Document Information

Prepared by: Waste and Litter Education Officer

Checked by: Manager Services

Council Approval date:

Acknowledgments:

The Hume City Council Waste Management Strategy 2012-16 was developed with contribution from the following service areas and departments:

- Services
- Engineering and Support Services
- Public Works and Services
- Marketing and Communications
- Parks
- Sustainable Environment

List of Acronyms used

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>ARRT</td>
<td>Advanced Resource Recovery Technology</td>
</tr>
<tr>
<td>CPRS</td>
<td>Carbon Pollution Reduction Scheme</td>
</tr>
<tr>
<td>Hh</td>
<td>Household (as in per Household)</td>
</tr>
<tr>
<td>EPA</td>
<td>Environment Protection Authority Victoria</td>
</tr>
<tr>
<td>KPIs</td>
<td>Key Performance Indicators</td>
</tr>
<tr>
<td>MGB</td>
<td>Mobile Garbage Bin (i.e. wheelie bin)</td>
</tr>
<tr>
<td>MAV</td>
<td>Municipal Association of Victoria</td>
</tr>
<tr>
<td>MRF</td>
<td>Materials Recovery Facility</td>
</tr>
<tr>
<td>MSW</td>
<td>Municipal Solid Waste</td>
</tr>
<tr>
<td>MUD</td>
<td>Multi Unit Development</td>
</tr>
<tr>
<td>MWMG</td>
<td>Metropolitan Waste Management Group</td>
</tr>
<tr>
<td>PPR</td>
<td>Public Place Recycling</td>
</tr>
<tr>
<td>RRC</td>
<td>Resource Recovery Centre</td>
</tr>
<tr>
<td>SV</td>
<td>Sustainability Victoria</td>
</tr>
<tr>
<td>TZW</td>
<td>Towards Zero Waste</td>
</tr>
<tr>
<td>VLAA</td>
<td>Victorian Litter Action Alliance</td>
</tr>
<tr>
<td>VARRI</td>
<td>Victorian Advanced Resource Recovery Initiative</td>
</tr>
<tr>
<td>WMS</td>
<td>Waste Management Strategy</td>
</tr>
</tbody>
</table>
# TABLE OF CONTENTS

1 INTRODUCTION 5

1.1 Waste Management Overview 5

1.2 Purpose of the Waste Management Strategy 6

1.3 Program Partners and Stakeholders 6

1.4 Best Practice Waste Management 8

2 BACKGROUND 10

2.1 Waste Legislative Context 10

2.2 Current Waste Management Programs 13

2.3 Overview Of Current Council Waste Contracts 22

2.4 Community Satisfaction With Waste Collection Services 23

3 SITUATIONAL ANALYSIS 24

3.1 Snapshot Of Hume City 24

3.2 Relationship to other Hume City Council Plans, Policies and Strategies 27

3.3 Previous Waste Management Strategy 30

3.4 Waste Management in Hume Today 30

3.5 Community Consultation 32

4 KEY DIRECTIONS 34

4.1 Strategy Objectives 34

4.2 Key Waste Focus Areas 34
  KFA 1: Alternative Waste Management 35
  KFA 2: Product Stewardship Programs 35
  KFA 3: Waste Management in Council’s Planning Scheme 36
  KFA 4: Waste Management Provision in Open Space Planning 36
  KFA 5: Size of residential kerbside bins 37
  KFA 6: Australian Standard Bin Colours 40
  KFA 7: Kerbside Organics Collection Service 41
  KFA 8: Expansion of recycling in hard waste contract 42
  KFA 9: Stolen bins 43
  KFA 10: Services to Industrial Properties 43
  KFA 11: Services to Commercial Properties 45

4.3 Communications 46

4.4 Program Priorities, Timeframes And Budget 46
4.5  Advocacy  47

5  ACTION PLAN  48
5.1  Key Performance Indicators and Key Outcomes  53

6  APPENDICES  54
6.1  Waste Management Strategy 2002 and Beyond Action Summary  54
6.2  Waste Management Community Survey (Ratepayers)  56
6.3  Waste Management Survey 2011 – Executive Summary  71
1 INTRODUCTION

1.1 Waste Management Overview

What is Waste?

The Environmental Protection Authority (EPA) defines waste as “any material or substance that is of no further use and has been discarded.” It goes on to state, “if not properly managed waste can cause pollution and adverse impacts on the environment. Disposing of waste that could be reused or recycled is often a waste of resources, a lost opportunity and a waste of money.”

As defined by the Environment Protection Act 1970 waste is specified as: “any matter, whether solid, liquid, gaseous or radioactive, which is discharged, emitted or deposited in the environment in such volume, constituency or manner as to cause an alteration of the environment”. Waste that is potentially hazardous to humans or the environment from commercial or industrial sources is further regulated under the Environment Protection (Industrial Waste Resource) Regulations 2009.

Waste Management in Local Government

Local governments are largely responsible for the collection, and safe storage, recycling and disposal of household waste.

Waste management in local government covers the strategic planning and management of a wide range of activities including:

- Waste and recyclables collection at the kerbside in Mobile Garbage Bins (wheelie bins)
- Waste and recyclables collection from a diverse range of residential and mixed use properties (such as schools, care facilities, council run facilities and small commercial properties);
- Hard waste collection, including metals and mattresses
- Green waste collection (branches, shrubs etc.) and green waste tree mulching
- Street litter collection (including street litter bins);
- Street sweeping and cleansing;
- Public Place Recycling (PPR);
- Illegally dumped waste collection, usually hard rubbish;
- Waste and recyclables generated at local Festivals and Events;
- Oversight and/or management and operation of waste transfer stations, resource recovery centres and/or drop-off facilities;
- Solid inert and organic (green waste and timber) waste and recyclables from residential properties disposed of at local Transfer Stations, Resource Recovery Centres and drop off facilities;
- e-Waste collection, usually at a drop-off facility; and
- Management of drop-off of household hazardous/toxic waste (e.g. household chemicals, motor oils, paint, car batteries, gas bottles etc).
1.2 Purpose of the Waste Management Strategy

This Waste Management Strategy (2012-2016) was developed to complement Council’s vision and support state government waste reduction targets.

The Hume City Council Plan 2010-13 states Council “endeavours to enhance community pride by resourcing services to deliver a clean appearance of the City”

The actions and recommendations proposed in this strategy address Hume’s responsibility to meet the waste reduction and recovery targets outlined in state and federal legislation and policies.

The strategy provides strategic direction for recovery of resources and disposal of residual waste within Hume City Council. The primary objectives of the strategy are:

- To reduce waste to landfill and to increase resource recovery in accordance with state Towards Zero Waste targets
- To implement best practice approach to waste management

1.3 Program Partners and Stakeholders

The following organisations are key stakeholders in waste management programs and activities:

**Cleanaway/Transpacific Industries (TPI)**
Transpacific Industries Group Ltd is a publicly listed company with annual revenue of more than $2 billion. Transpacific owns and operates a number of other key brands, including Transpacific Cleanaway, Transpacific Industries Group Ltd (NZ), Superior Pak waste equipment manufacturing, and MAN and Western Star heavy-duty vehicles.

Transpacific Cleanaway is responsible for Council’s at call hard waste service.

**Environmental Protection Authority (EPA)**
The Environment Protection Authority is a statutory authority established under the Environmental Protection Act 1970. Its role is to work with government agencies, industry and the community to reduce and control air and water pollution, waste and noise. The EPA is responsible for the development and implementation of Victoria’s statutory framework for waste, which helps to drive resource efficiency, sustainable waste management and the prevention of pollution.

**Hansons Landfill, Wollert**
Hansons landfill operates to accept putrescibles waste from Councils in the northern metropolitan region: Banyule, Darebin, Moreland, Whittlesea, Hume and Nillumbik and commercial waste from local companies. The landfill accepts approximately 250,000 tonnes per annum of putrescibles waste.

Hanson’s Landfill operates to current environmental best practice in terms of landfill liners; leachate collection and treatment systems; and methane gas extraction systems that reduce the release of greenhouse gases as well as generating electricity.

Residual waste from Council’s domestic garbage service and waste services collected from the east side of the municipality is disposed of at Hanson’s Landfill in Wollert.

**J.J. Richards and Sons Pty Ltd**
J.J. Richards and Sons is Australia’s largest privately owned waste management company. They are a signatory to the National Packaging Covenant, National Greenhouse Challenge, and the Environmental Protection Agency’s ecoBiz Program. J.J. Richards is responsible for eleven divisions, subsidiary companies and joint venture partnerships.

J.J. Richards is responsible for the collection of the kerbside domestic commingled recycling stream.
Metropolitan Waste Management Group (MWMG)
The Metropolitan Waste Management Group was established in 2006 following the amalgamation of the four regional metropolitan waste management groups, under the Environmental Protection (Amendment) Act 2006. The group is a legally constituted body responsible for coordinating municipal waste management activities in metropolitan Melbourne.

Sita Environmental Solutions
Sita Environmental Solutions operate the organics composting facility at the Cooper Street Recycling precinct, Epping.

The site accepts Council’s organic waste collected in accordance with the kerbside domestic organics service.

SKM Recycling
SKM Recycling is the receiving body for Council’s kerbside domestic commingled recycling service.

It provides recycling sorting services to 12 Victorian Shires/Councils including Regional Waste Management Groups.

Sustainability Victoria (SV)
Sustainability Victoria was established under the Sustainability Victoria Act 2005 (Act No. 65/2005). It is an agency of the Victorian Government which facilitates sustainable resource use by working with the community, businesses and government to deliver outcomes in the areas of carbon pollution reduction, and use of energy, water and materials. Sustainability Victoria is responsible for producing the Towards Zero Waste framework and the associated reporting requirements.

Veolia Environmental Services
Veolia, formerly known as Collex, has been operating in the Australian Waste Management Industry for almost 40 years. Currently operating in over five continents Veolia have experience in managing solid, liquid, hazardous and non-hazardous waste.

Veolia will be responsible for managing the new composting facility in Bulla due to open during 2013.

Waste Management Association of Australia (WMAA)
The Waste Management Association of Australia is a member association of waste management professionals. It provides networking, communication and project opportunities to encourage sustainable waste management.
1.4 Best Practice Waste Management

Best practice waste management follows the waste hierarchy as is appears in the *Environment Protection Act 1970*. The Act states that all waste should be managed according to the hierarchy with avoidance being the most desired option and disposal the least preferred, Figure One.

The following documents provide best practice direction to waste management services and infrastructure in Victoria.

**Sustainability Victoria – Guide to Preferred Standards for Kerbside Recycling in Victoria**

The Guide to Preferred Standards for Kerbside Recycling in Victoria was developed by EcoRecycle Victoria to provide direction to local government and industry on cost efficient kerbside recycling systems. The standards apply to the collection, sorting and transport of commingled recycling.

**Australian Standard for Manufactured Wheelie Bins, AS4123.7 - 2006**

The Uniform Kerbside Collections Report produced by RMIT examines the potential to implement the Australian Standards for Mobile Waste Containers (AS4123) across metropolitan Melbourne to increase recovery of recyclable materials through kerbside collections.

The report findings provides recommendations to implement a short term transition to uniformity based on the current colour schemes used by councils, with a long term goal of all 30 metropolitan Councils to implement uniform colours in accordance with the AS4123 colour scheme.
WorkSafe Victoria Non Hazardous Waste and Recyclable Materials Guidelines

The guidelines provided in the WorkSafe Victoria Non Hazardous Waste and Recyclable Materials Guidelines are designed to assist “industry to improve occupational health and safety performance” and apply to “systems of work used for the collection, compaction and transfer of:

- Non hazardous domestic and commercial waste, and;
- Recyclable materials collected for further processing.”

“This covers collection of:

- Kerbside domestic waste
- Kerbside recyclables (excluding clothing)
- Commercial waste (excluding liquids or hazardous substances).”

EPA Best Practice Environmental Management - Siting, Design, Operation and Rehabilitation

The EPA is reviewing the Best Practice Environmental Management – Siting, Design, Operation and Rehabilitation (Landfill BPEM) to include new technology and improved management practices at landfills.

Hume is required to use the Landfill BPEM in relation to works approval applications and compliance actions.

Hume currently manages two operational waste facilities and is responsible for various closed landfill sites.

Landfill Levy increases

In 2010, the Victorian Government announced an increase in the landfill levy to provide an incentive to increase resource recovery and recycling. The increases will occur in annual increments beginning in July 2010.

The following table (Table One) summarises the proposed increases to the levy, a review of these increases will occur to determine if any changes are required for 2012/13 and beyond.

Hume City Council manages the Riddell Road Waste and Recycling Transfer Station and Bolinda Road Resource Recovery Centre. The increase in the landfill levy will increase the operating cost of Council’s waste disposal from municipal domestic waste and other waste collection programs; including the Hard Rubbish Service provided to residents.

<table>
<thead>
<tr>
<th>Table One - Proposed increase to Landfill Levy</th>
</tr>
</thead>
<tbody>
<tr>
<td>$ per tonne</td>
</tr>
<tr>
<td>Melbourne and Provincial Centres</td>
</tr>
<tr>
<td>Municipal levy</td>
</tr>
<tr>
<td>Industrial levy</td>
</tr>
<tr>
<td>Rural</td>
</tr>
<tr>
<td>Municipal levy</td>
</tr>
<tr>
<td>Industrial levy</td>
</tr>
</tbody>
</table>
2 BACKGROUND

2.1 Waste Legislative Context

This Strategy has been developed to ensure that the objectives and targets of the Federal and State Government policies influence and lead waste management activities in the community.

The following State and Federal legislation and policies are fundamental to Hume City Council’s Waste Management Strategy:

- Environment Protection Act (EP Act) 1970, with Amendment in 2006;
- Federal Government’s National Waste Policy, launched in late 2009;
- Victorian State Government’s Our Environment Our Future: Victoria’s Sustainability Framework released in 2005

A summary of each of these strategies has been provided in Sections 2.1.1 and 2.1.2.

The relationship between the state and federal legislation, policies and strategic plans and the integration of Hume City Council’s is represented in Figure Two.

Figure Two – Relationship of Legislation, Policies and Plans
Federal Legislative Context

National Waste Policy: Less Waste, More Resources

The National Waste Policy: Less Waste, More Resources, adopted in 2009, provides direction for waste management in Australia for the next ten years. The following six key areas have been identified in the Policy to deliver economical, environmental and social benefits in regards to waste management:

- Taking responsibility
- Improving the market
- Pursuing sustainability
- Reducing hazard and risk
- Tailoring solutions
- Providing the evidence

Carbon Pollution Reduction Scheme (CPRS)

The Carbon Pollution Reduction Scheme is a framework for reducing carbon pollution in Australia. The CPRS is currently proposed to comprise a ‘cap and trade’ scheme. The cap will place an upper limit on Australia’s carbon pollution, which will be reduced incrementally over time. The trade component assists with the economic cost of meeting the reduction targets.

State Legislative Context

Towards Zero Waste Strategy 2005 (TZW)

The objectives of the Towards Zero Waste Strategy are to reduce and recover solid waste and to reduce the environmentally damaging impacts of waste. The key targets of the TZW strategy are:

1. A 1.5 million tonne reduction in the projected quantity of solid waste generated by 2014.
2. 75% by weight of solid waste recovered for reuse, recycling and/or energy generation by 2014
3. 65% by weight of solid waste recovered for reuse, recycling and/or energy generation by 2014 from the municipal sector

Victorian Litter Strategy – Creating Cleaner, Safer Places

The Victorian Litter Strategy was released in 2009 with the objective:

- To prevent litter and improve litter management practices to meet the TZW littering behaviour target and achieve clean and safe public places.

The strategy outlines four key areas for future directions:

1. A coordinated state wide approach;
2. Improved litter prevention and management;
3. Behavioural change; and
4. Improved measurement and reporting

Solid Industrial Waste Management Plan

The Solid Industrial Waste Management Plan was developed to establish goals and targets for solid waste management (e.g. Commercial & Industrial and Construction & Demolition waste) in Victoria.

National Packaging Covenant (NPC)

The National Packaging Covenant is voluntary initiative by government and industry to reduce the effects of packaging disposal on the environment, improve design and production processes and increase reuse and recycling of packaging materials.
Metropolitan Waste Management Group (MWMG)

The Metropolitan Waste Management Group is responsible for coordinating municipal waste management activities in Melbourne on behalf of the 30 metropolitan councils it represents (Figure Three), this involves:

- advising metropolitan councils on best practices in municipal waste management and resource efficiency;
- entering into and managing contracts and arrangements to develop and facilitate waste management services for metropolitan councils; and
- Assessing the need for, and planning for, municipal waste management infrastructure and landfills in metropolitan Melbourne.

The MWMG targets are consistent with the Towards Zero Waste Strategy targets.

Victorian Advanced Resource Recovery Initiative (VARRI)

The Victorian Advanced Resource Recovery Initiative (VARRI) has the potential to influence waste management and infrastructure planning in Melbourne. The VARRI initiative will assess the introduction of Advanced Resource Recovery Technologies (ARRT) to divert municipal waste from landfill. The trend towards the three bin system for residential segregation of waste will likely continue with the residual waste stream diverted to an ARRT facility. Best practice will depend on community needs and a triple bottom line evaluation. Technologies trialled in New South Wales will provide a learning platform to facilitate the development of ARRT facilities in metropolitan Melbourne. The VARRI project is being delivered by the Department of Sustainability and Environment in partnership with the Metropolitan Waste Management Group.

Metropolitan Waste Resource and Recovery Strategic Plan

The Metropolitan Waste Resource and Recovery Strategic Plan are ancillary to the Towards Zero Waste (TZW) Strategy for Victoria. The Plan has been developed to deliver on the TZW targets, focussing on metropolitan Melbourne which is responsible for 70% of Victoria’s waste generation.

In particular the Plan will focus on:

- Encouraging recovery and reuse of different materials
- Victoria becoming a flagship for resource recovery technology, services and infrastructure
- Improvement of recycling and efficiency in resource use.

The Plan is divided in to three sections, according to the Environment Protection Act:

- The metropolitan plan for management of all solid waste in metropolitan Melbourne
- The municipal solid waste infrastructure schedule
- The metropolitan landfill schedule

The Plan places particular focus on municipal solid waste, due to indications this sector is not progressing towards successfully meeting interim targets. Specifically, recovery of organic waste from the residual (garbage) stream is proposed through development of advanced resource recovery technology (ARRT) facilities in Melbourne.


Figure Three - Geographical Boundaries of Metropolitan Local Governments
2.2 Current Waste Management Programs

The following sections provide a summary of the current waste management programs and services provided by Council.

Kerbside Collection Services

Council provides mobile garbage bins (MGBs) for the following kerbside services for all properties within Hume:

- Commingled recyclables;
- Garbage (residual waste);
- Green organics (optional, user pays service).

A summary of the kerbside services available to residents and the associated mobile waste container options are provided below, Table One.

Table One – Summary of kerbside residential waste services

<table>
<thead>
<tr>
<th>Stream</th>
<th>Collection</th>
<th>Mobile Garbage Bin Options</th>
<th>Materials Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage (green lid)</td>
<td>Weekly</td>
<td>80L, 140L* or 240L</td>
<td>Food scraps, plastic bags, plastic packets, foil wrappers, old clothing, shoes, linen, broken crockery, window glass, mirrors, light globe, general household rubbish, polystyrene, foam, broken toys, nappies.</td>
</tr>
<tr>
<td>Commingled Recycling (green or yellow)</td>
<td>Fortnightly</td>
<td>140L or 240L*</td>
<td>Steel cans, aluminium cans, aluminium foil, paper, cardboard, milk and juice cartons, glass bottles and jars, plastic bottles and containers.</td>
</tr>
<tr>
<td>Organics (optional service) (Maroon Lid)</td>
<td>Fortnightly – alternating with recyclables collection</td>
<td>140L or 240L</td>
<td>Fruit and vegetable scraps, small branches, twigs, grass clippings, leaves, garden prunings and weeds.</td>
</tr>
</tbody>
</table>

* Denotes standard bin size
Table Two summarises the number of various sized waste containers in service as at January 2012:

### Table Two – Number of waste container sizes in service @ January 2012

<table>
<thead>
<tr>
<th>Waste Stream</th>
<th>Mobile waste container</th>
<th>Number of Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Garbage</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80L</td>
<td>2,826 (4.7%)</td>
<td></td>
</tr>
<tr>
<td>140L</td>
<td>50,947 (83.8%)</td>
<td></td>
</tr>
<tr>
<td>240L</td>
<td>6,991 (11.5%)</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>60,764</td>
</tr>
<tr>
<td><strong>Recycling</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>140L</td>
<td>103 (0.2%)</td>
<td></td>
</tr>
<tr>
<td>240L</td>
<td>60,615 (99.8%)</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>60,718</td>
</tr>
<tr>
<td><strong>Green Organics</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>140L</td>
<td>6,737 (38.4%)</td>
<td></td>
</tr>
<tr>
<td>240L</td>
<td>10,796 (61.6%)</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>17,533</td>
</tr>
</tbody>
</table>

The number of 240L garbage bins in service is more than double the number of 80L garbage bins in service indicating a culture of waste disposal rather than recovery in the kerbside waste stream.

Based on the weight of materials collected from each waste stream in 2010/11, the garbage stream represented over 60% of the materials presented to the kerbside, further reiterating the culture of waste disposal in preference to recovery, Figure Four.

### Figure Four – Composition of weekly waste collections

**Domestic Garbage Stream**

Within the garbage stream, the most prevalent material by weight was food organics accounting for 41.3% of the garbage stream, representing the greatest potential for recovery, Table Three. Recoverable organics and materials with the potential to be recovered through the commingled recycling service accounted for 18.6% and 11.2% respectively.
Table Three - Composition of kerbside domestic Garbage stream

<table>
<thead>
<tr>
<th>Waste Type</th>
<th>% Composition</th>
<th>Recyclable Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food organics</td>
<td>41.3%</td>
<td>Recoverable</td>
</tr>
<tr>
<td>Garden organics</td>
<td>18.6%</td>
<td>Recoverable</td>
</tr>
<tr>
<td>Paper and cardboard</td>
<td>6.4%</td>
<td>Recyclable</td>
</tr>
<tr>
<td>Other recyclables</td>
<td>3.0%</td>
<td>Recyclable</td>
</tr>
<tr>
<td>Plastics</td>
<td>1.8%</td>
<td>Not recyclable</td>
</tr>
<tr>
<td>Nappies and sanitary</td>
<td>6.6%</td>
<td>Not recyclable</td>
</tr>
<tr>
<td>Hazardous</td>
<td>0.1%</td>
<td>Not recyclable</td>
</tr>
<tr>
<td>Other materials (please specify)</td>
<td>22.2%</td>
<td>Not recyclable</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
<td>-</td>
</tr>
</tbody>
</table>

Commingled Recycling Stream

SKM Recycling, Council’s recycling processor, provides monthly reports of the composition of materials and environmental savings achieved from the materials collected in the kerbside commingled recycling stream. The reports from 2010/11 identify paper and cardboard as the most prevalent materials in the stream, refer to Table Four.

Table Four – Composition of materials in kerbside commingled recycling stream, from SKM Recycling reports

<table>
<thead>
<tr>
<th>Waste Type</th>
<th>% Composition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper/Cardboard</td>
<td>52.8%</td>
</tr>
<tr>
<td>Liquid Paperboard</td>
<td>0.8%</td>
</tr>
<tr>
<td>Glass</td>
<td>23.4%</td>
</tr>
<tr>
<td>Aluminium</td>
<td>1.1%</td>
</tr>
<tr>
<td>Steel</td>
<td>2.8%</td>
</tr>
<tr>
<td>Recyclable Plastics</td>
<td>6.1%</td>
</tr>
<tr>
<td>Mixed Plastic</td>
<td>0.9%</td>
</tr>
<tr>
<td>Contaminants/waste</td>
<td>12.0%</td>
</tr>
<tr>
<td>Total</td>
<td>100%</td>
</tr>
</tbody>
</table>

Annual audits of the kerbside commingled recycling stream are also conducted to determine composition of materials and rate of contamination. The audit results present a similar trend to the SKM reports, with recyclable paper identified as the most prevalent material type accounting for 35.3%, Table Five.

Table Five - Composition of kerbside commingled recycling stream

<table>
<thead>
<tr>
<th>Waste Type</th>
<th>% Composition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paper (recyclable)</td>
<td>35.29%</td>
</tr>
<tr>
<td>Cardboard (Card, liquid paper board)</td>
<td>20.81%</td>
</tr>
<tr>
<td>Plastics</td>
<td>5.35%</td>
</tr>
<tr>
<td>Containers (other than plastic)</td>
<td>25.39%</td>
</tr>
<tr>
<td>Other materials (specify) -glass fines</td>
<td>3.45%</td>
</tr>
<tr>
<td>Contaminants/waste</td>
<td>9.71%</td>
</tr>
<tr>
<td>Total</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

In 2010, the audit recorded a reduction in contamination levels from 10.2% (in 2009) to 9.7%. There were no audit results available for comparison for 2011 due to a fire at the processing facility.
Council also operates a recycling bin inspection program to assess the amount of non-recyclable materials in the kerbside commingled recycling stream.

Inspections are conducted in target areas based on feedback from the recycling contractors and materials recovery contractor. A total of five inspections are conducted every fortnight.

Residents identified with non-recyclable items (contaminants) in their recycling bins receive a letter outlining the issues surrounding contamination. Recycling bins identified with contaminants are missed from the scheduled collection and residents may arrange an alternate collection once the contaminants have been removed.

The volume of materials collected via the recycling stream has remained fairly consistent however the rate of contamination has dropped from 19.2% in 2005/06 to 9.7% in 2009/10, Figure Five. This indicates that a greater proportion of recyclable material is being correctly presented to the recycling stream. The drop in contamination rates may also be attributed to the education campaigns promoting positive recycling behaviours, including the bin inspection program.

Figure Five – Trend in materials collected and contamination rates in the recycling stream
Organics Kerbside Collection Service

The green organics service is an optional, user-pays service to supplement the standard waste service. Residents have the option of a 140L or 240L mobile garbage bin. A summary of charges relating to each bin size for 2011/12 has been provided below:

<table>
<thead>
<tr>
<th>Bin Size</th>
<th>Charges</th>
</tr>
</thead>
<tbody>
<tr>
<td>140L</td>
<td>$87.00 (Annual service fee) + $60.50 Establishment fee</td>
</tr>
<tr>
<td>240L</td>
<td>$101.00 (Annual service fee) + $60.50 Establishment fee</td>
</tr>
</tbody>
</table>

The number of households participating in the organics service has risen from 24% (11,330) of households in 2006 to 29% (17,533) of households in January 2012. Figure Six summarises the uptake of the organics service since 2004 in relation to the number of households. Further investigation to increase participation in the kerbside organics service is warranted.

Figure Six– Number of properties participating in kerbside organic service
**Hard Waste**

In addition to the kerbside services, an ‘at call’ hard waste service is available to collect bulky household items and appliances.

Council provides residents with a free hard waste service comprising of:

- One free home collection of up to three cubic metres of hard rubbish

And one of the following extra free options:

- An additional home collection of up to three cubic metres of hard waste. This collection may be combined with the original collection to total a once off collection of six cubic metres of hard rubbish; OR
- Two free visits to a Hume City Council waste facility to dispose of a load of rubbish in either a single-axle trailer, car boot, van, station wagon, 4WD or utility tray (ute); OR
- One free visit to a Hume City Council waste facility to dispose of a load of rubbish in a double-axle (tandem-axle) trailer.

The following materials are accepted in the hard waste home collection service:

<table>
<thead>
<tr>
<th>Stream</th>
<th>Collection</th>
<th>Materials Accepted</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hard Waste</td>
<td>At call</td>
<td>Mattresses, bed bases, pottery, ceramics, chinaware, household whitegoods, appliances, sinks, computers, air conditioners, hot water units, scrap metal, tools, car parts, lawn mowers, incinerators, roof iron and guttering, household furniture and toys, carpet, car tyres, fences, sheet glass, mirrors and windscreens.</td>
</tr>
</tbody>
</table>

A summary of the composition of materials collected through the ‘at call’ hard waste home collections has been provided in Figure Seven. ‘Wood’ products are the most common materials collected through the service, accounting for 17% of the materials collected.

Mattresses, whitegoods, metal appliances and tyres are recycled from the hard waste home collection service, representing a 20% recovery of materials from this waste stream.

![Figure Seven – Composition of materials collected from home hard waste collection service](image)

Performance survey results from the hard rubbish home collection service indicate over 98% of respondents were ‘satisfied’ to ‘very satisfied’ with the service.
Mulching Days
Council provides 18 free mulching days to dispose of tree branches at six locations across the municipality. A maximum of four cubic metres per household can be taken to a mulching day. Mulch may be left for Council to dispose of or taken home.

Management and operation of the Bolinda Road Resource Recovery Centre and Sunbury Waste and Recycling Transfer Station and Landfill
Hume City Council manages two waste facilities within the municipality:

- Bolinda Road Resource Recovery Centre, Campbellfield
  The Resource Recovery Centre at Bolinda Road, Campbellfield, accepts household waste, hard waste items and green waste.

- Riddell Road Waste and Recycling Transfer Station and Landfill
  The Waste and Recycling Transfer Station and Landfill in Riddell Road, Sunbury, accepts municipal solid waste from the Sunbury area and surrounding municipalities in addition to household waste, hard waste and green waste from residents.

Note: A Household Detox Centre also operates at each site offering residents free disposal of household chemicals and poisons; light globes; paint and motor oil; batteries (car and household); and gas bottles for recycling.

Street and Park Litter Bins
A total of 2,004 street litter bins are serviced by the Public Works and Services department on a weekly rotational program as determined by the usage of the bins.

Street sweeping
Hume City Council operates four street sweepers and two footpath sweepers on a rotational program.
**Public Place Recycling (PPR)**

Public place recycling has been introduced to the Broadmeadows Central precinct and surrounds. Broadmeadows Central consists of Hume City Council’s 5 Green Star Energy rated Municipal Office, Global Learning Centre (GLC), Youth Central, Town Hall and Leisure Centre. It is adjacent to the Broadmeadows Train Station, Broadmeadows Town Centre (shopping centre) and Broadmeadows Police Station and Law Courts.

In addition to the Broadmeadows precinct, public place recycling was also introduced to Dallas shopping centre and Sunbury streetscape during 2011.

**Collection of illegally dumped waste**

Council is responsible for the collection of litter and illegally dumped materials on Council land including road reserves. A dedicated litter officer is responsible for investigating instances of illegal dumping for evidence for prosecution.

Illegal dumping is prosecuted by the City Laws department under the Environment Protection Act 1970. Illegal dumping is not a separate offence under the act and is generally interchangeable with ‘littering’.

Covert surveillance technology has been trialled as an interactive surveillance tool that allows remote monitoring of illegal dumping hot spots.

**Collection of waste and recyclables generated at local Festivals and Events**

Hume City Council participated in Sustainability Victoria’s Waste Wise Program for events, which involved promoting public place recycling and positive littering behaviours at all Council events. Council has continued to promote these practices and strive for greater diversion from landfill following the close of the Waste Wise Program.

**Collection of recyclable materials in conjunction with Hume City Council’s Litter Management Strategy 2009-2013**

Hume City Council’s Litter Management Strategy 2009-2013 proposes materials collection days for commonly disposed of household items. The following schedule of collections is in place:

<table>
<thead>
<tr>
<th>Material Type</th>
<th>Collection Year</th>
<th>Volume of material collected</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic waste</td>
<td>2010/11</td>
<td>12,986kg</td>
</tr>
<tr>
<td>Tyres</td>
<td>2010/11</td>
<td>68 tyres collected</td>
</tr>
<tr>
<td>Mattresses</td>
<td>2011/12</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**School Recycling Program**

Hume City Council provides a free recycling service to schools. Schools are entitled to:

- Up to 10 x 240L recycling bins per 30 students (or 140L bin equivalent)  
  AND
- Up to two 240L garden organics bins; or
- Two compost bins and one worm farm.

A total of 45 schools are participating in the schools recycling program, a summary of the service uptake by schools is provided below, Table Seven.
### Table Seven – Summary of services provided to schools

<table>
<thead>
<tr>
<th>Waste type</th>
<th>Type of service</th>
<th>Type of container</th>
<th>Type of waste materials</th>
<th>Number of services in 2010/11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Organics</td>
<td>Kerbside collection</td>
<td>240L or 140L</td>
<td>Fruit and vegetable scraps, small branches, twigs, grass clippings, leaves, garden prunings and weeds, Steel cans, aluminum cans, aluminum foil, paper, cardboard, milk and juice cartons, glass bottles and jars, plastic bottles and containers.</td>
<td>11 bins in service</td>
</tr>
<tr>
<td>Commingled Recyclables</td>
<td>Kerbside collection</td>
<td>240L or 140L</td>
<td>Steel cans, aluminum cans, aluminum foil, paper, cardboard, milk and juice cartons, glass bottles and jars, plastic bottles and containers.</td>
<td>181 x 240L 239 x 140L</td>
</tr>
<tr>
<td>Compost</td>
<td>Not applicable</td>
<td>210L</td>
<td>Fruit and vegetable scraps, small branches, twigs, grass clippings, leaves, garden prunings and weeds.</td>
<td>55 compost bins 27 worm farms</td>
</tr>
</tbody>
</table>
## 2.3 Overview Of Current Council Waste Contracts

Council’s current waste management programs are provided by a combination of internal and external service providers. The following summary provides the contractual details for each program and service, table eight.

<table>
<thead>
<tr>
<th>Service</th>
<th>Contractor (or internal)</th>
<th>Address of facility</th>
<th>Contract Expiration (plus extensions)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerbside Collection</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garbage collection</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Garbage disposal to landfill</td>
<td>Wollert (Hansons)</td>
<td>45 Bridge Inn Rd, Wollert</td>
<td>2015</td>
</tr>
<tr>
<td></td>
<td>Sunbury (Cornfoot Bros. /Council)</td>
<td>515 Riddell Rd, Sunbury</td>
<td>2013</td>
</tr>
<tr>
<td>Green Organics collection</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Green Organics receivable</td>
<td>Sita</td>
<td>480 Cooper Street, Epping</td>
<td>2013</td>
</tr>
<tr>
<td>Mulching days</td>
<td>Hume Contracting</td>
<td>25 Balbethon Drive, Sunbury</td>
<td>2012</td>
</tr>
<tr>
<td>Commingled recyclables collection</td>
<td>J.J. Richards &amp; Sons</td>
<td>50 Elliott Road Dandenong</td>
<td>2017</td>
</tr>
<tr>
<td>Commingled recyclables receivable</td>
<td>SKM Recycling</td>
<td>94 Maffra Street, Coolaroo</td>
<td>2013</td>
</tr>
<tr>
<td>Hard waste</td>
<td>Transpacific Industries</td>
<td>8-14 Havelock Road Bayswater Vic, 3153</td>
<td>2013</td>
</tr>
<tr>
<td>Other waste collections</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Street sweeping and disposal</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Street Cleaning and dumped rubbish collection and disposal</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Litter bins Collection and disposal</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Public Place Recycling (PPR) bins Collection</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>PPR receivable</td>
<td>SKM Recycling</td>
<td>94 Maffra Street, Coolaroo</td>
<td>2013</td>
</tr>
<tr>
<td>Events waste collection and disposal</td>
<td>Council internal</td>
<td>60B Maffra Street, Coolaroo</td>
<td>Ongoing</td>
</tr>
<tr>
<td>Operation and Management of Waste transfer station and/or Resource Recovery Centre</td>
<td>Council/Grab-a-Load</td>
<td>Bolinda Rd, Campbellfield</td>
<td>2025</td>
</tr>
<tr>
<td></td>
<td>Council/Cornfoot Bros.</td>
<td>515 Riddell Rd, Sunbury</td>
<td>2013</td>
</tr>
</tbody>
</table>
2.4 Community Satisfaction With Waste Collection Services

In 2010/11 a new format for community surveys was implemented by Council to replace the Local Government Community Satisfaction Survey.

The survey examines a range of Council services and measures the community’s perceptions of importance and satisfaction. Over the last two years the community have identified ‘Household garbage collection, including recycling’ as the most important service Council provides, Figure Eight.

Figure Eight – Community Survey results for most important service provided by Council

<table>
<thead>
<tr>
<th>Service or facility</th>
<th>Total N</th>
<th>2010/11</th>
<th>2009/10 Mean (5)</th>
<th>2010/11 Mean (5)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household garbage collection including recycling</td>
<td>540</td>
<td>0.2%</td>
<td>0.2%</td>
<td>0.7%</td>
</tr>
<tr>
<td>Providing safe pedestrian crossings</td>
<td>544</td>
<td>0.9%</td>
<td>0.2%</td>
<td>3.5%</td>
</tr>
<tr>
<td>Providing street litter bins around shopping areas</td>
<td>547</td>
<td>0.2%</td>
<td>0.2%</td>
<td>3.3%</td>
</tr>
<tr>
<td>Maintaining local footpaths</td>
<td>545</td>
<td>0.6%</td>
<td>1.5%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Maintaining local street roads (excluding highways and freeways which are controlled by VicRoads)</td>
<td>548</td>
<td>0.2%</td>
<td>0.7%</td>
<td>3.6%</td>
</tr>
</tbody>
</table>

‘Household garbage collection, including recycling’ was also identified as the top performing service in terms of community satisfaction, Figure Nine. Almost half of survey respondents (549) indicated they were ‘very satisfied’ with the service.

Figure Nine – Community survey results illustrating the top performing services provided by Council

<table>
<thead>
<tr>
<th>Service or facility</th>
<th>2010/11</th>
<th>Hume City Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household garbage collection including recycling</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council provides a range of library services that meet your needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Council provides library opening hours to meet your needs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Availability of walking and bike tracks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Providing safe pedestrian crossings</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3 SITUATIONAL ANALYSIS

3.1 Snapshot Of Hume City

Hume City is located on the urban-rural fringe, 20 kilometres north-west of the centre of Melbourne. Hume City Council was created in 1994 when the Shire of Bulla amalgamated with the majority of the City of Broadmeadows. Hume City covers an area of 504 square kilometres and land uses within the municipality are extremely diverse. Land uses include established residential areas, industry, vast rural areas, and areas committed for future urban growth.

Population

In 2012, it is forecast Hume City will be home to over 178,000 people (Australian Bureau of Statistics Estimated Residential Population for Hume in 2009). Its population is diverse, with 29.2% of its residents born overseas, in countries including Turkey, United Kingdom, Italy, Iraq, Lebanon, Malta, Vietnam, Philippines and Sri Lanka. The Hume community is self confident, with residents taking responsibility for their future and an increasing number of people pursuing higher education.
**Age structure**

Hume has a relatively young age profile with 29.4% aged less than 18 years, compared to 22.8% for the Melbourne Statistical Division (MSD). Similarly, the proportion of people aged 65 years or more is only 8.1% for Hume, compared to 12.8% for the MSD (Source: Australian Bureau of Statistics, Census of Population and Housing).

**Strategic positioning**

Hume City is renowned for its strategic positioning, located at the crossroads of Sydney Road, Craigieburn Bypass, Calder Freeway and Metropolitan Ring Road. Hume boasts Melbourne Airport, the second busiest airport in Australia for passenger movements and pre-eminent aviation hub for the southern part of the continent.

Nearly one quarter of all jobs in the northwest region of Melbourne is located in Hume. Of those 36% relate to the export economy. High value added manufacturing is an important part of the industrial base and comprises over 50% of the total economic value of the City.

Hume City Council is situated on the urban growth boundary, which represents a high growth area. Hume’s population is expected to grow by 45.3% from 2010 by 2031. The Craigieburn and Sunbury areas are projected to grow by an average of 4.1% and 2.4%, respectively, each year. This growth will also present a growth in waste generation, increasing the volume of materials collected daily. This increase in volume of materials collected presents a logistical issue for waste collection services.

Hume City has been experiencing strong economic and residential growth and its economy is broadening and deepening however the global economic situation will have an impact on this growth. It is a community that is proud of its natural and built environment. Hume City is a vibrant and progressive city.
Waste Projections - Local residential properties (households) and population characteristics

The following table summarises the projected population growth in Hume, Table Nine. This growth indicates the demand on infrastructure and resources that will be required for waste management in the future.

<table>
<thead>
<tr>
<th></th>
<th>2006 (last census)</th>
<th>2016 (Projected)</th>
<th>2031 (Projected)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Residents</td>
<td>Households</td>
<td>Residents</td>
</tr>
<tr>
<td>Number</td>
<td>154,351</td>
<td>49,847</td>
<td>187,316</td>
</tr>
<tr>
<td>Growth Rate (from 2006)</td>
<td>N/A</td>
<td>N/A</td>
<td>21.4%</td>
</tr>
</tbody>
</table>

Changes to the Kerbside Waste Collection Schedule

Hume’s population growth places a strain on the waste collection services as developments expand within the urban growth boundary. These new developments increase the number of houses and volume of waste collected on these collection days disproportionally to the changes in waste generation in established neighbourhoods.

Logistically, the current waste collection practices are only able to absorb these increased demands in the short term before additional infrastructure or a change to the waste collection schedule is required to balance out collection days and volumes of waste collected.

In January 2010 a major change to the waste collection schedule was made to reduce the demands the growth in the Craigieburn area placed on collection trucks.

This change, accompanied by a minor review in February 2011, will ensure the changes to the waste collection schedule will absorb the current growth in outer suburbs for the next four years.

Services as at January 2012:

<table>
<thead>
<tr>
<th></th>
<th>Collection trucks in service</th>
<th>Bins collected per cycle</th>
<th>Collection cycle</th>
<th>Service cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic waste</td>
<td>12</td>
<td>5,064</td>
<td>Weekly</td>
<td>$3.965 million</td>
</tr>
<tr>
<td>Recycling</td>
<td>5</td>
<td>12,143</td>
<td>Fortnightly</td>
<td>$1.666 million</td>
</tr>
<tr>
<td>Green Waste</td>
<td>2</td>
<td>8,766</td>
<td>Fortnightly</td>
<td>$555,000</td>
</tr>
<tr>
<td>Hard Waste</td>
<td>2 (one recycling, one general waste)</td>
<td>Max. 40 services per working day</td>
<td>As per Section 2.2</td>
<td>$570,000</td>
</tr>
</tbody>
</table>
3.2 Relationship to other Hume City Council Plans, Policies and Strategies

In addition to State and Federal legislation and policies the following policies, codes, strategies and guidelines are related and precursory to the Waste Management Strategy:

Council Plan 2009-2013

The Hume City Council Plan 2009-2013 sets the vision that “Hume City Council will be recognized as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.” The Plan consists of four themes:

1. Council Leadership
2. Prosperity of the City
3. Community Wellbeing
4. Appearance of the City and Environment

The Waste Management Strategy is most closely aligned with Theme 4: Appearance of the City and Environment, which serves to “endeavour to enhance community pride by resourcing services to deliver a clean appearance of the City, with appropriately maintained infrastructure and a well preserved and protected natural environment.”

In particular, the following actions relate directly to waste management within the municipality.

Section 4.1.5 Enhance community pride in the appearance of public and private land by supporting and promoting opportunities to participate in waste and litter management, recycling, graffiti removal, sustainable land management, and sustainable water and greenhouse gas reduction initiatives.

Section 4.1.7 Educate the community on recycling and reducing the waste stream to landfill.

2011/12 Action:

Implement the Waste Wise Education Strategy including:
- Conduct kerbside recycling bin inspections to reduce contamination
- Deliver to all households a comprehensive Waste Calendar/booklet outlining
- Council’s waste services and benefits of recycling.
- Increase community participation in waste management programs and initiatives
- Increase recovery of materials from schools via recycling and composting.

Section 4.3.3 Ensure the Hume environment is sustainably managed for future generations.

2011/12 Actions:

Sustainably manage the Hume environment through:
- Investigating the feasibility of landfill gas harvesting at Riddell Road landfill, Sunbury

City Amenity Strategy

The City Amenity Strategy supports the Council Plan by providing specific objectives and actions to meet the Council vision. The following theme and subsequent actions identified in the City Amenity Strategy are related to waste management:

Theme: Illegal dumping and littering

Actions:
- Reduce illegal dumping (RID) Initiatives.
- Establish Services Amenity Team
- Improve commercial areas’ litter collection infrastructure
- Litter Education Programs
- Hard Waste Service Improvement
- Enforcement
General Local Law No. 1 - 2004

Council’s Local Law provides for waste management. The following extracts have been taken from the General Local Law No. 1-2004 made under Part 5 of the Local Government Act 1989.

Section 2.8 Bulk Waste Containers
Without a permit a person must not place a skip or bulk waste container on a road.

Section 3.7 Waste
The owner or occupier of any land to which Council provides a service for the removal of rubbish, organic or recyclable materials must comply with Council’s Domestic Waste and Recyclables Code, as amended from time to time.

Section 3.6 Household Goods
3.6.1 Unless otherwise authorised by Council a person must not place disused household goods on any road or in a municipal place.

3.6.2 A person must not place a disused refrigerator on any road or in a municipal place without first removing from it every door, lid, and lock, and otherwise rendering it incapable of being closed.

Pathways to Sustainability Framework

The Pathways to Sustainability Framework was developed as a key Council document which guides Council’s decision-making and delivery of services and programs in regards to minimising our impact on the environment and acting as a leader in the community.

The following theme identified in the Framework addresses waste management:

Theme: Support communities to live and work sustainably
Develop a Hume Living Sustainably Program focused on reducing consumption of natural resources, water, energy and waste.

Theme: Build Council Sustainability Leadership
Develop Council’s EcoBuy program, including, targets, awareness raising and training on environmental purchasing.

Planning Strategies

The Planning Guidelines for Waste Management – Medium Density Sites requires applicants to submit a Waste Management Plan with applications for planning permits. The plan provides Council with the details of the following:

- The volume and type of waste to be generated (based on the number of dwellings proposed).
- How the waste is to be stored on site.

In regards to developments with more than two dwellings less than three storeys high State government policy (Rescode) prescribes requirements in regards to services.

Developments over three storeys must refer to the Victorian Guidelines for Higher Density Residential Development.

There is provision for Council to apply its own local policy for waste collection for ease of servicing and space constraints, such as shared bin services.

Public Open Space Planning

There is currently no formal provision for waste management in Council’s public open space planning.
Education Strategy

The Waste Education Strategy was developed to complement the waste management services and programs provided by Council. The key objectives of the strategy are to:

- Increase resource recovery via increased awareness of waste management
- Decrease contamination within current waste recovery stream (recycling and organics)

To achieve these objectives the following key focus areas have been identified to form the strategic action plan:

- School Engagement
- Community Engagement
- Marketing and Communications
- Public Place Waste Management
- Council – Leading by Example
- Business Engagement

Litter Management

The Litter Management Strategy 2009-2013 addresses the presence of litter within Hume. The key objectives of the strategy are:

- To reduce the incidence and consequent impact of litter; and
- To engage the community in removing and preventing litter throughout the City.

A total of seven primary focus areas were identified to provide a multi faceted approach to litter management within the City:

- Community Engagement
- Illegal dumping and littering in shopping precincts
- Marketing and Communications
- High profile roads and residential streetscapes
- Passive recreation areas, parks and open spaces (passive sporting areas, creeks and waterways)
- Active sporting grounds and leisure centres
- Industrial areas
3.3 Previous Waste Management Strategy

A summary of the actions proposed, and their completion status, in the Waste Management Strategy 2002 and Beyond and the 2005 Review of this Strategy is provided in Appendix 6.1.

3.4 Waste Management in Hume Today

The current statistics for the above mentioned waste management programs and activities (Section 2.2) undertaken in Hume have been provided below:

<table>
<thead>
<tr>
<th>Current Waste Management Programs and Activities</th>
<th>Details</th>
<th>2009/10 Statistics</th>
<th>2010/11 Statistics</th>
<th>Change from 2009/10</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kerbside Collection Services</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerbside Dometic Garbage Service</td>
<td>Number of services</td>
<td>57,789</td>
<td>59,382</td>
<td>2.8%</td>
</tr>
<tr>
<td></td>
<td>Annual tonnes of waste collected</td>
<td>35,200</td>
<td>37,585</td>
<td>6.8%</td>
</tr>
<tr>
<td></td>
<td>kg/Hh/yr (generated)</td>
<td>609</td>
<td>632</td>
<td>3.8%</td>
</tr>
<tr>
<td>Kerbside Commingled Recycling Service</td>
<td>Number of services</td>
<td>57,270</td>
<td>59,344</td>
<td>3.6%</td>
</tr>
<tr>
<td></td>
<td>Annual tonnes of waste collected</td>
<td>15,964</td>
<td>16,704</td>
<td>4.6%</td>
</tr>
<tr>
<td></td>
<td>kg/Hh/yr (generated)</td>
<td>279</td>
<td>281</td>
<td>0.7%</td>
</tr>
<tr>
<td></td>
<td>Contamination (tonnes)</td>
<td>1549 (9.7%)</td>
<td>2009 (12.0%)</td>
<td>2.3%</td>
</tr>
<tr>
<td>Kerbside Organics Service</td>
<td>Number of services</td>
<td>14,732</td>
<td>16,560</td>
<td>12.4%</td>
</tr>
<tr>
<td></td>
<td>Annual tonnes of waste collected</td>
<td>4,535</td>
<td>6,178</td>
<td>36.2%</td>
</tr>
<tr>
<td></td>
<td>kg/Hh/yr (generated)</td>
<td>308</td>
<td>373</td>
<td>21.2%</td>
</tr>
<tr>
<td><strong>Total Kerbside Waste and Recyclables Generated</strong></td>
<td>Recovered (tonnes)</td>
<td>18,950</td>
<td>20,873</td>
<td>10.1%</td>
</tr>
<tr>
<td></td>
<td>Waste to Landfill (tonnes)</td>
<td>36,749</td>
<td>39,594</td>
<td>7.7%</td>
</tr>
<tr>
<td><strong>Hard Waste Service</strong></td>
<td>Number of services</td>
<td>8,630</td>
<td>9,049</td>
<td>4.9%</td>
</tr>
<tr>
<td></td>
<td>Annual volume of materials collected (m³)</td>
<td>30,357</td>
<td>27,227</td>
<td>-10.3%</td>
</tr>
<tr>
<td></td>
<td>Recycled (m³)</td>
<td>4,857</td>
<td>4,084</td>
<td>-15.9%</td>
</tr>
<tr>
<td><strong>Council Waste Collection Programs</strong></td>
<td>Number of Litter Bins serviced</td>
<td>1,986 per month</td>
<td>2004 per month</td>
<td>0.9%</td>
</tr>
<tr>
<td>Street Litter Bins</td>
<td>Annual tonnes of litter collected through litter bins</td>
<td>995</td>
<td>1017</td>
<td>2.2%</td>
</tr>
<tr>
<td>Stormwater Management</td>
<td>Pits and Drains inspected</td>
<td>1668</td>
<td>4513</td>
<td>171%</td>
</tr>
<tr>
<td>Public Place Recycling</td>
<td>Number of Public Place Recycling (PPR) Bins</td>
<td>11</td>
<td>38</td>
<td>245%</td>
</tr>
<tr>
<td></td>
<td>Number of sites with PPR bins</td>
<td>1</td>
<td>8</td>
<td>700%</td>
</tr>
<tr>
<td>Current Waste Management Programs and Activities</td>
<td>Details</td>
<td>2009/10 Statistics</td>
<td>2010/11 Statistics</td>
<td>Change from 2009/10</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------</td>
<td>--------------------</td>
<td>--------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>Illegal Dumping</td>
<td>Dumped Rubbish:</td>
<td>3113</td>
<td>3996</td>
<td>28%</td>
</tr>
<tr>
<td></td>
<td>Tonnes collected</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Merits Raised</td>
<td>2466</td>
<td>2658</td>
<td>7.8%</td>
</tr>
<tr>
<td>Mulching Days</td>
<td>Volume collected</td>
<td>1,857</td>
<td>2,683</td>
<td>44%</td>
</tr>
<tr>
<td></td>
<td>Number of Services</td>
<td>743</td>
<td>1,073</td>
<td>44%</td>
</tr>
<tr>
<td>Street Sweeping</td>
<td>Tonnes of materials collected</td>
<td>2,933</td>
<td>1,893</td>
<td>15%</td>
</tr>
<tr>
<td>Materials Collection Days (Litter Management Strategy)</td>
<td>Tonnes of waste collected</td>
<td>2.2</td>
<td>12.9</td>
<td>486%</td>
</tr>
<tr>
<td><strong>Total Waste Collected from Council Programs</strong></td>
<td>Waste to Landfill (tonnes)</td>
<td>7,041</td>
<td>6,906</td>
<td>-1.9%</td>
</tr>
</tbody>
</table>

| Waste Collected from Council Waste Facilities |---------|--------------------|--------------------|-------------------|
| Bolinda Road Resource Recovery Centre        | Annual tonnes of materials to landfill | 6,954 | 6,326 | -9% |
| Riddell Road Waste and Recycling Transfer Station and Landfill | Annual tonnes of materials to landfill | 33,018 | 32,546 | -1% |
| Detox Centres                                | Tonnes of materials recovered - Bolinda Road | 9,155 | 16,581 | 81% |
|                                               | Tonnes of materials recovered - Riddell Road | 2,122 | 2,706 | 28% |
| **Total Waste Collected from Council Waste Facilities** | Waste to Landfill (tonnes) | 39,972 | 38,872 | -3% |
|                                               | Recovered (tonnes) | 11,277 | 19,287 | 71% |
| **TOTALS**                                   | Waste to Landfill (tonnes) | 83,762 | 85,372 | 2% |
|                                               | Recovered (tonnes) | 30,227 | 40,160 | 33% |
3.5 Community Consultation

During the development of the 2012-2016 Strategy Draft Action Plan a community consultation period was conducted to gather feedback on proposed actions and better understand the communities’ needs in regards to waste management. A total of 6,000 surveys were mailed out to residents incorporating 3,000 ratepayers and 3,000 tenants. In addition, the survey could be completed online and was available in Turkish and Arabic. A copy of the survey mailed to residents has been included in Appendix 6.2.

An online forum for more detailed discussions was also available through Council's website.

A total of 1,045 surveys were received in response to the Waste Management Community Consultation Surveys, this represents an unprecedented response to a community survey in Hume. A copy of the executive summary from the final report has been included in Appendix 6.3.

The key findings from the survey have been summarised below:

**Household Type**
- The majority of respondents (87.6%) lived in a “separate house”, as opposed to a townhouse, unit or apartment.

**Waste Collection Services**
- Residents were the most satisfied with ‘light green’ (garbage) and ‘dark green’ (recycling) bin collection, this result is consistent with the Council Community Survey which identified the ‘household garbage collection, including recycling’ as the top performing Council service.

**Waste Bin Usage**
- Dwellings with only 1 or 2 residents were the least likely to fill their bins “all the way”. People with 5 or 6 people in their household were slightly more likely to fill their bin than people with 6 or more people.

**Ratepayers’ Section**
- In regards to how much residents would be willing to pay for additional ‘light green’ and ‘dark red’ bins of various sizes, more than four in five respondents answered either “the lowest price range” or “don’t know”. The lowest price range listed for the organics service was in accordance with charges determined through local area benchmarking of surrounding municipalities.

**Large Household Bin Service**
- In regards to Council changing its definition of large families, two in five respondents (40.2%) stated that the policy should remain unchanged at 5 or more people defined as a large family. Just under a third (32.1%) of respondents supported changing the policy to 7 or more people; however these people were mostly from smaller households. Over half of respondents (54.9%) supported a change from additional garbage bin capacity to additional recycling capacity. These respondents included people from large households. This proposal would see a change from the provision of a 240L garbage bin to the provision of an additional 240L recycling bin and a standard 140L garbage bin.

**Recycling Activities**
- The most common type of recycling activity was recycling newspapers and magazines (79.2%).

**Hard Rubbish Collection Service**
- The vast majority of respondents (82.5%) stated that they were aware of Council’s hard rubbish collection service with only 16.8% stating that they were “not aware” of the service. In addition, the majority of users (84.6%) were satisfied to very satisfied with the service.
**Stolen Bins**

• Half of the respondents surveyed supported Council’s proposed policy of reports of stolen bins being accompanied by a statutory declaration (51.3%).

**Shared Waste Facilities**

• The proposal to share waste facilities in high density developments generated a mixed response, with only slightly more people agreeing to the shared service proposal – 53.9% compared to 46.1% of respondents who did not support the proposal.

**Demographical Details**

• Just over half of the respondents were female (51.4%), and 30.7% were aged 50-64 years old.

The main outcome that has been incorporated into the Draft Waste Management Strategy from the community survey was that respondents were generally supportive of Council’s shift to promote recovery of waste rather than disposal. When asked whether the provision of additional recycling capacity rather than additional garbage capacity would reduce the amount of waste sent to landfill 49.9% of respondents agreed with this statement. In addition, 24.2% of respondents identified more education services would encourage households to recycle more and 35.6% of respondents believed providing more education resources around recycling was Council’s responsibility to encourage recycling.

These outcomes have been incorporated into the Key Waste Focus Areas.
4 KEY DIRECTIONS

4.1 Strategy Objectives

The Waste Management Strategy provides direction for increased resource recovery and diversion from landfill in accordance with Towards Zero Waste Strategy targets. Council will work collaboratively with internal and external stakeholders and the community to deliver the following objectives:

- To meet state waste reduction targets as stated in the Towards Zero Waste Strategy
  - To increase recovery of resources
  - To decrease contamination in the resource recovery streams (recycling and organics)
  - To reduce waste to landfill
- To implement a best practice approach to waste management.

To achieve these objectives an Action Plan has been developed in Section 5.

4.2 Key Waste Focus Areas

Hume City Council is committed to reaching the state government waste reduction targets as stated in the Towards Zero Waste (TZW) Strategy 2005.

The Toward Zero Waste strategy has identified the following targets in relation to municipal waste:

- 65% by weight of solid waste recovered for reuse, recycling and/or energy generation by 2014 from the municipal sector
- A 25% improvement, from 2003 levels, in littering behaviours by 2014.

Based on Hume’s current diversion rate of 36% of waste from landfill, the draft strategy proposes a diversion of 47% of Hume’s waste from landfill by 2016.

The following sections outline the issues and opportunities existing in regards to Council’s waste collections services to assist in meeting these targets. The following themes have been divided into key focus areas (KFA) to ensure legislative compliance operational efficiency and industry best practice:

THEMES
A. To ENCOURAGE and DEVELOP innovative resource recovery
B. To MAXIMISE the diversion of waste from landfill to the highest practicable use and encourage RESOURCE RECOVERY from waste
C. To OPTIMISE the value of the SERVICE provided to the community; through the implementation of a best practice approach to the provision of services
A: To ENCOURAGE and DEVELOP innovative resource recovery

KFA 1: Alternative Waste Management

The establishment of Alternative Resource Recovery Initiatives in Victoria is currently under investigation by the Department of Sustainability and Environment and the Metropolitan Waste Management Group. It is proposed that up to eight facilities using Advanced Resource Recovery Technology would be recommended to service the waste management needs of metropolitan Melbourne.

Alternative Resource Recovery Initiatives present an opportunity to divert materials from the residual waste stream, reducing waste to landfill. Council’s current landfill contract has extension options which would allow Council to redirect their waste rather than commit to these extensions, providing opportunity to trial alternative waste management options.

Recommended Action One:
It is recommended that Hume City Council participate with the MRWMG to investigate Alternative Resource Recovery options, particularly as Hume is likely to be in close proximity to these facilities on the urban fringe.

KFA 2: Product Stewardship Programs

The National Waste Policy contains a strategy to develop product stewardship framework legislation. The framework will provide a “consistent approach to reducing the environmental footprint and health and safety risks of specified manufactured products and materials, during and at the end of their useful life.”

“Under the proposed approach to recycling arrangements for televisions and computers, importers or manufacturers will join a producer responsibility organisation (PRO) to organise for collection and recycling of televisions and computers.” (Resource Smart, http://www.resourcesmart.vic.gov.au)

Recovery of electronic goods (e-waste) will be legislated under the Product Stewardship Framework, presenting an opportunity for resource recovery through the hard waste contract and Resource Recovery Centre operations.

The recovery of e-waste at Council’s waste facilities would increase Council’s diversion from landfill. Council’s third e-waste recycling day was conducted in 2011 for residents to dispose of household electronic goods. The success of this day suggests that this is a service that the community would embrace. In addition, the phase out of the analogue signals may lead to an increase in disposal of televisions.

Recommended Action Two:
It is recommended that Council

- Increase the frequency of the e-waste collection days from annual to six monthly collections alternating locations throughout the municipality.
- Expand recovery options in the hard waste and Resource Recovery Centre contracts to include electronic waste in preparation for the National Product Stewardship Policy and to place Hume as a leader in this initiative. (The Litter Management Strategy and Hard Waste Contract has provisions for these actions)
KFA 3: Waste Management in Council’s Planning Scheme

The planning policies relating to development of more than two dwellings under three storeys and for high density development over three storeys provide direction for convenient waste services that complement the amenity of the building.

In multi dwelling developments, presenting individual bins to the kerbside becomes problematic in terms of space restrictions. To overcome this, shared waste facilities would improve service efficiency and remove space restraints associated with individual bins and the impact on neighbourhood amenity. This proposal of shared waste facilities has been successfully trialed at the Pearcedale Parade community housing precinct,

**Recommended Action Three:**
*It is recommended that Council:*
- Specify shared waste facilities (660L bins) and services in a high density developments and
- Determine the feasibility of including a policy on waste collection in the Planning Scheme for compliance in future developments.

KFA 4: Waste Management Provision in Open Space Planning

There is currently no formal provision for waste management in Council’s Open Space Planning. Public place recycling is considered best practice waste management and is included in the Litter Management Strategy to upgrade current bin stations.

**Recommended Action Four:** It is recommended that Council incorporate public place recycling and litter bins into Open Space planning to ensure all future bin installations are in accordance with Australian Standard bin colours and provide adequate litter control.
B: To MAXIMISE the diversion of waste from landfill to the highest practicable use and ENCOURAGE resource recovery from waste

KFA 5: Size of residential kerbside bins

The size of domestic garbage bins limits Council’s capacity to reach waste reduction targets. The provision of 240L domestic garbage bins to residents promotes a culture of waste generation rather than minimisation and presents a logistical issue for collection vehicles, causing vehicles to become loaded more quickly.

A study conducted by Sustainability Victoria demonstrated that the rate of diversion from landfill decreased in relation to an increase in garbage bin size. The table below presents the findings from the study. The diversion from landfill fell from 34% with a 120L garbage bin to 26% with a 240L garbage bin, Table Ten.

Table Ten – Correlation between garbage and recycling collection systems.

<table>
<thead>
<tr>
<th>Garbage collection system</th>
<th>80L</th>
<th>120L</th>
<th>140L</th>
<th>240L</th>
<th>240L split (garbage &amp; recyclables)</th>
<th>Bag</th>
<th>Average diversion rate (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recyclables collection system</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>120L commingled or with tied bundle</td>
<td>33</td>
<td>32</td>
<td>—</td>
<td>—</td>
<td>—</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>240L split or commingled</td>
<td>—</td>
<td>34</td>
<td>27</td>
<td>26</td>
<td>—</td>
<td>30</td>
<td></td>
</tr>
<tr>
<td>240L &amp; tied bundle</td>
<td>—</td>
<td>28</td>
<td>28</td>
<td>27</td>
<td>—</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>2 Crate system</td>
<td>46</td>
<td>20</td>
<td>—</td>
<td>22</td>
<td>—</td>
<td>24</td>
<td></td>
</tr>
<tr>
<td>Crate &amp; tied bundle</td>
<td>30</td>
<td>28</td>
<td>24</td>
<td>14</td>
<td>—</td>
<td>23</td>
<td></td>
</tr>
<tr>
<td>Other systems</td>
<td>19</td>
<td>34</td>
<td>6</td>
<td>15</td>
<td>17</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>Average diversion rate (%)</td>
<td>35</td>
<td>29</td>
<td>25</td>
<td>18</td>
<td>17</td>
<td>19</td>
<td>—</td>
</tr>
</tbody>
</table>

1 Includes bag or split recyclables with garbage collection, or monthly collections.

Source: Guide to Preferred Service Standards for Kerbside Recycling in Victoria, Sustainability Victoria

The average diversion rate for Hume’s residential waste stream in 2008/09 was 33.0%. Sustainability Victoria collates waste data for the 79 Victorian Councils as a means of comparing recycling rates throughout the state.

In the 2008/09 Local Government Data Collection report, Hume was placed 51 out of the 79 Victorian Council’s in terms of waste diversion (a more current report on Local Government figures is not yet available from Sustainability Victoria). Leading Council’s are reporting diversion rates of 57.0% of waste from landfill, indicating Hume has potential for significant increase in diversion rates.

In addition, the Victorian Local Government Annual Survey, conducted by Sustainability Victoria on waste management in local government, has shown consistently for the last nine years that household garbage yields increase in correspondence with increasing bin sizes. In the 2008/09 survey, a household with a 240L garbage bin generated, on average, 45% more garbage each year than a household with an 80L garbage bin. It recommends that council’s seeking to reduce the amount of garbage generated should implement a smaller garbage bin as one method of achieving this. Table Eleven represents the 2008/09 report findings in comparison with Hume’s waste generation figures for 2008/09.
Table Eleven – Average Victorian household waste generation rates in comparison to Hume

<table>
<thead>
<tr>
<th>2008/09 Kerbside Waste Generation</th>
<th>Victorian Average – kg/household/year</th>
<th>Hume Average- kg/household/year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Garbage</td>
<td>472</td>
<td>594</td>
</tr>
<tr>
<td>Recycling</td>
<td>283</td>
<td>286</td>
</tr>
<tr>
<td>Organics</td>
<td>290</td>
<td>280</td>
</tr>
</tbody>
</table>

Hume provides 240L garbage bins upon request for families of more than 5 people or residents with medical conditions that require additional waste disposal capacity. A total of 6,991 240L garbage bins are currently in use (January 2012), representing over 10% of the garbage services compared with 5% of services using an 80L garbage bin.

The following table summarises the services provided by neighbouring municipalities for these demographic groups:

<table>
<thead>
<tr>
<th>Council</th>
<th>Condition</th>
<th>Options</th>
<th>Requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melton</td>
<td>Individual cases</td>
<td>Additional bins available</td>
<td>At discretion of manager</td>
</tr>
<tr>
<td>Moonee Valley</td>
<td>Large families</td>
<td>Additional garbage bin</td>
<td>Must have 7 people in the family</td>
</tr>
<tr>
<td>Whittlesea</td>
<td>Large family</td>
<td>Additional garbage bin</td>
<td>5 children under 18 (i.e. 6 in family minimum)</td>
</tr>
<tr>
<td>Whittlesea</td>
<td>Medical condition</td>
<td>Additional garbage bin</td>
<td>Medical condition produces extra waste</td>
</tr>
<tr>
<td>Brimbank</td>
<td>Large family</td>
<td>Additional 240L recycling bin</td>
<td>Submit an application for consideration</td>
</tr>
<tr>
<td>Moreland</td>
<td>Large family</td>
<td>Concession rate for additional bin</td>
<td>Households with 6 children or more (i.e. 7 in family minimum)</td>
</tr>
<tr>
<td>Moreland</td>
<td>Medical Condition</td>
<td>Concession rate for additional bin</td>
<td>Medical condition produces extra waste</td>
</tr>
</tbody>
</table>

Note: Figures and information current as of January 2012

In response to feedback from the Waste Management Community Survey, the definition of a large family is proposed to remain as “5 or more people” rather than changing this definition in accordance with neighbouring municipality benchmarking.

**Recommended Action Five (a):**

*It is recommended that Hume amend the current policy for provision of a 240 Litre garbage bin for large families as follows:*

- That effective from July 1st 2012, New applications by large families will be provided with an additional free 240 litre recycling bin.
  - Thereby, their waste service provision will consist of a 140L garbage bin and two 240L recycling bins (or one 360L recycling bin), increasing their current waste disposal capacity by 20L each week and promoting recovery rather than disposal.
  - The provision of the additional recycling bin will be reviewed on a bi-annual basis.
That all existing large families with a 240L garbage bin will be reviewed in accordance with the new policy by 30 December 2013.

- This will mean families that no longer comply with the conditions for additional waste capacity will be returned to the standard waste provisions.
- Families that continue to meet the requirements for additional waste capacity will be offered and encouraged to take up the option of an additional 240L recycling bin (or upgrade existing 240L recycling bin to a 360L recycling bin) and smaller 140L garbage bin.
- Families that wish to retain their larger garbage bin will continue to be reviewed annually to ensure compliance with large family policy and offered incentives to replace their 240L garbage bin with an additional or larger recycling bin.

That persons with medical conditions that require additional waste disposal capacity will be reviewed on an "as needs" basis to determine whether an additional 140L garbage bin or 240L recycling bin would better suit their needs.

The changes to the large family waste provisions will be implemented progressively over the four years of the strategy.

Optional additional 240 litres Garbage Bins

Currently there is available the option of purchasing a 240L garbage bin on a fee for service basis.

The following table summarises the additional waste capacity options available in neighbouring municipalities:

<table>
<thead>
<tr>
<th>Council</th>
<th>Fee for additional bins</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melton Shire Council</td>
<td>$111.00 (120L)</td>
</tr>
<tr>
<td>Moonee Valley City Council</td>
<td>$74.80 (120L)</td>
</tr>
<tr>
<td>City of Whittlesea</td>
<td>$176.85 (120L)</td>
</tr>
<tr>
<td>Brimbank City Council</td>
<td>Must pay for the service ($65), delivery ($15) and a double environmental fee ($168.28): Total $248.28 (140L)</td>
</tr>
</tbody>
</table>
| Moreland City Council   | 80L - $72.00  
120L - $243.00  
160L - $324.00  
200L - $405.00 |
| Wyndham City council    | $214.00 (140 litre)                              |
| Hobson’s Bay            | $137.80 (120 L)                                  |
| **Hume City Council**   | **$110.00 (140 litre) / $192.00 (240 Litre)**    |

Note: Figures and information current as of January 2012

The average cost for an additional 100L of weekly garbage capacity amongst neighbouring municipalities is $121.80, which indicates that Hume’s charge of $78.50 per 100L of garbage capacity is undervalued.

In addition, Hume is the only Council in the region that provides an option of a 240L garbage bin. In accordance with the earlier stated positions of promoting resource recovery rather than disposal it is proposed to increase the charge for additional garbage capacity in accordance with neighbouring municipality benchmarking. Furthermore, the option of a 240L garbage bin will cease for all new applications in accordance with regional benchmarking.
Recommended Action Five (b):

It is recommended that the Scale of Charges for an additional 140L garbage bin increase to $170.00 in accordance with neighbouring municipality benchmarking. The option of a 240L garbage bin will cease for all new applications in accordance with regional benchmarking.

- The Implementation of the removal of 240L garbage services will be phased in gradually, commencing in year 2 (2013/14) of the strategy following the introduction of the commercial service action and following education to assist these families reduce waste to landfill.

- During the transition phase the cost of existing 240L garbage bins in service (for properties that pay for 240L bins) will increase to $292.00 in accordance with neighbouring municipalities and reflecting the increase to the 140L garbage service.

Based on the above proposals for revised charges and large family policies, there will be no 240L garbage bin allocations available in the residential service. Over time, existing 240L garbage bins will be phased out altogether.

KFA 6: Australian Standard Bin Colours

A recent study completed by RMIT University students in partnership with the Metropolitan Waste Management Group examined the case for uniform colours in metropolitan Melbourne’s kerbside collections. The study identified the benefits and barriers to a uniform collection system with the main benefits including:

- less confusing messages for the community leading to a reduction in contamination rates;
- fitting with regional Victoria and enabling educational campaigns across the state; and
- the potential to increase waste diversion from landfill and improve resource recovery.

The study recommended a short term transition to uniform colours with a long term vision to transition to colours to comply with Australian Standard 4123.7 colours. The following colour scheme is recommended for the interim colour scheme:

<table>
<thead>
<tr>
<th></th>
<th>Garbage</th>
<th>Recycling</th>
<th>Organics</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lids</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bases</td>
<td>Dark Green/Black</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Hume currently meets the interim colour standards for the garbage and organics waste stream, however is in direct contradiction in the commingled recycling stream. This contradiction excludes Hume from regional education campaigns and makes educating new residents from complying Council’s more difficult.

The transition to yellow lidded recycling bins to comply with Australian Standards commenced in July 2011 with all new recycling bins and replacement lids transitioned to the yellow lid. The growth in development will ensure that all new estates will comply with Australian Standards in regards to recycling while bins in older areas will be progressively updated as part of routine maintenance.

Recommended Action Six:

It is recommended that in addition to the recycling bin upgrade that Hume also progressively update garbage and organics bins to comply with Australian Standard (AS) 4123.7 colours. Implementing the update during this time of significant growth will ensure a high level of compliance with Australian Standards in new estates and allow the progressive updating of older bins in accordance with programmed maintenance. There will be no additional costs to progressively install Australian Standard bin colours in to new services.
KFA 7: Kerbside Organics Collection Service

Organic materials present the greatest opportunity for Hume to increase its diversion from landfill. Currently, approximately 29% of residents participate in the optional organics kerbside collection service. However, the 2010 domestic waste audit identified over half of the waste presented to the kerbside domestic waste stream was organic material with the potential to be recycled i.e. garden waste accounted for 18.6% of the garbage stream and a further 41.3% of the garbage stream was food waste.

In the 2006 Socio-Economic Indexes for Areas (SEIFA index of disadvantage) Hume ranked 4th most disadvantaged out of Metropolitan Melbourne Councils. This indicates that fees would likely be a barrier to residents participating in extra curricular services.

Increasing recovery of organic materials via the kerbside organics service, home composting or diverting residual waste to an alternative resource recovery technology facility would increase the diversion of organics waste from landfill. In determining barriers to participating in Hume’s kerbside organics service, a survey of neighbouring municipalities was conducted to compare the service available and charges incurred, the following table presents a summary of this survey:

<table>
<thead>
<tr>
<th>Council</th>
<th>Bin capacity</th>
<th>Establishment Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>120L/140L</td>
<td>240L</td>
</tr>
<tr>
<td><strong>Melton Shire Council</strong></td>
<td>$34 (120 litre)</td>
<td>$67</td>
</tr>
<tr>
<td><strong>Moonee Valley City Council</strong></td>
<td>N/A</td>
<td>$52.02 (pensioner) / $70.60 (non pension)</td>
</tr>
<tr>
<td>City of Whittlesea</td>
<td>N/A</td>
<td>$70.60</td>
</tr>
<tr>
<td><strong>Brimbank City Council</strong></td>
<td>$86.34 (140L)</td>
<td>$95.00</td>
</tr>
<tr>
<td><strong>Moreland City Council</strong></td>
<td>$65 (120 litre)</td>
<td>$110</td>
</tr>
<tr>
<td>Wyndham City council</td>
<td>N/A</td>
<td>$96.50</td>
</tr>
<tr>
<td><strong>Hobson’s Bay</strong></td>
<td>N/A</td>
<td>$71.70</td>
</tr>
<tr>
<td><strong>Hume City Council</strong></td>
<td>$87.00*</td>
<td>$101.00*</td>
</tr>
</tbody>
</table>

*Hume also includes an establishment fee of $60.50 for purchase and delivery of bin.
**These municipalities have a “Waste Management Charge which is additional to their Rates.

Based on neighbouring municipalities’ services, the average cost for a 240L organics service is $83.00, which is comparable to the cost to upgrade to a 240L garbage bin in Hume.

This current fee structure makes a larger garbage bin a more attractive option financially than participating in the kerbside organics service. This presents a significant barrier to residents participating in the organics service and to council increasing diversion from landfill. It is proposed that removal of the establishment fee will represent an incentive for the community to adopt the user pays green waste service.

It was intended that any savings in gate fees from the diverted green waste would off set the loss in establishment fee. Following the recent garbage audits and cost analysis it has been found that removing the establishment fee will create a loss in revenue that has no significant financial offset if considered in isolation, however when considered in totality with the other actions in this strategy, this costs shortfall is actually offset.
Recommended Action Seven (a):

It is recommended that:
- the establishment fee be removed from the optional user pays green organics service to remove barriers to segregating green organics from garbage and
- That the annual fee for service structure be reviewed in accordance with benchmarking of neighbouring municipalities.

The level of community interest in the composting trial being conducted in conjunction with the Sustainability Fund may also provide an opportunity for reducing organic materials in the garbage stream. Provision of a home composting system would reduce the financial barriers to home composting and remove the ongoing servicing costs to Council for fortnightly collections.

Recommended Action Seven (b):

It is recommended:
- That provision of a home composting system is available in place of a kerbside organics service to residents who attend a composting workshop to collect the bin. Collections from workshops would remove delivery costs incurred by Council. A total of 1,000 compost bins per year will be introduced commencing in year 2 of the strategy (2013/14).

KFA 8: Expansion of recycling in hard waste contract

'Wood' products are the most common material type collected in the Hard Rubbish Service; these items are currently not recycled. There is potential in the Hard Rubbish contract for expansion of materials segregated for recycling to include wood products. The savings from landfill fees achieved via increased recycling can be shared between the collection contractor and Hume City Council.

Recommended Action Eight:

It is recommended that Council implement wood recovery in the hard waste collection service.
C: To OPTIMISE the value of the SERVICE to the community

KFA 9: Stolen bins

A total of 1,501 garbage and organics bins were reported stolen during 2009/10 costing Council approximately $60,000 to replace. A more robust process for reporting stolen bins is required to deter residents from reporting stolen bins to replace bins used for alternative household applications. Hume currently provides a direct replacement for stolen bins.

The procedure for stolen bins in the surrounding municipalities requires a more onerous procedure for the resident, thus becoming a deterrent to using bins for alternative purposes. A summary of the procedure for lost and stolen bins in neighbouring municipalities is provided below:

<table>
<thead>
<tr>
<th>Council</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melton Shire Council</td>
<td>Report to Council only</td>
</tr>
<tr>
<td>Moonee Valley City Council</td>
<td>Report to Council only</td>
</tr>
<tr>
<td>City of Whittlesea</td>
<td>Stolen bin report from local police station required</td>
</tr>
<tr>
<td>Brimbank City Council</td>
<td>Proof of residency required at Customer service Centre</td>
</tr>
<tr>
<td>Moreland City Council</td>
<td>Statutory Declaration required</td>
</tr>
<tr>
<td>Darebin City Council</td>
<td>Statutory Declaration required</td>
</tr>
</tbody>
</table>

Note: Figures and information current as of January 2012

Recommended Action Nine:

It is recommended that Hume introduce a requirement for a Statutory Declaration in accordance with Darebin and Moreland City Council as a basis for ensuring appropriate documentation for residents reporting bins as stolen.

KFA 10: Services to Industrial Properties

Hume City Council currently provides a domestic waste collection service to industrial properties on the same basis as residential collections based on the service provision in the property Rates. Due to the nature of the businesses that occupy these properties, the waste generated is not suitable for domestic waste and recycling bins. Such waste thereby contaminates truck loads of recyclables, potentially causing health and safety concerns for drivers, collection vehicles and receiving facilities.

Industrial properties generate waste in composition or volume not suitable for a domestic collection service and as such should arrange for individual waste collection through a private contractor. In addition, servicing of industrial properties diverts time and truck capacity from the growing residential service.

A summary of the waste services provided to industrial properties in neighbouring Council’s is provided below:

<table>
<thead>
<tr>
<th>Council</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melton Shire Council</td>
<td>No service to industrial properties</td>
</tr>
<tr>
<td>Moonee Valley City Council</td>
<td>No service to industrial properties</td>
</tr>
<tr>
<td>City of Whittlesea</td>
<td>Additional bins are provided at a cost of $107.10 per quarter.</td>
</tr>
<tr>
<td>Brimbank City Council</td>
<td>No service to industrial properties</td>
</tr>
<tr>
<td>Moreland City Council</td>
<td>No service to industrial properties</td>
</tr>
<tr>
<td>Hume City Council</td>
<td>Service provided as per domestic service, upgrade to bin capacity available as follows: Garbage 140 litre to 240 litre $85.80 including GST* Additional bins - Garbage 240 litre $200.20 including GST*</td>
</tr>
</tbody>
</table>

Note: Figures and information current as of January 2012
The City of Whittlesea is the only Council in the area providing a service to industrial properties based on the current service provision in Hume – as per the service provision in the property Rates.

Moreland, Melton, Moonee Valley and Brimbank do not provide a waste service to industrial properties.

The issue of gross contamination in both the recycling and garbage stream incurred from collections services provided to industrial properties presents a health and safety hazard to collection vehicles and staff at receiving facilities, in the case of the recycling stream.

In accordance with the policy position of neighbouring municipalities, it is proposed that the waste collection service provision to industrial properties cease. Additional time and truck capacity saved from removal of the industrial service would assist in accommodating heavy residential services on the current industrial collection days and would assist in absorbing service growth in these areas.

Recommended Action Ten:
It is recommended that the waste collection service provision to industrial properties cease.
KFA 11: Services to Commercial Properties

Similarly to industrial properties, Hume currently provides a service to commercial properties on the same basis as domestic households. It is recognised that some commercial enterprises may generate small quantities of waste that are suitable for the domestic service, unlike industrial properties, however the nature of these properties does not entitle them to a domestic service.

In regards to commercial properties, a summary of the services provided to commercial premises in neighbouring municipalities is provided below:

<table>
<thead>
<tr>
<th>Council</th>
<th>Service Provided</th>
</tr>
</thead>
<tbody>
<tr>
<td>Melton Shire Council</td>
<td>No service to commercial properties.</td>
</tr>
<tr>
<td>Moonee Valley City Council</td>
<td>240L fortnightly <strong>recycling</strong> service only for one off cost of $50</td>
</tr>
<tr>
<td>City of Whittlesea</td>
<td>Additional garbage bins are provided at a cost of $107.10 (incl. GST) per quarter.</td>
</tr>
<tr>
<td>Brimbank City Council</td>
<td>No service to commercial properties.</td>
</tr>
<tr>
<td>Moreland City Council</td>
<td>Provides a commercial service for a charge and offers a ‘Commercial Plus’ service that allows an unlimited number of 240L bins and collections for $6 per collection per bin. (i.e. $312 per annum for 1 service weekly)</td>
</tr>
<tr>
<td>Wyndham City Council</td>
<td>No service to commercial properties.</td>
</tr>
<tr>
<td>Hume City Council</td>
<td>Service provided as per domestic service, upgrade to bin capacity available as follows: Garbage 140 litre to 240 litre $85.80 including GST* Additional bins -(commercial ) Garbage (Extra) 240 litre $200.20 including GST*</td>
</tr>
</tbody>
</table>

Note: Figures and information current as of January 2012

Melton, Brimbank and Wyndham do not provide a waste service to commercial properties. Moreland and Whittlesea provide a service on a fee basis.

In accordance with the policy position of neighbouring municipalities, it is proposed that the waste collection service provision to commercial properties be modelled on a cost for service model, such as Moreland’s ‘Commercial Plus’ program which is better suited for a commercial service. Based on Moreland’s program, the proposed fee for commercial properties will be $6/bin/collection or $312/bin/year for weekly collections.

**Recommended Action Eleven (a):**
It is recommended that Hume continues to provide a waste and recycling service for commercial properties on a fee for service basis.

**Recommended Action 11b:**
It is recommended that Council investigate the provision of shared waste facilities where it may benefit neighbourhood shopping strips due to space constrictions in conjunction with the investigation of shared waste facilities in high density developments.
4.3 Communications

Communication forms an integral component of achieving Hume’s waste management targets. Best practice modelling indicates interactive communication through a project is fundamental to successful programs. The shift in culture from one of waste generation and disposal to one of waste diversion and recovery will require a comprehensive communications plan, including:

- Consultation with the community
- Communications and partnerships with key stakeholders, such as the Metropolitan Waste Management Group, Sustainability Victoria, community groups, schools and external contractors
- Embracing a variety of communication mediums, including providing information in languages other than English

The communications strategy will be developed in conjunction with the Marketing and Communications report. The strategy aims to increase recovery of resources, particularly through the organics stream and as such a communications plan will need to be developed to promote these changes to the service. The federal government policies on e-waste and landfill levies also places waste on the communities’ agenda making open communications with the Hume community on waste related issues integral to the success of this strategy.

Council is currently conducting a trial program for home composting in conjunction with the Sustainability Fund, managed by Sustainability Victoria. An online community forum has been created for the purpose of the project. This social networking tool will be reviewed in accordance with other waste management projects as an additional communication tool.

4.4 Program Priorities and Timeframes

Evaluation and Reporting

The Waste Management Strategy and its progress will be reviewed annually in accordance with Towards Zero Waste targets and Council waste management targets. Annual progress reports will be submitted to Council in accordance with Council’s reporting framework.

Priorities

Section Five provides an Action Plan to address the Key Waste Focus Areas as identified in Section 4.2. A total of four program areas have been identified to form the action plan, the program areas and their strategic objectives are summarised below:

<table>
<thead>
<tr>
<th>Program Areas:</th>
<th>Strategic Objectives:</th>
</tr>
</thead>
</table>
| To encourage and develop innovative resource recovery | - To support waste reduction targets and initiatives as directed by State and Federal governments  
- To utilise federal, state and local strategies and policies in Council’s Waste Management planning                                                                                                               |
| To maximise the diversion of waste from landfill to the highest practicable use and encourage resource recovery from waste | - To reduce waste to landfill by reviewing current waste service infrastructure and policies in accordance with neighbouring municipality bench marking and Australian Standards |
| To optimise the value of the service to the community | - To improve service efficiency by reviewing current waste service arrangements                                                                                                                                 |
| Communications and marketing                       | - Establish a communications plan to support the actions as outlined in the strategy                                                                                                                                  |
4.5 Advocacy

Council to advocate for grants/funding for the various initiatives in the Waste Management Strategy. The introduction of the landfill levy has resulted in substantial income to the State Government and this money should be used to reduce waste to landfill for recycling initiatives.
## 5 ACTION PLAN

### TO ENCOURAGE AND DEVELOP INNOVATIVE RESOURCE RECOVERY

**STRATEGIC OBJECTIVE:** To utilise federal, state and local strategies and policies in Council’s Waste Management Planning

<table>
<thead>
<tr>
<th>Key Focus Area</th>
<th>Recommended Action</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>KFA 1 Alternative Waste Management</td>
<td>Investigate alternative resource recovery options as these facilities become available.</td>
<td></td>
<td></td>
<td></td>
<td>Current contract expires, review options for residual waste disposal.</td>
</tr>
<tr>
<td>KFA 2 Product Stewardship Programs</td>
<td>Increase frequency of e-waste recycling from annual to six monthly collections via collection days (Litter Management Strategy) and at Council’s Resource Recovery Centres (via Federal Government legislation).</td>
<td></td>
<td></td>
<td></td>
<td>Install permanent drop off locations at Resource Recovery Centres via Federal legislation.</td>
</tr>
<tr>
<td>KFA 3 Waste Management in Council’s Planning Scheme</td>
<td>To provide shared waste facilities (660L) in high density developments and determine feasibility of incorporating these facilities into the Planning Scheme.</td>
<td></td>
<td></td>
<td></td>
<td>Determine feasibility of including provision for these services in Planning Scheme.</td>
</tr>
</tbody>
</table>
TO MAXIMISE THE DIVERSION OF WASTE FROM LANDFILL AND ENCOURAGE RESOURCE RECOVERY FROM WASTE

STRATEGIC OBJECTIVE: To reduce waste to landfill be reviewing current waste service infrastructure and policies in accordance with neighbouring municipality bench marking and Australian Standards.

<table>
<thead>
<tr>
<th>Key Focus Area</th>
<th>Recommended Action</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>KFA 5</td>
<td>5a) New applications - Amend the current policy for provision of a 240L garbage bin to large families (5 people) to provide 140L garbage bin and two 240L recycling bins.</td>
<td>Policy change for new services to take effect 1 July 2012.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5b) Existing services - Review current properties with 240L garbage bin and encourage families to adopt the additional recycling bin in preference to the larger garbage bin.</td>
<td></td>
<td>Properties reviewed and new policy to take effect for existing services 1 July 2013.</td>
<td>Ongoing review.</td>
<td>Ongoing review.</td>
</tr>
<tr>
<td></td>
<td>5c) Amend fees for additional garbage bins to promote resource recovery rather than disposal in accordance with local area benchmarking.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>5d) Develop education campaign to support change in waste bin sizes, including increased targeted kerbside bin auditing program.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KFA 6</td>
<td>Update residential bin lids in accordance with Australian Standards 4123.7 progressively as per maintenance schedule and new bin provision.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Recycling lids already in progress. Include garbage and organics form 1 July 2012.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
STRATEGIC OBJECTIVE: To reduce waste to landfill be reviewing current waste service infrastructure and policies in accordance with neighbouring municipality bench marking and Australian Standards CONTINUED.

<table>
<thead>
<tr>
<th>Key Focus Area</th>
<th>Recommended Action</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td>KFA 7 Kerbside Organics Collection Service</td>
<td>7a) Remove establishment fee for bins from kerbside organics service.</td>
<td>Establishment fee removed 1 July 2012.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>7b) Introduce availability of home composting systems.</td>
<td></td>
<td>1,000 compost bins available. Commencing 1 July 2013.</td>
<td>1,000 compost bins available.</td>
<td>1,000 compost bins available.</td>
</tr>
<tr>
<td>KFA 8 Expansion of recycling in hard waste contract</td>
<td>Investigate recovery options available for wood products</td>
<td>Discuss options with industry processors.</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**TO OPTIMISE THE VALUE OF THE SERVICE TO THE COMMUNITY**

**STRATEGIC OBJECTIVE:** To improve service efficiency by reviewing current waste service arrangements.

<table>
<thead>
<tr>
<th>Key Focus Area</th>
<th>Recommended Action</th>
<th>2012/13</th>
<th>2013/14</th>
<th>2014/15</th>
<th>2015/16</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>KFA 9</strong> Stolen bins</td>
<td>To introduce a Statutory Declaration for the replacement of stolen bins</td>
<td>Implement 1 July 2012.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>KFA 10</strong> Services to</td>
<td>To remove the waste collection service provision to industrial properties.</td>
<td>Cease services to industrial</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Industrial properties</td>
<td></td>
<td>properties 1 October 2012.</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>KFA 11</strong> Services to</td>
<td>To introduce a cost for service model waste collection to commercial premises.</td>
<td></td>
<td></td>
<td>Apply new fee for service model</td>
<td>Offer shared facilities as part</td>
</tr>
<tr>
<td>Commercial properties</td>
<td></td>
<td></td>
<td></td>
<td>to commercial services as of 1</td>
<td>of service model review.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>July 2013.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Provide shared facilities where it may benefit properties due to space restrictions.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**COMMUNICATIONS AND MARKETING**

**STRATEGIC OBJECTIVE:** To establish a communications plan to support the actions as outlined in the strategy.

<table>
<thead>
<tr>
<th>Objective</th>
<th>Action / Activity</th>
<th>Responsibility</th>
<th>Complete Action by</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop a Communications Plan to facilitate the implementation of the</td>
<td>Develop a communications plan to support the Waste Management Strategy action plan</td>
<td>Services/Marketing and Communications</td>
<td>Ongoing</td>
<td>Operating</td>
</tr>
<tr>
<td>actions identified in the Waste Management Strategy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continue to expand education and behavioural change programs to increase</td>
<td>Support waste minimisation initiatives in accordance with the Waste Education and</td>
<td>Services/Marketing and Communications</td>
<td>Ongoing</td>
<td>Operating</td>
</tr>
<tr>
<td>diversion of waste to landfill and resource recovery in accordance with</td>
<td>Litter Management Strategies</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hume City Council and Towards Zero Waste waste management targets</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 5.1 Key Performance Indicators and Key Outcomes

<table>
<thead>
<tr>
<th>Key Focus Area</th>
<th>Recommended Action</th>
<th>Key Performance Indicator</th>
</tr>
</thead>
</table>
| KFA 5          | Review conditions for provision of additional waste services to residential properties, including large families and residents with a medical condition that requires additional waste disposal capacity. | To increase the average resources recovered from waste diversion rate from 36.0% (2010/11) to 45% by 2015/16, as follows:  
- to 38% by 2012/13  
- to 41% by 2013/14  
- to 43% by 2014/15  
- to 45% by 2015/16 |
| KFA 6          | To audit the rate of contamination in the recycling stream | To reduce contamination to less than 8% by 2015/16. |
| KFA 7          | Increase diversion of organic materials from landfill. | Increase service participation rate from 29% of services (Jan 2012) by 2% per annum to 35% by 2015/16.  
Increase the number of households using the green waste service from 17,535 (Jan 2012) to  
- 19,635 by June 2013 (2,100 extra services in 1.5 yrs)  
- 21,485 by June 2014 (1,850 extra services)  
- 23,420 by June 2015 (1,935 extra services)  
- 25,455 by June 2016 (2,035 extra services) |
| KFA 10         | Monitor the incidence of illegal dumping to reduce bulk dumping in undeveloped areas | Currently assessing annual numbers of penalty infringement notices and reported number of MERITS for illegal dumping. KPI’s to be determined based on this data. |
| Communications Plan | To increase the community satisfaction rating for Waste collection services | To achieve an 88% satisfaction rating (Very Satisfied or Satisfied) from the annual Community Survey by 2015/16. Rating from the 2011 Community Survey was 86.5% |
## 6 APPENDICES

### 6.1 Waste Management Strategy 2002 and Beyond Action Summary

<table>
<thead>
<tr>
<th>Recommendations as contained within November 2002 Strategy</th>
<th>Status</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. That the weekly domestic garbage collection service be based on the introduction as a 140L MGB for both urban and rural areas</td>
<td>Complete</td>
<td>Introduced 1 July 2003</td>
</tr>
<tr>
<td>2. That residents be given the option to adopt 80L, 140L or 240L mobile garbage bins subject to the bin charge adopted by Council annually</td>
<td>Complete</td>
<td>Introduced 1 July 2003</td>
</tr>
<tr>
<td>3. That families with five or more family members living in the one household be provided with a 240L mobile garbage bin at no cost subject to a signed statutory declaration being provided to Council</td>
<td>Complete</td>
<td>Introduced 1 July 2003</td>
</tr>
<tr>
<td>4. That Council introduce a fortnightly recycling service using where possible the existing 240L mobile garbage bin for both urban and rural residents</td>
<td>Complete</td>
<td>Introduced 1 July 2003</td>
</tr>
<tr>
<td>6. That the existing in house service continue to provide a domestic waste collection service for Hume City Council subject to the service being benchmarked</td>
<td>Complete</td>
<td>Existing in-house service provider continues to provide service to residents. Service completed it’s Best Value Review in December 2003</td>
</tr>
<tr>
<td>7. That the service continues to be provided by the Council’s Waste Services Team subject to the service undergoing a Best Value Review</td>
<td>Complete</td>
<td>Existing in-house service provider continues to provide service to residents. Service completed it’s Best Value Review in December 2003</td>
</tr>
<tr>
<td>8. That the existing Hard Waste Collection Service be retained and the service be re-tendered</td>
<td>Complete</td>
<td>Hard Waste Service in place. Contract awarded to Northern Recycling in 2003</td>
</tr>
<tr>
<td>9. That Council introduce an optional fortnightly Green Waste service, on a fee for service basis, and that tenders be invited for the provision of the service to Hume residents</td>
<td>Complete</td>
<td>Green Waste service in place. Collection contract awarded to in-house team after being benchmarked in 2003</td>
</tr>
<tr>
<td>10. That the proposed system be based on a new 240 litre bin supplied by Council at an initial once off cost of $45.00 (bin only delivered) for those</td>
<td>Complete</td>
<td>2004/05 new bin cost - $44.00</td>
</tr>
</tbody>
</table>
11. **That the actual charges for a fortnightly waste collection be based on the contract rates.**
   - **Status:** Complete
   - **Details:** Council sets green waste collection charges annually:
     - 140L bin - $69.30 + $44.00 (04/05)
     - 240L bin - $79.75 + $44.00 (04/05)

12. **That the operation of the Bolinda Road Landfill (excluding the in-house gatehouse operations) be combined under the one contract and that tenders be invited for the operation of the Landfill to comply with EPA licence conditions.**
   - **Status:** Complete
   - **Details:** Bolinda Road Landfill management contract in place. Contract awarded to Cornfoot Brothers in 2002

13. **That the operation of the Riddell Road Landfill (excluding the in-house gatehouse operations) be combined under the one contract and that Council notes tenders have now been received for this contract which expires on 30 November 2002.**
   - **Status:** Complete
   - **Details:** Riddell Road Landfill management contract in place. Contract awarded to Cornfoot Brothers in 2002

14. **That the bin purchase of 1.452 million be referred to the 2003/04 Capital Works Budget for consideration by Council as part of Council’s five year financial plan.**
   - **Status:** Complete
   - **Details:** Bins purchased

15. **That the investigation include a review of Council’s planning scheme to determine whether the Bolinda Road Landfill site could be rezoned to accommodate such as proposal, the options for construction and management and the adoption of 2010 as the target year for such a Centre to become operational.**
   - **Status:** Complete
   - **Details:** Prior to February 200 the Bolinda Road landfill site was zoned as Extractive Industry. The site has since been rezoned as Industrial 1 Zone. Advice from Council’s Strategic Planning Dept is that the current zoning would allow the development of a proposed Waste Management Centre outlined in Council’s Waste Management Strategy 2002 and Beyond.
6.2 Waste Management Community Survey (Ratepayers)

Hume City Council is reviewing the waste services provided to our community as part of the development of a new ‘Waste Management Strategy’.

As part of Council’s commitment to improving our services, we are currently interested in receiving feedback from the community on Council’s Waste Services. We would appreciate it if you could complete this survey and return by Friday 9 December 2011.

A report that includes your feedback will be provided to Council’s Services Department. This report will not contain opinions or information that could lead to the identification of any individuals. Council is committed to ensuring that survey information remains confidential, in accordance with the Information Privacy Act 2000.

If you have an enquiry regarding this questionnaire, please feel free to contact Council’s Research Department on 9205 2200.

Special Instructions

Please complete this survey for the property identified in the cover letter attached with this survey. If you’re a ratepayer, this may or may not be the current address where you live.

Section 1: Household Type

Council would like to get an understanding of the property identified for this survey (located in your cover letter). This will assist Council in the analysis of the survey.

1. What best describes your dwelling (as specified in the cover letter)?
   - Separate house
   - Semi-detached, Row or Townhouse etc. (1 storey)
   - Semi-detached, Row or Townhouse etc. (2+ storey)
   - Flat, Unit or Apartment (1 storey)
   - Flat, Unit or Apartment (2+ storey)
   - Other (please specify) ____________________________

2. How many people live in your dwelling (as specified in the cover letter)?
   - 1 to 2
   - 3 to 4
   - 5 to 6
   - 7 to 8
   - More than 9, please specify how many: ________
   - Don’t know/Unsure
3. Is the dwelling?
   - [ ] Owned outright
   - [ ] Owned with a mortgage
   - [ ] Rented through the Government/Public Housing
   - [ ] Rented privately or through a real estate
   - [ ] Other (please specify) ____________________________

4. Do you currently live in the dwelling specified in the cover letter to this survey?
   - [ ] Yes
   - [ ] No
   - [ ] Don't know/not sure

5. What is the suburb of your dwelling (specified in the cover letter)? ____________________________

**Section 2: Rubbish Bin Type**

Council provides a variety of waste service options to residents, including the option to purchase additional bin services or reduce bin sizes.

The picture below demonstrates a typical waste service allocation and the size of bins provided to houses. The standard bin service includes 1 x 140 litre ‘light green’ garbage bin and 1 x 240 litre ‘dark green’ recycle bin, eligible households with 5 or more people are currently entitled to a larger 240 litre ‘light green’ garbage bin on request to Council.

Ratepayers can also request a ‘dark red’ organics bin or additional bins for an extra fee.

Figure 1: Standard bin allocation
6. Please indicate the types of bins you have?

*(Tick as many as apply)*

- [ ] 80 litre ‘light green’ garbage bin
- [ ] 140 litre ‘light green’ garbage bin (standard)
- [ ] ‘Light green’ garbage bin
- [ ] 240 litre ‘light green’ garbage bin
- [ ] An additional ‘light green’ garbage bin
- [ ] Don’t know/not sure

b) If you selected additional ‘light green’ garbage bin, please indicate which size bin you have?

- [ ] 80 litre ‘light green’ garbage bin
- [ ] 140 litre ‘light green’ garbage bin (standard)
- [ ] 240 litre ‘light green’ garbage bin

<table>
<thead>
<tr>
<th>'Dark green' recycling bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] 140 litre ‘dark green’ recycling bin</td>
</tr>
<tr>
<td>[ ] 240 litre ‘dark green’ recycling bin (standard)</td>
</tr>
<tr>
<td>[ ] An additional ‘dark green’ recycling bin</td>
</tr>
<tr>
<td>[ ] Don’t know/not sure</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>'Dark red' organics bin</th>
</tr>
</thead>
<tbody>
<tr>
<td>[ ] 140 litre ‘dark red’ organics bin</td>
</tr>
<tr>
<td>[ ] 240 litre ‘dark red’ organics bin</td>
</tr>
<tr>
<td>[ ] Don’t know/not sure</td>
</tr>
<tr>
<td>[ ] Not applicable – I don’t have this service</td>
</tr>
</tbody>
</table>
### Section 3: Waste Collection Services

7. Council provides a range of waste collection services. On a scale of 1 to 5, where 1 is very dissatisfied and 5 is very satisfied, how would you rate the following services?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Very Satisfied (1)</th>
<th>Somewhat dissatisfied (2)</th>
<th>Neither (3)</th>
<th>Somewhat satisfied (4)</th>
<th>Very Satisfied (5)</th>
<th>Don't know/not sure</th>
<th>Haven't used this service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kerbside collection of 'light green' garbage bins</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerbside collection of 'dark green' recycling bins</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Kerbside collection of 'dark red' organics bins</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>‘At call’ hard waste collection (metals, old refrigerators, etc)</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-waste collection (laptops, mobile phones, televisions, etc) at a drop off facility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hazardous and toxic materials collection (household chemicals, motor oils, paints, etc) at a drop off facility</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

8. In the past year, have any of your household’s bins been missed and not emptied even though they were put out for collection on time?

- Yes (If yes how many times) ____________
- No
- Don’t know/not sure

9. When your household’s garbage bin is emptied, is there ever any rubbish left behind by our trucks?

- Never
- Sometimes
- Often
- Always
- Don’t know/Not sure
Section 4: Waste Bin Usage

10. Council is seeking to understand the extent to which residents are filling their bins. Can you please indicate, using the diagrams below, how much of your **light green** garbage bin you are using on a weekly basis?

   (Choose 1 option only)

11. Can you please indicate, using the diagrams below, how much of your **dark green** recycling bin you are using on a fortnightly basis?

   (Choose 1 option only)

12. Can you please indicate, using the diagrams below, how much of your **dark red** organics bin you are using on a fortnightly basis?

   (Choose 1 option only)
13. Do you think that a 140 litre ‘light green’ garbage bin is sufficient for households of the following sizes?

<table>
<thead>
<tr>
<th>Size of Household</th>
<th>Yes</th>
<th>No</th>
<th>Don’t know/not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 or 2 people</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3 or 4 people</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5 or 6 people</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7 or more people</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Section 5: Ratepayers’ Section**

Councils in our region charge ratepayers between $110 to $270 per annum for an ADDITIONAL 140 litre ‘light green’ garbage bin.

14. How much would you be willing to pay for an ADDITIONAL ‘light green’ garbage bin if you requested this service?

**80 litre bin:**
- $0-$30
- $31-$60
- $61-$80

**140 litre bin:**
- $61-$80
- $81-$100

The average charge for an organics service for Councils in our region is: $61.40 for a 120 litre or 140 litre bin and $82.06 for a 240 litre bin per annum. In Hume, the ‘dark red’ organics bin comes in 2 sizes: 140 litre and 240 litre.

15. How much would you be willing to pay for a ‘dark red’ organics bin if you requested this service?

**140 litre bin:**
- $61-$80
- $81-$100

**240 litre bin:**
- $61-$80
- $81-$100
Section 6: Large Household Bin Service

Currently, households with 5 or more people are entitled to a free upgrade of their ‘light green’ garbage bin from 140 to 240 litres (see Figure 2 below).

Council is seeking your feedback to its large household policy. A number of options are being explored, including:

- Changing the definition of large households from “5 or more people” (current) to “7 or more people”.
- Recycling Service: Large families would be provided with two 240 litre ‘dark green’ recycling bins instead of receiving just one, which is the current arrangement.
- Garbage Service: Large families would be provided with a 140 litre ‘light green’ garbage bin only. However, they will be able to purchase an additional 80 or 140 litre ‘light green’ garbage bin.

Figure 2: Large Household Entitlement – Current & Proposed

16. Would you support Council changing its definition of large families from ‘5 or more people’ to ‘7 or more people’?

☐ Yes ☐ No ☐ Don’t know/not sure

b) If no, why not?


7
17. Would you support a change in Council policy where large families would be entitled to an additional 240 litre ‘dark green’ recycling bin instead of an additional ‘light green’ garbage bin?

☐ Yes ☐ No ☐ Don’t know/not sure

b) If no, why not?

________________________________________________________________________

18. Do you think that providing an additional 240 litre ‘dark green’ recycle bin instead of the additional ‘light green’ garbage bin would encourage large households to do more recycling?

☐ Yes ☐ No ☐ Don’t know/not sure

b) If no why not?

________________________________________________________________________

19. Do you think providing an additional 240 litre ‘dark green’ recycle bin instead of the additional ‘light green’ garbage bin will REDUCE the amount of material sent to landfill?

☐ Yes ☐ No ☐ Don’t know/not sure

b) If no why not?

________________________________________________________________________
Section 7: Recycling Activities

Encouraging recycling reduces the amount of waste going into landfill and helps ensure we are looking after our environment by saving water, energy and resources.

20. Please indicate, from the list below, which recycling/waste reduction activities you or other members of your household currently engage in.

(Tick as many as apply)

- Using the ‘dark green’ recycling bin on a regular basis
- Having a compost bin or a worm farm
- Displaying a ‘no junk mail’ sticker on your letterbox
- Reusing plastic and glass bottles
- Mulching tree branches
- Other (please specify) ___________________________
- None of the above

21. Please indicate, from the list below, the types of materials you recycle and how often you recycle them.

<table>
<thead>
<tr>
<th>Material</th>
<th>Never</th>
<th>Seldom</th>
<th>Sometimes</th>
<th>Most of the time</th>
<th>All the time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plastic bottles and containers</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Aluminium cans</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Newspapers/magazines</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cardboard boxes and wrapping</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Steel cans</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glass bottles and jars</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milk and juice cartons</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
22. In order to reduce the amount of waste going into landfill, what could Council do to help encourage recycling?

(Choose as many as apply)

- Limit the number of 240 litre 'light green' garbage bins issued to households
- Provide more community education around how to dispose of their waste correctly
- Encourage residents to use the 'dark red' organics bins instead of putting garden waste (e.g. lawn clippings) in their 'light green' garbage bin
- Other (please specify) ____________________________
- None of the above

23. What would encourage households to do more recycling around the house?

(Choose as many as apply)

- Nothing would encourage households
- A larger (i.e. 360 litre) 'dark green' recycling bin
- A larger 'dark red' organics bin
- A smaller 'light green' garbage bin
- Having a compost bin/worm farm
- Community education on recycling activities
- Have a more frequent recycling service
- Other (please specify) ____________________________

24. Are you aware of Hume City Council's free mulching service which allows residents to bring in their tree branches and clippings and have them turned into mulch?

- Yes    - No (If no, please go to Question 26)

25. Have you used Hume City Council's free mulching service?

- Yes    - No
Section 8: Hard Rubbish Collection Service

Council offers a free hard rubbish collection service where residents place unwanted bulky items like old refrigerators and furniture in their front yard and Council sends a truck around to collect and dispose of them. Households (including renters) are entitled to up to two collections each year and this service is available at anytime of the year by calling Council to book a collection time that suits you.

26. Are you aware of Council’s hard rubbish collection service?
   - Yes
   - No (Go to Q32)

27. Have you used Council’s hard rubbish collection service?
   - Yes
   - No (Please complete Part B of this question and then go to Q31)
     b) If ‘No’, is there any reason which has prevented you from using the service? If so, please state below:

28. When making a booking for a hard rubbish collection, how easy did you find the process?
   - Very easy
   - Easy
   - Neither easy nor hard
   - Hard
   - Very hard

   b) Could you briefly explain why you gave this rating?

29. To book a hard rubbish collection, you’re required to provide a voucher which is located on your rates notice. How satisfied are you with using the voucher system?
   - Very Satisfied
   - Satisfied
   - Neither satisfied
   - Dissatisfied
   - Very dissatisfied
b) Could you briefly explain why you gave this rating?


30. Overall, how would you rate Council’s hard waste collection Service?

☐ Very Satisfied
☐ Satisfied
☐ Neither satisfied
☐ Dissatisfied
☐ Very dissatisfied

31. How well does Council PROMOTE its hard waste collection service to the residents of Hume?

☐ Very effectively
☐ Effectively
☐ Ineffectively
☐ Very ineffectively
☐ Don’t know / Not sure

32. Council currently provides for collection of 6 cubic meters (approximately 6 average size refrigerators) per year of hard waste collection. Do you believe this is enough for an average household?

☐ Yes
☐ No
☐ Don’t know / not sure

b) If no, could you briefly explain why?


33. Do you think Hume City Council’s hard rubbish collection service discourages individuals from illegally dumping rubbish around the municipality of Hume?

☐ Yes
☐ No
☐ Don’t know / Not sure

b) If no, could you briefly explain why?
34. How could the hard waste collection be improved?

35. There are a small number of items Council won't collect as part of the hard waste service. Some of the more common items not collected include construction and renovation waste; soil, bricks, concrete, plaster or stones; motor engines; commercial or industrial waste; hazardous waste; liquid waste including paint or chemicals.

Are there any items which Council DOES NOT collect, but you believe should be collected by the hard waste service? If so, please state the items below.

Section 9: Stolen Bins

36. Sometimes rubbish bins are stolen or misplaced and they need to be replaced by Council. Last year 1,500 bins were reported stolen costing Council $60,000. In regards to this issue, would you be in favour of Council adopting a policy where bins can only be replaced when they are accompanied with a statutory declaration?

☐ Yes

☐ No

☐ Don't know/not sure

b) If no, why not?

---
Section 10: Shared Waste Facilities

Council is considering the possibility of trialing shared waste facilities in residential units and townhouses. The proposal would involve residents using skip bins (i.e. large waste bins) as a shared waste disposal facility. It is hoped that this change will improve service by:

- Reducing the number of bins on the road, saving space and freeing up car parking during collection days.
- Ensure trucks are easily able to pick up waste – currently trucks can’t enter some service roads, requiring residents to put their bins out further away from their homes and often in front of neighbours’ homes.

37. Would you be in favour of residents sharing bins in residential units and townhouses?

- Yes
- No
- Don’t know
- Not applicable
  b) If no, why not?

  __________________________________________________________

Section 11: Final Comments

38. Do you have any other comments you would like to make about Hume City Council’s waste collection services?

  __________________________________________________________

  __________________________________________________________
Section 12: Demographical Details

39. Please indicate which age group you fall into?
   - Under 18
   - 18-24
   - 25-34
   - 35-49
   - 50-64
   - 65 years and over

40. Please indicate your gender?
   - Male
   - Female

Thank you for your cooperation in completing this survey.
EXECUTIVE SUMMARY

The Waste Management Survey 2011 measured the extent to which residents were satisfied with their council-managed waste disposal service.

Section One – Household Type
- The majority of respondents (87.6%) lived in a “separate house”.

Section Two – Rubbish Bin Type
- The most common bin that respondents had was a 140 litre ‘light green’ garbage bin (69.0%).

Section Three – Waste Collection Services
- Residents were the most satisfied with ‘light green’ and ‘dark green’ bin collection.

Section Four – Waste Bin Usage
- Dwellings with only 1 or 2 residents were the least likely to fill their bins “all the way”.

Section Five – Ratepayers’ Section
- In regards to how much residents would be willing to pay for ‘light green’ and ‘dark red’ bins of various sizes, more than four in five respondents answered either “the lowest price range” or “don’t know”.

Section Six – Large Household Bin Service
- In regards to Council changing its definition of large families, two in five respondents (40.2%) stated “no”, and 32.1% stated “yes”.

Section Seven – Recycling Activities
- The most common type of recycling activity was recycling newspapers and magazines (79.2%).

Section Eight – Hard Rubbish Collection Service
- The vast majority of respondents (82.5%) stated that they were aware of Council’s hard rubbish collection service with only 16.0% stating that they were “not aware” of the service.

Section Nine – Stolen Bins
- Half of the respondents surveyed supported Council’s proposed policy of reports of stolen bins being accompanied by a statutory declaration (51.3%).

Section Ten – Shared Waste Facilities
- Slightly more people said “yes” than “no” to the sharing proposal – 53.9% said “yes” to sharing, while 46.1% said “no”.

Section Eleven – Demographical Details
- Just over half of the respondents were female (51.4%), and 30.7% were aged 50-64 years old.