

## **ATTACHMENT C**

**WASTE STRATEGY COMMUNITY  
CONSULTATION REPORT, CITY OF  
SYDNEY, ELTON CONSULTING 2016**





# **Waste Strategy Community Consultation Report**

**City of Sydney  
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# Contents

<b>1</b>	<b>INTRODUCTION</b>	<b>1</b>
<b>2</b>	<b>RECYCLING KNOWLEDGE</b>	<b>2</b>
<b>3</b>	<b>RESIDENTIAL WASTE AND RECYCLING ISSUES</b>	<b>3</b>
	Theme 1: Illegal dumping	4
	Theme 2: Recycling bin contamination	5
	Theme 3: How to recycle more	6
	Theme 4: Avoiding waste	8
<b>4</b>	<b>FUTURE WASTE MANAGEMENT</b>	<b>10</b>
	Residential waste targets	10
	Residential waste management options	10
<b>5</b>	<b>SUMMARY</b>	<b>14</b>

## FIGURES

Figure 1	Public workshop exercise: which character do you identify most with?	12
Figure 2	Feedback form: ranking of options	13

## TABLES

Table 1	City of Sydney potential residential waste options	11
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## APPENDICES

A	Agenda	16
B	Workshop participants	17
C	Waste scenario characters	19
D	Feedback form responses	20



# 1 Introduction

This report is based on the outcomes of community consultation undertaken to inform the City of Sydney's draft Waste Strategy.

As part of this consultation, two community workshops were held. The first was on 17 August 2016 at Redfern Town Hall, and the second on 27 September 2016, at Benledi House in Glebe. The workshops had a combined attendance of 32 City of Sydney residents.

The workshops were an opportunity to better understand community preferences for, and knowledge of, residential waste and resource recovery actions undertaken by the City. It was made clear to participants that while the topic of residential waste was the focus of the workshop, other waste streams such as commercial and retail would be considered in the Strategy.

The purpose of the consultation was to:

- » Discuss options to mitigate problem residential waste issues
- » Obtain feedback on the City's waste services
- » Inform preparation of the waste strategy, particularly options for managing residential waste.

The workshops comprised presentations from staff along with a number of group activities. The workshop agenda is provided in Appendix A.

This report summarises the feedback received throughout the workshops. Key residential waste topics discussed in the workshop were:

- » Illegal dumping
- » Recycling bin contamination
- » How to recycle more
- » Avoiding waste.

For these topics, participants were encouraged to reflect on behaviours around waste, identify possible solutions or barriers and provide suggestions for how the City might help residents reduce their waste.

During the final workshop activity participants were asked to indicate their preferences for a number of potential options for how the City could manage its waste into the future.

## Participants

Workshop participants were largely recruited through a random phone sample. In order to achieve a demographic representation of City of Sydney residents, any shortfall in specific age groups (largely young men aged 18-35) was addressed by contacting people on an existing database of local residents. Appendix B provides an overview of attendee demographic data. All community participants were provided with a stipend for their participation.

## 2 Recycling knowledge

### Introduction

As an introduction to the workshop and to gauge the level of general waste and recycling knowledge in the room, participants were split into table groups and were asked to sort 11 common and commonly problematic household items into the following options:

- » Red bin: general waste
- » Yellow bin: recycling
- » Other: alternative recycling options.

The items included plastic bags, metal coat hangers, light bulbs and chip wrappers (typically the more confusing items for residents).

### How informed are residents about what they can recycle?

Participants were fairly knowledgeable about which items could go into the respective bins, however items which caused confusion included:

- » Metal coat hangers, Pringles containers and drinking glasses: tables often put these non-recyclable items in the recycling bin
- » Pizza boxes, light bulbs and aerosols: caused some confusion and discussion. As one participant noted, pizza boxes were previously non-recyclable. It was suggested that the City should better inform residents about changes in recycling status.

Other results and discussion points from this activity included:

- » Participants felt that better recyclable (or not recyclable) labelling by suppliers would be helpful, given the level of complexity involved in determining whether an item was recyclable or not
- » What is suitable for recycling in the City's residential bins does not correlate with the full range of materials actually recyclable
- » Different local government areas (LGAs) have different recycling rules making it difficult for people who have moved from other localities (or from overseas)
- » At the second workshop, the group discussed the City's waste contractor and the facilities available to them.

To conclude the activity, participants were asked where they go to for information about disposing items. A few participants noted they looked to packaging, and a couple noted using the City's website. Across both workshops only two participants were familiar with the Garbage Guru. Many felt it needed to be promoted more widely.



"It would be helpful if there was a system to do in a building for education [about] sorting of waste."

Participant workshop 2

"No never heard of [Garbage Guru]."

Participant workshop 1



### 3 Residential waste and recycling issues

#### Introduction

Four major residential waste issues that the City has identified for improvement were presented to the workshop participants. The presentation outlined statistics, strategies and actions currently being undertaken by the City to reduce the impact of residential waste and recycling.

For each of the issues a separate work station was set up where participants, based on table groupings, were invited to comment on and address questions related to each of the residential waste problems. Groups had time at each station, rotating clockwise after each round. The questions were listed on large worksheets to allow participants to record their individual or group responses and ideas, as well as, in later rounds, to view information provided by earlier groups. Facilitators were available at each work station to discuss options, answer questions and assist participants in recording on the worksheets.



## Theme 1: Illegal dumping

### Overview

Workshop participants were aware of the issue of illegal dumping and were able to provide examples of it in their local area. Most participants were also aware of the City's free pick up service with a number having previously used the service, and other recycling services (e.g. e-waste). Participants were generally supportive of the City's service although, at least one participant was upset that their waste had not been collected immediately, not understanding that the pick-up was on a specified week day.

### Why do you think people dump waste?

The greatest barrier workshop participants identified to reducing illegal dumping was the convenience of simply placing waste on the kerb and associated laziness. One workshop table further noted that disposing of waste properly or booking in a pick-up could be time consuming.

Lack of awareness of Council's pick-up service was also identified as another major reason that people dumped waste. Confusion due to language barriers was identified as a particular issue by some participants. It was suggested that residents may be concerned by the costs associated with correct disposal, not realising that the service was free no matter the number of pick-ups requested. Participants at workshop two noted that some residents leave items on the street as part of an informal reuse system, allowing others the opportunity to take their unwanted goods.

It was noted that dumping household waste may also be a last minute option, and more likely to occur in the City of Sydney due to the higher proportion of multi-unit apartments dwellers versus houses and high occupancy turnover. It was also suggested that residents do not have sufficient space for their goods, again more likely, given the City's high number of multi-unit apartments.

### What could people do with unwanted items?

Participants identified a range of options for residents to get rid of their items. It was suggested that residents should be encouraged to:

- » Repurpose and upcycle
- » Donate
- » Host garage sales
- » Use sale or give away websites or social media groups.

Additional ideas included an online system for unwanted products facilitated by Council and drop off locations for hard rubbish within the City of Sydney LGA. Providing drop-off locations for hard rubbish disposal around the City was raised by both groups, particularly by those who supported other residents reusing their items. Unsurprisingly, participants also thought residents should arrange a Council pick up for their unwanted goods.



"Having drop off points around Sydney for people to drop unwanted goods."  
Participant workshop 1

"Why is it unwanted? – Someone can use it."  
Participant workshop 1

## How can the City's free pick-up be better communicated to residents and made easier to use?

Many workshop participants believed the free pick up was well communicated, but noted that other residents may not be aware. Raising awareness of the service was considered highly important, and participants suggested that the City should:

- » Display information in different languages
- » Provide signage in apartment buildings
- » Distribute information regularly in areas with high accommodation turnover and through real estate agents or body corporates
- » Distribute information through other information sources including the city's marketing materials and utility bills
- » Look to overseas examples of awareness campaigns
- » Reward those who use the pick-up and reinforce the behaviour through positive recognition such as a 'good community citizen award'.



"[Council's pick-up service] is already pretty good."  
Participant workshop 1

## Theme 2: Recycling bin contamination

### Overview

Contamination in the recycling bin was another residential waste problem that most workshop participants could readily relate to, with a number identifying issues with their neighbours' recycling practices. It was acknowledged, however, as seen in the 'icebreaker' workshop activity, that there are a number of common household items whose disposal remains confusing and unclear.

### Why do you think people put things in the yellow bin that cannot be recycled?

Workshop participants largely put recycling contamination down to a lack of attention with correct waste disposal. They indicated residents may not be aware of what goes in which bin and do not know how to recycle properly. Participants also felt that contamination was due to disinterest or seeing recycling as a low priority, noting that some people that just do not care about recycling correctly.

Participants noted that residents don't always think when they are disposing of waste and that they are often very busy. Again there was a complaint that some people are just too lazy to dispose of their household waste in the correct bins. Other responses included that residents don't like to touch rubbish, and insufficient bin space. One participant also suggested that apartment dwellers are disconnected from their building's waste management practices.



"Symbols [are] confusing."  
Participant workshop 2

### **Do you know how to find out about what can or can't go in the yellow bin?**

Product labels and packaging were commonly identified sources for recycling information. Participants also felt that product packaging could provide more information with labels including details such as 'recyclable when cleaned'.

Participants noted that the City's online Garbage Guru could assist them to dispose of recyclable items correctly. Some felt that the City's website could be promoted further. Other responses included the City's fridge waste management leaflet and information line.

The City's regular resident information sessions were also noted as an opportunity to share this information and educate residents.

### **What else can the City do to help people put the right thing in the right bin?**

A number of opportunities to educate the community and encourage individual social responsibility were suggested by workshop participants. Many participants felt education and awareness were vital for to assist residents in the correct disposal of their waste, with suggestions including:

- » Improved signage and greater advertising, including in languages other than English
- » Advertisement and awareness around the results of poor waste disposal and proper waste sorting
- » Promote sorting instructions and recycling information on garbage trucks and on the inside rather than the outside of bin lids
- » Use social media and promote the Garbage Guru further – the service could be advertised on residential waste bins
- » Provide more recycling bins than garbage bins
- » Assist older buildings to develop and implement waste management plans, as required in new developments
- » Fine residents for incorrect disposal and reward those residents recycling correctly
- » Provide an info line to report poor recycling.

Participants felt that a container deposit scheme as practiced in South Australia would at least encourage residents to dispose of drink bottles correctly.



"Target problem contaminants with education."  
Participant workshop 2

## **Theme 3: How to recycle more**

### **Overview**

The problem of residents placing recyclables in the red bin received similar feedback to contamination of the yellow bin. Once more, ignorance, laziness and disinterest were raised as barriers to the City's progress. Participants also identified a series of opportunities for the City to make it easier for residents to recycle more, particularly for those living in apartment buildings.

### **Why do you think people put recyclable items in the red bin?**

Workshop participants felt residents were unaware or lazy when disposing of recyclable items in the red bin. They also felt that residents were uncertain of how to recycle correctly as there was insufficient or

confusing information about what is and isn't recyclable. They suggested disseminating this information through signage on the inside of Council's bin lids.

A barrier to recycling identified by workshop participants were the small size of recycling bins although a participant was concerned about potential costs and mobility issues associated with providing a bigger bin. Another suggested that the recycling bins should be larger (but cheaper) than general waste bins.

Other issues raised by participants included:

- » Recycling bins have been stolen.
- » It is easier and more convenient to put everything in one bin, than sort waste correctly
- » Apartment buildings make it easier to use the red bin rather than recycle items correctly by providing only a garbage chute or poorly locating the recycling chute
- » Some residents are just indifferent about correct waste disposal.



"Unaware of consequences – perhaps a visual campaign of recycling jams and equipment problem items."

Participant workshop 1

### **What would make it easy for people to recycle more?**

Workshop participants felt that greater awareness was required to get residents to recycle more and suggested information, reminders and updates about recyclable materials. This included:

- » Signage in multiple languages and on the inside of bins
- » Creating signage for large apartment buildings and working with strata managers at these locations
- » Making information easily available through advertising and marketing materials such as the fridge leaflet, and information displayed on the City's garbage vehicles
- » Providing direct advice on garbage bins if there is clear evidence of recyclables being placed in the red bin
- » Providing education to businesses on the commercial incentives to reduce and avoid waste, particularly take away packaging

Other actions that participants felt would support improved recycling practices were:

- » Enforcing best practice waste management as a prerequisite in the design and planning for all new buildings.
- » Providing internal source separation bins and compost bins to City residents
- » Additional drop off locations for recyclable materials and opening e-waste drop off points every day
- » Using State Government legislation or incentives to improve product labels and indicate what can and can't be recycled
- » Container deposit legislation
- » Fining residents who didn't place the right materials in the bins.

Associated with awareness raising, getting people to care and be enthusiastic about their recycling practices was supported. Participants suggested encouraging and positively reinforcing behaviour through a points reward system, a street competition or school projects. At workshop one, it was

suggested that residents should see good waste practices tied to their duty as a citizen and a resident of the city.



“Labelling on products being more prominent: what is recyclable”  
Participant workshop 1

“Information on what exactly constitutes “clear” or “not contaminated” esp. by food, aerosol cans – what is empty?”  
Participant workshop 2

### **Were you aware of the recycling services the City provides?**

Participants at both workshops were familiar with some if not all of the recycling services that the City provides, however the majority had not heard of the City’s Garbage Guru. Approximately half of the participants were aware of all of the City’s recycling services. There were only a small number of participants unaware of the City’s free pick up and website information.

There were some participants who felt confused about recycling services and options, particularly for certain materials including plastics and light bulbs. The City’s representatives were able to speak with these participants about their issues at the workshops.



“No not aware of everything and find it difficult to know what to put in the bins.”  
Participant workshop 1

## **Theme 4: Avoiding waste**

Workshop participants had a number of ideas about how to avoid waste, and shared their ideas for specific items.

### **When buying items, do you think about what happens to it once it’s no longer useful?**

Participants considered creative options for reusing materials once they were no longer useful such as:

- » Using the remaining material for other projects
- » Donating them to charity
- » Selling items on eBay or Gumtree
- » Recycling mobile phones at designated points.

Only one participant noted that they rarely think about what happens to their purchases once they are no longer useful.



“Yes but feel that it should be targeted at industry level to limit packaging and (sic) ecopackaging compulsory”

Participant workshop 1

“Expose people to creative uses for things that are commonly seen as useless garbage e.g. palettes”

Participant workshop 2

## Can you think of any simple things that people could do to reduce waste?

Workshop participants had several ideas for reducing waste such as:

- » Shopping with reusable bags and avoiding packaging while shopping
- » Composting and growing fresh food at local community gardens
- » Making smart consumer choices such as avoiding plastic and one-use items e.g. coffee cups and paper plates
- » Ensuring items are reused when unwanted e.g. plastic and glass bottles
- » Donating their unwanted goods at charity shops or selling them online
- » Educating school children to avoid waste.

Shopping for food produce was a common opportunity for reducing waste, participants suggested people should eat fresh foods, buy products in bulk and avoid excess packaging. It was also suggested that the City could facilitate this.

Participants also suggested larger scale options for helping people to reduce waste, including the container deposit legislation.

Other ways that participants suggested for the City of Sydney Council to be proactive about reducing waste was through:

- » Providing an online swap system
- » Encouraging retailers to not use plastic wrapping for products such as direct mail (magazines etc.) and fruit/ vegetables
- » Issuing biodegradable food scrap bags
- » Providing recyclable/refillable technologies for small and medium businesses
- » Running a second hand goods market, similar to the Marrickville bower bird market
- » Promoting bulk produce stores.

At a broader level, participants identified further opportunities to reduce waste through incentives and legislation. These ideas revolved around packaging stewardship for manufacturers and supermarkets, and encouraging innovative design for packaging. Other suggestions included a tick system (similar to the Heart Foundation) on items in supermarkets and charging for selling single use items, such as coffee cups.



"Can it be recycled? Bring your own bag."

Participant workshop 2

## 4 Future waste management

The workshop also provided an opportunity for participants to provide their input on how the City's waste is managed in the future. The City presented the 2021 and suggested 2030 landfill diversion targets and four possible scenarios for future waste management to achieve these waste diversion goals. Participants were asked their thoughts on the targets and preferences for how the City should manage its waste.

To personalise the City's options for waste management, the four options were presented to participants in the form of characters who described the option in line with their preferences and priorities.

### Residential waste targets

Discussion about future waste management options for reaching the City's waste targets showed participants were generally in support of the 2030 target of 80%+ waste diversion from landfill. They were enthusiastic about the City targeting an 'ambitious' rather than 'safe' waste reduction goal. A few participants felt that achieving the State target would be sufficient.

Participants acknowledged however that reaching the City's targets is dependent on a number of external factors, particularly the influence of State Government, the involvement of producers, as well as the behaviour of the City's residents.



"Aim high."

Participant workshop 2

"Doing well if we get to [the State target]."

Participant workshop 1

"Some cities have 90%, how do they do it?"

Participant workshop 2

"Lots of people still don't care."

Participant workshop 1

### Residential waste management options

Participants were presented with four possible options for how the City could manage non-recyclable waste in the future. Each option presented had different individual implications in respect to convenience, cost and environmental outcome as identified in the table below.

To make the exercise more engaging for participants, each option was represented by a character type who described a scenario as to why that option resonated most with them (See Appendix C: Waste character scenarios). The options presented were:

















**Option 1: Penny:** Business as usual with food and organic waste separated (for composting) from general waste at an advanced resource recovery facility, with residual waste going to landfill.

**Option 2: Bob:** All items in the general waste bin (including food and organic waste) go for energy recovery at a thermal treatment facility.

**Option 3: Connie:** Food and organic waste are separated (for composting) from general waste at an advanced resource recovery facility, with residual waste sent for energy recovery at a thermal treatment facility.

**Option 4: Max:** separation of food waste at home to treat for energy recovery – all remaining items go for energy recovery at thermal treatment facility.

**Table 1 City of Sydney potential residential waste options**

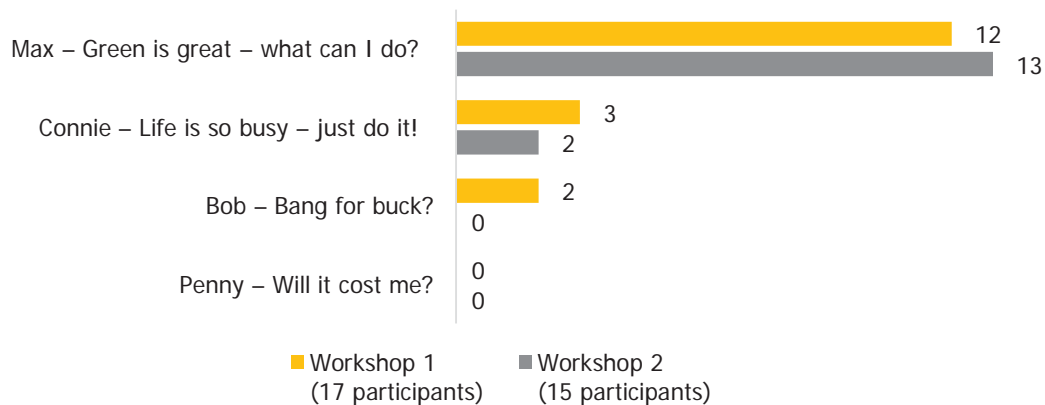
<b>Option 1: Penny</b>				
<b>Option 2: Bob</b>				
<b>Option 3: Connie</b>				
<b>Option 4: Max</b>				
	<b>Extra bin</b>	<b>Cost</b>	<b>Effort</b>	<b>Environmental Outcome</b>

None of the participants identified major concerns about three of the options involving waste disposal to a thermal energy from waste facility. One participant did ask however if this facility was an incinerator and where it would potentially be located.

Once each scenario was read out, workshop participants were asked to get out of their seat and stand next to the character and waste management option that they most strongly supported. Participants were then asked to confidentially rank the waste management options in order of preference on their feedback forms. It was interesting to note that the results of the private preference activity were slightly different to the public show of support for the waste management options.

Nearly all workshop participants (78%, 25 participants) chose Option 4 (Max) which requires significant individual effort to achieve the greatest environmental outcome. Only 67% of participants, however from the second workshop listed Max as their first preference in their feedback forms despite 87% of workshop 2 participants choosing to stand next to Max during the public exercise. It is also worth noting that while no one chose Option 1 (Penny) during the public exercise, she was chosen as a first preference in one feedback form (see Figure 2). In addition, two participants favoured Option 2 (Bob) publicly, however only one workshop participant indicated this option as a first preference on the feedback form.

**Figure 1 Public workshop exercise: which character do you identify most with?**



Max supporters were curious about how his option could be implemented. Questions revolved around the level of participation required, issues with contamination and costs associated with an additional bin. A few participants noted other jurisdictions where organic waste separation is available and were therefore confident that it could be successfully implemented by the City. The space required for an additional bin was noted as a barrier by a small number of participants.



“Reasonable to sort [food waste] at point of consumption, in the home”

Max (Option 4) supporter workshop 1

“I do this most of the time to see what I can put in the garden”

Max (Option 4) supporter workshop 2

There was a smaller group who identified with Connie. These participants felt that the option might be more realistic than Max due to the reduced dependency on individual responsibility and buy-in. It was suggested that Connie’s option could lead to Max’s option in the future, but that reaching the 2030 target would be more likely if a less complex option was introduced first.



“Very close! But based on behaviour change etc I think Connie will have more success in the 2030 timeframe.”

Connie (Option 3) supporter workshop 2

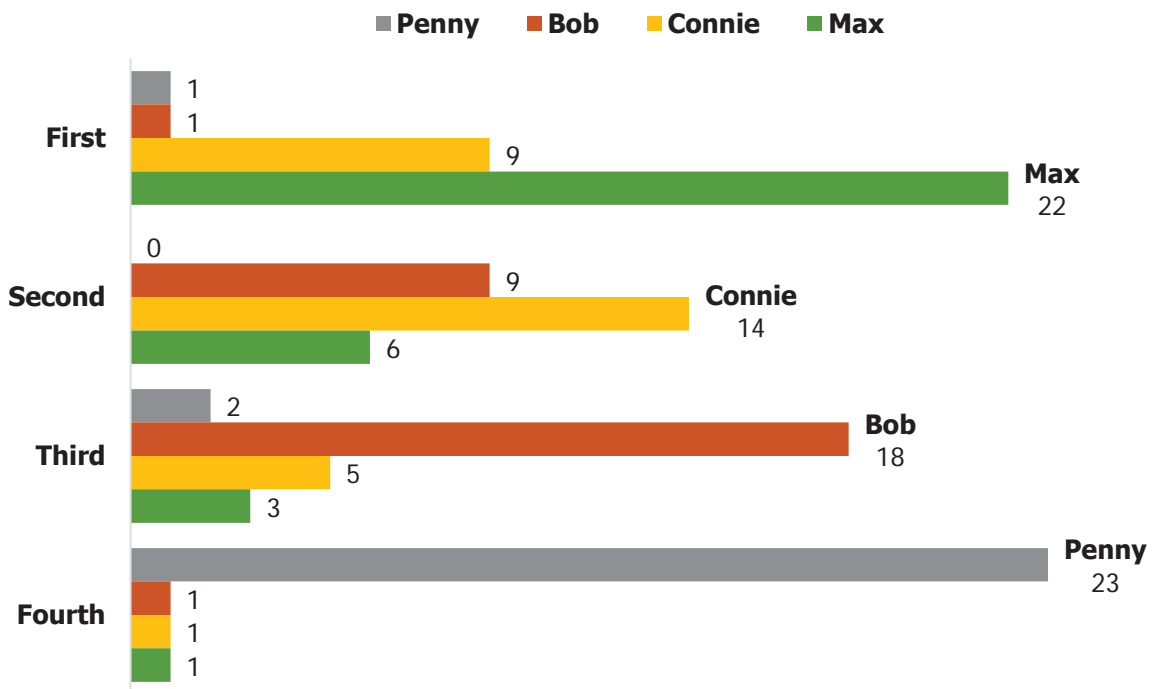
“Do care but need something easy”

Connie (Option 3) supporter workshop 1

“Recycling comes back [and it’s] cost efficient”

Bob (Option 2) supporter workshop 1

Figure 2 Feedback form: ranking of options



## 5 Summary

Across all of the issues discussed, there was general agreement among the workshop participants of the importance of individual responsibility and education in reducing residential waste. Most workshop participants were also positive about the City's services and actions for waste management and reduction.

Participants were relatively knowledgeable about which problematic household items were or were not recyclable and where they could go to recycle recyclable items that could not be placed in the yellow-lidded bin. The City's website was most commonly used by participants if they were unclear about which items could be recycled, although few if any participants knew of the Garbage Guru.

There was significant consensus in responding to questions about the City's major residential waste and recycling issues, namely illegal dumping, recycling bin contamination, reducing recyclables in general waste and avoiding waste. Overwhelmingly, workshop participants felt that ignorance and indifference were major causes for problem waste issues. There was a perception that lack of information or lack of knowledge about where to find out about recycling was an issue for residents. Participants suggested that the City could do more to promote its waste and recycling services. This ranged from providing information about what can and can't be recycled on the inside of City waste bins to community workshops on composting.

Participants favoured providing incentives for individuals with good waste practices. A number of participants identified specific groups that they felt were most likely to contribute to problem waste issues and should therefore be targeted in the Waste Strategy. This included apartment dwellers, tenants, students and non-English speaking residents. Proposed strategies included working more proactively with real estate agents, stronger waste planning controls and providing educational information in a range of languages.

The NSW State Government was seen by participants as having a broad and significant role in waste avoidance. Participants were also strongly in favour of the implementation of a container deposit scheme, and of residents rehousing items, by donating or selling them. It was noted that leaving goods on the street is viewed positively by some residents as an informal reuse strategy. Strategies for Council to assist in waste avoidance involved expanding its current services by extending the operation of e-waste drop off locations and introducing second hand goods drop off centres.

Workshop participants felt positive about the City's services and actions for waste management and reduction. The majority approved of the waste management targets to 2021 and the suggested ambitious targets to 2030. They also strongly supported the most environmentally beneficial (and costly) future waste management option (Option 4 - Max), requiring individual organic waste separation (an additional green bin) coupled with energy recovery of general waste. There was little support for the other future waste management options outlined in the workshop. None of the participants seemed overly concerned that Options 2-4 involved using a thermal energy from waste facility.

The small number of participants that did not support the 'Max' option felt that the requirement to achieve a minimum 80% participation rate to make the green bin scenario functional was not realistic. They generally supported the more pragmatic option of processing the red bin contents at a separate facility ('Bob') or facilities ('Connie').

The majority of participants enjoyed attending the workshops, and many looked forward to seeing the results as well as the City's future actions. It was strongly stated that the City should consider its high proportion of apartment dwellers when preparing its Waste Strategy. Additional feedback on the delivery of the workshop is listed in Appendix D.

# Appendices

- A Agenda
- B Workshop participants
- C Waste scenario characters
- D Feedback form responses



# A Agenda

1.	<b>Coffee and Registration</b>
2.	<b>Welcome and Introductions</b>
3.	<b>Ice-breaker</b>
4.	<b>Overview of Workshop outcomes</b>
5.	<b>Waste Impacts – What is the problem</b>
6.	<b>City of Sydney – Key Waste Issues</b>
7.	<b>Workshop Activity 1 – Round table discussion of barriers and opportunities to waste issues</b> <ul style="list-style-type: none"> <li>» Illegal dumping</li> <li>» Recycling bin contamination</li> <li>» How to recycle more</li> <li>» Avoiding waste.</li> </ul>
8.	<b>Performance and targets</b>
9.	<b>Workshop Activity 2 - Future opportunities</b>
10.	<b>Round up, next steps and questions</b>

## B Workshop participants

### Workshop 1

Sex	Age	Language other than English	Dwelling	Suburb
Female	18-39	No	Unit/Apartment	Potts Point
Female	18-39	No	Unit/Apartment	Potts Point
Male	18-39	No	Unit/Apartment	Alexandria
Male	18-39	No	Unit/Apartment	Redfern
Female	18-39	No	Stand alone house	Redfern
Male	18-39	No	Stand alone house	Redfern
Female	40-59	Russian	Unit/Apartment	Redfern
Female	40-59	Spanish	Stand alone house	Potts Point
Female	40-59	Greek	Stand alone house	Surry Hills
Female	40-59	No	Stand alone house	Annandale
Male	40-59	Latvian	Stand alone house	Redfern
Female	60+	Japanese	Unit/Apartment	Haymarket
Male	60+	No	Unit/Apartment	Darlinghurst
Male	60+	Chinese, Arabic	Unit/Apartment	Woolloomooloo
Female	60+	No	Unit/Apartment	Sydney
Male	60+	Spanish	Unit/Apartment	Dawes Point
Male	60+	No	Unit/Apartment	Darlington

### Workshop 2

Sex	Age	Language other than English	Dwelling	Suburb
Female	18-39	Indonesian	Unit/Apartment	Waterloo
Male	18-39	Arabic	Unit/Apartment	Glebe
Male	18-39	No	Stand alone house	Chippendale
Female	40-59	No	Stand alone house	Glebe
Female	40-59	No	Unit/Apartment	Glebe
Female	40-59	No	Unit/Apartment	Sydney
Male	40-59	No	Unit/Apartment	Darlington
Male	40-59	No	Unit/Apartment	Surry Hills

Sex	Age	Language other than English	Dwelling	Suburb
Male	60+	No	Stand alone house	Darlinghurst
Male	60+	No	Stand alone house	Glebe
Female	60+	No	Unit/Apartment	Glebe
Male	60+	No	Unit/Apartment	Pymont
Male	60+	No	Unit/Apartment	Glebe
Male	60+	No	Unit/Apartment	Glebe
Male	60+	Spanish	Unit/Apartment	Redfern

## C Waste scenario characters

**Option 1: Penny:** Business as usual with food and organic waste separated (for composting) from general waste at an advanced resource recovery facility, with residual waste going to landfill.

**Penny**

Not that interested. Cheapest option please.



*Look I understand waste is an issue but I think that the City of Sydney does enough and I don't think they need to spend any more resources on it. If they can make the existing system more efficient – that's great. I know it won't get us to our target of 80+ % by 2030 but it will get us to over 75% and that's a good result.*

**Option 2: Bob:** All items in the general waste bin (including food and organic waste) go for energy recovery at a thermal treatment facility.

**Bob**

What's the best bang for buck?



*I understand the importance of maximising recycling and minimising what goes to landfill. A single treatment solution will give us the best value for money environmental outcome. I know we're not maximising the benefit to the environment but it means we can aim for a waste diversion target of over 80% and that's a great result.*

**Option 3: Connie:** Food and organic waste are separated (for composting) from general waste at an advanced resource recovery facility, with residual waste sent for energy recovery at a thermal treatment facility.

**Connie**

Life is so busy but I do care. Just do it!



*I really care about reducing waste and ensuring that we look after our environment as much as possible! But I'd rather pay a little more and not have the inconvenience and hassle of another bin! This option means we can still achieve a waste diversion target of over 80% without me having to find the time and space to sort out my food waste.*

**Option 4: Max:** separation of food waste at home to treat for energy recovery, with residual waste sent for energy recovery at a thermal treatment facility.

**Max**

Green is great. What can I do?



*Maximising the environmental benefit of the City's future waste management is the most important issue for me. I'm happy to play my part even if that means finding room for a new bin. I already sort out all of my recycling and it's great having an option for disposing of food wastes if you don't have anywhere to compost at home. This means we can achieve a waste diversion target of over 80% and delivers the best environmental outcome for our city.*

# D Feedback form responses

## Workshop 1

	Agree	Neutral	Disagree	Not sure
I found the focus group interesting	14	2		
I was encouraged to discuss and express my views	16		1	
I felt my views were listened to by the moderator	16	1		
The focus group was held at a suitable time of day	14	3		
The focus group was the right length	14	3		
The venue was appropriate	15	2		
The venue was easy for me to get to	15	1		1
I enjoyed taking part in the focus group	16	1		

## Other comments

- » Signage on the bins
- » Max's strategy works! I'm from Canada, the system is in place - people are motivated to use compost bin as they have pride and a sense of social/environmental stewardship. Moreover, there is a fine if rubbish/waste is incorrectly sorted. Just do it!
- » Conflict of street clutter with bins especially in historically sensitive precincts such as millers Point
- » Whilst I liked # 1, there is a cultural issue, as people especially evident in buildings, that recycling, red bins are contaminated. A clear list under these bin lids of what items can be binned and perhaps to know of the costs of contamination, affect the processing. A smaller than regular wheelie bin option for units would be welcome - considering available space for existing bins in a building. Alas, no mention of community gardens as a waste reduction reality, again is an issue of time. Passion gets sorting, recycling and composting done.
- » Focus more on taking public reliance out and streamlining all resources into one complete system rather than outsourced multiple systems. One system in home, out home, public place, inbound plane advertising, inside taxis, indoor public services / toilets etc., trains, buses
- » More communication with residents about recycle guru and places to donate good furniture / electrical
- » The manufacturers to give better green options on packaging
- » Thanks
- » Save the plastic bag rather than just say no. Green star rating for City of Sydney Food Hall.
- » Well tempered people running the workshop. Able to deal with a range of personalities quite well. They should be congratulated.
- » Very interesting to hear CoS taking initiative for the environment.
- » It was an interesting meeting
- » Provide more education for people with language barrier

## Workshop 2

	Agree	Neutral	Disagree	Not sure
I found the focus group interesting	14	1		
I was encouraged to discuss and express my views	12	2	1	
I felt my views were listened to by the moderator	10	4		
The focus group was held at a suitable time of day	13	1		1
The focus group was the right length	13	2		
The venue was appropriate	13	2		
The venue was easy for me to get to	14		1	
I enjoyed taking part in the focus group	11	3		

### Other comments

- » Great ideas. I would like to see the outcome from tonight put into reality.
- » Thank you to all involved and hope you can achieve the 2030 targets earlier.
- » Source segregation of food waste should be pursued.
- » Current practice of waste collection by trucks are inconsistent in times e.g. late as 6pm - need to be regular in time (earlier) to allow bins to be put away in afternoon.
- » The strategy to date has not been sufficiently promoted. What the Council is currently doing is NOT getting through to residents. A lot of residents are sympathetic to a good 'green' scheme. More education; more promotion; more advertising.
- » I think maybe Council functions for the people living in strata both high rise and other forms of density living a couple of times a year. There is a core long-term resident population in high-rise a few multiyear residents and lots of transient residents. Semi regular functions targeting the first 2 groups keeping them engaged and informed will filter through the strata schemes and buildings they are involved with.
- » A load of information that seemed slightly rushed. I hope you gathered some worthwhile feedback/input from the participants. Thank you! Schools already do a lot with recycling awareness and have done so for years.
- » Education at school level - interact with local schools/projects - funding long term strategy for 80%+ of target. Do research on obstacles overcome by those who have done it well.
- » Totally enjoyed the discussion. Very informative.
- » Continue improving, better education, especially in schools, and also for everyone else
- » Very interesting how much the participants wanted to discuss the issues. Would be good to have supporting materials for people investigating composting/worm farming in apartment buildings. Info for strata managers etc.

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