, and bulk rubbish back to areas not online booking
14	No	It is very vague of what yous (sic) are wanting to do
15	No	Food waste options
16	No	An actual physical commitment to creating effective resource stations within CTCR Regional area - we have 5 landfill sites and absolutely no recycling, it is absolutely rubbish that everything is dumped and not one thing is made available for repurchase
17	No	Encouraging more refill products and containers. Promotion and enabling of household composting. Education and clarity on what can and cannot be recycled (label on wheelie bin).
18	No	Time frames for when implementing strategies.
19	No	Target illegal dumping as a high priority

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Response	Are you satisfied with the information provided in the NQ Waste and Resource Recovery Strategy?	If no, what additional information would you like to see?
20	No	Recycling bins in Charters Towers
21	No	As this is a Waste Strategy there is no approach for waste avoidance.
22	No	Community education plan
23	No	The option for cafes and restaurants to have big food organic bins out the back of their businesses to compost food left behind by people dining in. I understand the financial implications with this but think it's something worth considering in the future
24	No	Details on how and when actions will be achieved
25	No	Palm Island waste recycling centre need to be up and running. There are lot of can , plastic bottle and other just pilling up in yards
26	No	The actual plan for Townsville. How much this will cost each household. Why are we picking up costs of other towns and cities that have not had plans in place.

Response	Do you have any concerns regarding the next steps contained within the Strategy?
1	Mandating a green/purple (organics) bin could be challenging. Uptake in Victoria is high but not required as some people have their own compost or worms or don't do their own gardening. All households should only have 80L or 120L red bin to reduce the use to these bins. Misses other streams such as soft plastic, printer cartridges, stationary and so many more that should be easily available but are very expensive for individuals to undertake (see TerraCycle.com/en-AU). Put them at landfills or incorporate collection days (eg with the free green waste??). Organics should include containers that are compostable in industrial facilities but not at home (like the ones most are using now at the TSV mandated plastic free events but they won't break down in the landfill!!!)
2	A good waste option is desperately needed. Many councils have been doing it for years with great success, lowering land fill enormously
3	A number of additional services and processing technologies will add significant cost to the provision of waste services. How will this be covered?
4	At alligator creek we still do not have recycling bins despite discussing this at length with our local member.
5	Concerned about illegal dumping and feel there should be more actions outlined to mitigate the risk. I would like to see a managed strategy for easier and cheaper access to getting rid of bulky household waste and monitoring/cleanup of know dump sites and fines and prosecution for illegal dumping.
6	Cost and real practically. It is ultimately going to come down to escalating prices for rate payers and I am not happy about that. We pay excessive amounts for rates now.

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Response	Do you have any concerns regarding the next steps contained within the Strategy?
7	Cost to rate payer.
8	Costs to each household. How much is government paying to foot this idea. Its called an investment at our cost.
9	Halving the amount of organic waste going to landfill is NOT sufficient- all organise waste should be composted. Manufacturers & retailers have an obligation to reduce waste & excessive packaging.
10	How you plan to get multiple councils with such physically and socially diverse groups to agree on a waste management plan is of concern.
11	<p>I am concerned that a focus on improved education regarding recycling is not an appropriate strategy. Yes- education is important. But the way to change human behaviour is not just through education. One of the biggest barriers to recycling is the level of confusion about what can be recycled. Humans will usually choose the easiest option. Labelling of materials needs to be vastly improved to make it much easier to identify what can be recycled.</p> <p>Likewise- dumping options need to be improved and consideration needs to be given to how to make dumping affordable. Illegal dumping happens because transfer stations are not open at convenient times and costs can be prohibitive for some sectors of the community.</p>
12	I am concerned that the main goals of the strategy appears to be further research and investigations rather than implementing changes that will reduce (preferably eliminate) landfill use in the next 10 years, increase/establish local material and energy recycling and establish commercial composting. The goals of the strategy should be updated to implementing these changes instead of 'investigating' their potential.
13	I don't want a smaller general waste bin!
14	I don't know what they are and that concerns me. I'm also wondering how much this strategy has cost.
15	I like what is written there, especially the circular economy, but I have little faith that it will actually happen. There's a lot of people in this town that don't understand or care enough to make a change.
16	I think that we can always go further. We can be more ambitious with our targets and commit to becoming (unnecessary) plastic free as soon as possible. I love the idea of organic bins and would like to see that implemented as soon as possible as well.
17	I want to see the educational plans for schools and the wider community.
18	I would like to see more emphasis on waste avoidance. Each item of unnecessary waste represents not only a treatment/recovery cost but a manufacturing and transport cost - and "cost" covers both \$\$ and environmental damage.
19	It is not enough
20	It was unclear whether the proposal was to establish an incinerator as the main method of landfill reduction, or whether organic waste would go to an onsite industrial composting facility.
21	More work on collection of soft plastics for recycling. More effort to educate house holds on how to separate waste and provide bins for waste to be separated into and arrange for collection.
22	Need to implement organic waste for composting

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
1	Burdekin Shire Council	Composting
2	Burdekin Shire Council	Recycle bin collected weekly not fortnightly
3	Burdekin Shire Council	Offer recycle services weekly. Don't downsize the general waste bin. Don't invest into composting it will be a waste of time and money.
4	Burdekin Shire Council	Disposal of paint products
5	Burdekin Shire Council	No comment
6	Burdekin Shire Council	Recycling
7	Burdekin Shire Council	Unsure
8	Burdekin Shire Council	More public education on recycling
9	Burdekin Shire Council	N/A
10	Burdekin Shire Council	N/A
11	Burdekin Shire Council	Kerbside Pickups (annually)
12	Burdekin Shire Council	N/A
13	Burdekin Shire Council	A recycling facility which is able to take the recycling and create a usable product all at the one facility rather than transporting it. A local facility would create jobs, reduce landfill, produce recycled products.
14	Burdekin Shire Council	Missed bin collection at no charge- if you forget to take your bin out- contact Council and it gets collected the following day at no charge.
15	Charters Towers Regional Council	Kerbside recycling and/or dump shop for building materials etc.
16	Charters Towers Regional Council	Can't think of any

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
17	Charters Towers Regional Council	Recycling rubbish collection, green waste collection, recycling - repurpose purchase availability, An actual waste transfer station that has ability to repurchase goods through
18	Charters Towers Regional Council	Instead of building a mountain of rubbish next to town, using one of the many old open cast mines near town to fill with rubbish instead
19	Charters Towers Regional Council	A tip shop
20	Charters Towers Regional Council	Waste to energy
21	Charters Towers Regional Council	Caged bins placed around town and at school for collection of recyclable containers
22	Charters Towers Regional Council	Recycle bins
23	Charters Towers Regional Council	Recycle rubber tyres for roads and playgrounds
24	Charters Towers Regional Council	I have lived in Brisbane for 5 years and the government was collecting. I don't know what they did, but was easy. No backyard fire and smoke and burning god knows what's in the burning rubbish, the collected the green bin and waste bin weekly
25	Charters Towers Regional Council	Recycling bins. Free dumping on weekends.. road kerbside collection for everyone on a certain date
26	Charters Towers Regional Council	Recycling
27	Charters Towers Regional Council	Recycling
28	Charters Towers Regional Council	If a decrease in services than would expect rates reduction.
29	Charters Towers Regional Council	Worm farms at schools- incentives as encouragement. CTRC venues & events to use environmentally sound product where possible, keeping in mind that "compostable "
30	Charters Towers Regional Council	RECYCLING!
31	Charters Towers Regional Council	Community garden. Worm farms (subpods) in schools.
32	Charters Towers Regional Council	A Recycle Shop or Drop Off Centre
33	Charters Towers Regional Council	Regional Waste Processing - waste to energy, organics to compost etc.

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
34	Hinchinbrook Shire Council	I would like the recycling to be picked up weekly and the waste one monthly.
35	Other	Keep the fees down
36	Palm Island Aboriginal Shire Council	Scrap Palm Island council RDO so that Palm Island council Can do rubbish pick up
37	Townsville City Council	Free mulch days.
38	Townsville City Council	For the Green waste at the landfill to be used within the community instead of being used in the Landfill
39	Townsville City Council	More bins for specific recycling would be great and an incentive for home composting orna free compost kit or something available to pick up per household
40	Townsville City Council	letting residents collect free mulch from our landfills as we are who supply this. promote more composting to residents so we can help recycle
41	Townsville City Council	Companies responsible for end of life of their products, cars, fridges, washers ect
42	Townsville City Council	Publish evidence that recycling actually occurs.
43	Townsville City Council	More access to free way to divert waste from landfill. Like food and green compost bin collection service. All recycle bins larger than general waste bins.
44	Townsville City Council	Poor survey many of the questions that required answers between 1-10 only allowed certain answers with one only having one to choose from
45	Townsville City Council	Collection of bulk green waste or mobile mulching service to turn green waste to mulch
46	Townsville City Council	More recycling
47	Townsville City Council	Community compost. Compost collection. Different bins for recycling. Separate waste in selected points (plastic, glass, tetra paks...). Push for the circular economy, support locals and give facilities to be zero waste... promote products that are zero waste
48	Townsville City Council	expansion of sustainability house. subsidies for water tanks & solar. green bin immediately. tool library service. repair school
49	Townsville City Council	Definitely need composting facilities. Transition Fleet to Electric and Upgrade Depots with Solar: https://www.superiorpak.com.au/products/product?id=6
50	Townsville City Council	Recycling facilities available for apartment block residents.

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
51	Townsville City Council	Heavy fines for illegal dumping. The resource is in place but employees involved don't do the job.
52	Townsville City Council	Better incentives for smaller bins and (as included in plan) green waste collection
53	Townsville City Council	Plastic pollution reduction.
54	Townsville City Council	areas to take furniture and household items for recycling - kerbside collection is infrequent and looks disgusting around our suburbs
55	Townsville City Council	Garden waste collection
56	Townsville City Council	Petition Fed Government to stop allowing Non recyclable plastics to be sold in Australia
57	Townsville City Council	Repair of electrical and homeware items for resale at a recycle shop
58	Townsville City Council	More education
59	Townsville City Council	Soft plastic collection, high temperature compost facility for bio plastics
60	Townsville City Council	More sustainable waste practices
61	Townsville City Council	Separation of recycled items at kerb side
62	Townsville City Council	Local green waste mulching made available and sourced at parks that can be recovered and used in personal households
63	Townsville City Council	Community composting, share the waste facility in local gardens/parks eg palmetum
64	Townsville City Council	Assess and cost all waste options so potential is not overlooked
65	Townsville City Council	Community composting for community gardens
66	Townsville City Council	Alligator creek NEEDS recycling bins. Some people here are still burning their rubbish! This is 2020 and a travesty.
67	Townsville City Council	More recycling options at the local dump. Ie, polystyrene collection. Also, consider collecting and shredding plastics in location and processing locally to reduce the environmental costs to transport recyclable waste.

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
68	Townsville City Council	Kerbside hard rubbish collection must be available every year.
69	Townsville City Council	Free Waste oil facilities
70	Townsville City Council	Greater level of sorting of recyclables
71	Townsville City Council	Education
72	Townsville City Council	Weekly kerbside recycling collection, organic matter bins for kerbside collection, initiatives to reduce single use items such as coffee cups, plastic straws and plastic cutlery, rebates for home composting and/or worm farms
73	Townsville City Council	Green waste bin
74	Townsville City Council	green waste
75	Townsville City Council	TerraCycle Bins at waste transfer stations, more bin surveys, clear bins, power stations (methane),
76	Townsville City Council	Anything & everything to reduce the amount of waste going to landfill to ZERO.
77	Townsville City Council	Drainage and waste spilling from storm water drains into the ocean is a problem. This could be considered in the strategy.
78	Townsville City Council	Organics collection bin, garden organics or both food and garden organics
79	Townsville City Council	Bottle collecting/deposit machines at Super markets.
80	Townsville City Council	Green waste bin days and yellow recycle bin weekly not fortnightly
81	Townsville City Council	Getting payed to recycle tyres
82	Townsville City Council	Regular open days at our new recycling centre. The last one was interrupted by COVID.
83	Townsville City Council	Something which belongs here better than anywhere else: we use a garden waste service and the operator has told us that it is dumped as general waste because he can't guarantee it's all organic. Can this be fixed?
84	Townsville City Council	Food waste

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
85	Townsville City Council	More revegetation please
86	Townsville City Council	See comments from earlier answer
87	Townsville City Council	More kerb-side segmentation of waste - e.g. soft plastics; compost
88	Townsville City Council	Tyres
89	Townsville City Council	Free compost or council mulch delivery
90	Townsville City Council	No comments
91	Townsville City Council	Signs and bins at fishing spots to keep plastic out of marine environment
92	Townsville City Council	Definitely would love more local recycling and re-purposing centres as well as community education on their impact and correct recycling and waste reduction.
93	Townsville City Council	N/A
94	Townsville City Council	Encourage composting
95	Townsville City Council	More separation bins and educational labels at public/council bins.
96	Townsville City Council	Recycling
97	Townsville City Council	Energy generation from waste
98	Townsville City Council	More bins for different wastes
99	Townsville City Council	Use of TSV harbour for import & export. PRECIOUS PLASTIC FACILITY or a grant for me to start one up
100	Townsville City Council	Green waste collection and different recycling bins for different items.
101	Townsville City Council	Unsure

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
102	Townsville City Council	Can/plastic recycling, soft plastic recycling, food waste recycling for residential and business
103	Townsville City Council	An industrial composting facility. Education via regular social media and traditional media. Schools recycling.
104	Townsville City Council	Solar panels on schools, FOGO service (See Penrith Council), community Gardens and community access to industrial scale composting facilities. Edible plants and native plants in nature strips, increasing recycled materials used in building.
105	Townsville City Council	Green waste to compost facility using waste dehydrators or other similar technology, glass crushers to sand
106	Townsville City Council	More tf stations
107	Townsville City Council	Green bin service
108	Townsville City Council	Reprocessing of plastics, tyre processing.
109	Townsville City Council	Weekly recycling collection
110	Townsville City Council	Monitor green waste at dump
111	Townsville City Council	School programs
112	Townsville City Council	Electronic Grave yard for free, weekly recycle collection. I think it is also important to encourage business in the area to use and make recycled products.
113	Townsville City Council	Banning of all single use plastics /investing in finding solutions if there are no alternatives.
114	Townsville City Council	Green waste bin collection
115	Townsville City Council	Commercial Green Bins in big shopping complex areas especially. A complete ban on single use plastics. Educating people about how to make small repairs to clothes and furniture.
116	Townsville City Council	Resource recovery products available for purchase by general public
117	Townsville City Council	Garden waste/recycle program
118	Townsville City Council	Battery and tyres

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Response	LGA	What other waste management services or initiatives would you like to see introduced within your Local Government Area?
119	Townsville City Council	One free dumping day voucher. much easier.
120	Townsville City Council	FREE DUMPING
121	Townsville City Council	Dedicated Cardboard, bottle, can, green waste wheelie bins. Collaboration with local schools in recycling projects and practises
122	Townsville City Council	Not sure
123	Townsville City Council	Glass recycling
124	Townsville City Council	Give us a recycle bin for our home! Because we're located out of town we don't have one. We then have to go out of our way to recycle. This stuff has to be convenient for it to work.
125	Townsville City Council	Commercial composting, residential green waste bins, local (to NQ) recycling facilities, get rid of all landfills.
126	Townsville City Council	Bring back the tip pass tickets
127	Townsville City Council	We pay for kerbside collection where no one had any say about it. We are charged for this service regardless if we use it or not and it doesn't include green waste or tyres etc. Would prefer tip vouchers where anything can be dumped.
128	Townsville City Council	Green waste, more accountability for people who put rubbish in the recycling
129	Townsville City Council	Free dumping days or voucher system than kerbside collection

Response	LGA	Do you have any additional comments regarding the NQ Waste and Resource Recovery Strategy?
1	Burdekin Shire Council	1. Focus on recycling and contamination rates 2. Waste to Energy would be cleaner but the cost may be prohibitive 3. Need to find markets for green waste mulch
2	Burdekin Shire Council	Energy from waste is an exciting (though not new) concept as it addresses two separate, but difficult, issues. I would love to see the strategy focus on providing opportunities for innovation in this space so that NQ could lead the way.
3	Burdekin Shire Council	It would be good if it is actually followed through. A lot of strategies are developed but not followed through as other priorities are found. North Queensland Councils should invest in more recycling facilities and reuse projects.

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Response	LGA	Do you have any additional comments regarding the NQ Waste and Resource Recovery Strategy?
4	Burdekin Shire Council	Offer recycle services weekly. Don't downsize the general waste bin. Don't invest into composting it will be a waste of time and money.
5	Charters Towers Regional Council	I would like local council to contact me regarding there plans to introduce recycling to our community when we already have a depo here.
6	Charters Towers Regional Council	In Charters towers there is no recycling bins just a wheelie bin. Locals throw all waste including garden waste into there wheelie bins. If we had recycling bins as will, then more would be recycled this also creating more employment.
7	Charters Towers Regional Council	Interested to learn outcome regarding the Investigations of the options raised in the strategy.
8	Charters Towers Regional Council	It is important that we get a serious waste recycling program happening sooner rather than later.
9	Charters Towers Regional Council	Not happy with our region being a dumping ground for tyres
10	Charters Towers Regional Council	Not much on how regional disadvantage is addressed
11	Charters Towers Regional Council	Recycling bins and stop charging people prices at the dump for items to be re-used. 1 example. Looking for air filter for an air compressor an I decided to go to the dump for the part may be \$5 from the shop.. was told \$25 and have to take the whole thing
12	Charters Towers Regional Council	The cost of effective waste management should not be an issue, the long term cost of ineffective management will be enormous. Want to save money then STOP overpaying your executive and senior staff six figure wages - they aren't out saving lives
13	Charters Towers Regional Council	The more we do sooner, the better off we will all be. Wanting to see significant changes to minimize waste & reuse.
14	Charters Towers Regional Council	We need to provide the system . It will take time for people to get to the habit but it something should have been done long ago starting with providing recycle bin while putting in place the management of it. This way people start learning.
15	Charters Towers Regional Council	What works for Townsville is not going to work for Charters Towers. We need recycling bins for every household to minimise waste. It should also be free to dump green waste in Charters Towers.
16	Charters Towers Regional Council	Would waste to energy be large scale? Or small scale say one per council?
17	Other	See the above comments and get your act together. You expect us to conform to selective rubbish disposal, start doing it too.
18	Palm Island Aboriginal Shire Council	Palm island don't have an running recycling business or place that collects recycle rubbish
19	Townsville City Council	A plan for tyres please road side dumping is bad

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Response	LGA	Do you have any additional comments regarding the NQ Waste and Resource Recovery Strategy?
20	Townsville City Council	As long as more effective recycling and industrial composting is established I support the strategy.
21	Townsville City Council	As stated above, please consider food waste. It is the second biggest contributor to greenhouse emissions.
22	Townsville City Council	Curb side green waste bins are an excellent idea.
23	Townsville City Council	Does the strategy also avail itself of further commercial investment from outside parties to accelerate the implementation of the resources recovery process
24	Townsville City Council	How much extra will this cost
25	Townsville City Council	I definitely think the organic waste bin should be made available for household waste. As well as adding a recyclables bin for the outer suburbs that don't currently have it.
26	Townsville City Council	I feel the target of 40% recycling of household waste could be more ambitious
27	Townsville City Council	I just looked at strategy online (for the 1st time). There is no point saying up from "Waste is everyone's responsibility" if the wider community doesn't know about the initiative. Townsville City Council's first action (communication) is correct/needed
28	Townsville City Council	I like the ideas contained in the strategy however it is lacking implementation content.
29	Townsville City Council	I think it is very important to get the information to all residents on correct recycling. When I have contacted council for brochures or stickers for the bins in complex they had none.
30	Townsville City Council	I think it would be good to not use the term WASTE at all and instead use RESOURCE as WASTE sends a negative image and we need to view this as a resource to change the publics perception of the industry.
31	Townsville City Council	I would like to emphasize my support for: 1, Minimising the amount of waste going to landfill. 2, Recycling as much as possible into products that everyone can use. 3, Turning waste into energy. This would at least reduce council's power bills.
32	Townsville City Council	I would like to see reference to the waste hierarchy and a suite of actions to address the current growth of non recyclable materials (plastics) in the shopping trolley and the non repairable appliances, furniture, toys etc.
33	Townsville City Council	I'd like to see more attention given to what our council does recycle. I believe we recycle plastics 1-5 but what about some education on what to do with the other plastics that don't have numbers, i.e. Tetra Paks?
34	Townsville City Council	If the yellow recycling bin was to be collected weekly, I believe this would reduce the amount of recycling ending up in the red bins. I didn't see this in the strategy anywhere but I may have missed it?
35	Townsville City Council	Industry and big business need to get on board, preferably voluntarily to only use materials that can be recycled in packaging and mend of product life recycling. I would like to see this legislated so that we are not stuck with materials that are supe
36	Townsville City Council	Interested in following this story. It would be great to have updates on the progress of this strategy.

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Response	LGA	Do you have any additional comments regarding the NQ Waste and Resource Recovery Strategy?
37	Townsville City Council	It looks good in theory about serious recycling etc, and it's important to give us an idea of how the Council is going to put it into practise.
38	Townsville City Council	It needs to be communicated better. The average household does not know about it. If you want everyone to take ownership, you need to give them ownership to the information and the roles they need to play.
39	Townsville City Council	It's a good initiative and I look forward to seeing it become reality.
40	Townsville City Council	Its great to see council is recognising the value of the resources it manages.
41	Townsville City Council	Just keep it up
42	Townsville City Council	Melbourne has only a few major landfills in tight geology, filling voids left from hard rock. Why not keep one NQROC landfill with multiple transfer stations - I suggest it would reduce costs. The travel time/distance is not that different to Melbourne.
43	Townsville City Council	More attention needs to be given to waste education in order to have success implementing the strategy.
44	Townsville City Council	More bins for better categorised recycling would be great
45	Townsville City Council	More education needed for recycling
46	Townsville City Council	Much more needs to be done. Look at a power plant that runs from the methane that is produced by the landfill. Recycling should be collected weekly, have a food scraps bin and green waste bin for each house.
47	Townsville City Council	Need investment to develop alternative technologies and research in this area.
48	Townsville City Council	Nil
49	Townsville City Council	Not sure what this is
50	Townsville City Council	Please ensure significant steps are taken towards eliminating landfill use, increasing recycling & enabling better disposal of organic waste (including the introduction of residential green waste bins & offering smaller rubbish bin sizes) ASAP.
51	Townsville City Council	Please have more recycling bins
52	Townsville City Council	Please process green waste into mulch sold back to residents . Pls implement green bin immediately.
53	Townsville City Council	Provide incentives for local households and businesses to recycle through putting in survives and creating jobs and recycling proving rewards for those that participate

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Response	LGA	Do you have any additional comments regarding the NQ Waste and Resource Recovery Strategy?
54	Townsville City Council	Simple: provide more recycling facilities, resources and opportunities. Put your money where your mouth is.
55	Townsville City Council	Starting with less material means ending with less material as waste. Ban polystyrene and single use plastic. Refill options and containers for more products (shampoo, water, alcohol, food, etc).
56	Townsville City Council	The Burdekin shire already has green waste bins implemented and has for quite a while, I would love for this to be implemented across the whole region. I hope all of these strategies will be implemented as increased facilities will boost the community.
57	Townsville City Council	There should be greater financial incentives for households to switch to smaller red bins. The administration fee is prohibitively expensive at the moment and the amount saved in rates each year is negligible by comparison.
58	Townsville City Council	These strategies need to be implemented prior to 2030.
59	Townsville City Council	They need to do something which is better than nothing, but no, I am not happy with their current strategy. We are capable of much more than that, and we need to rise to the occasion if we want future generations to live a better quality of life.
60	Townsville City Council	This plan needs to be clearer for people to read and understand. Currently Townsville pays so much more for waste than anywhere else.
61	Townsville City Council	This strategy is just a good start- North Qld needs to invest in a manufacturing industry using recycled material.
62	Townsville City Council	we do not do enough we need plants that will take our recycled waste and use it here not thousands of miles away. we defeat the recycled purpose if we just transfer that problem to transport.
63	Townsville City Council	We do not have a recycling service in Alligator Creek. We recycle manually by carrying our waste to the dump but we are unsure about whether our material is in fact recycled.
64	Townsville City Council	We need recycling bins at Alligator Creek now
65	Townsville City Council	We need to minimise our waste miles and become a recycling centre for the north. We also need to invest in local industry and manufacture of packaging that is made from banana leaves etc
66	Townsville City Council	Whole region should have recycling and more advertising so people don't contaminate recycling with non recyclables.
67	Townsville City Council	Why can't the combustible items be put into a furnace to produce power, you know boil water ,turbine , power
68	Townsville City Council	Why can't you put adds on tv explaining to people how to recycle?
69	Townsville City Council	Why does it take a decade to answer a simple solution.
70	Townsville City Council	Would the profit from the "Business" of private companies recycling be put back into the hands of each council based on put through and if so I would expect that to go back into the rates bucket and be paid down through rates lowering costs to rates.



*THIS REPORT HAS BEEN PREPARED BY TOWNSVILLE CITY COUNCIL
ON BEHALF OF THE NORTH QUEENSLAND REGIONAL
ORGANISATION OF COUNCILS*

FOR MORE INFORMATION, VISIT HAVEYOURSAYTOWNSVILLE.QLD.GOV.AU