

## **ATTACHMENT A**

**ENGAGEMENT REPORT – LEAVE  
NOTHING TO WASTE – OUR STRATEGY  
FOR MANAGING SYDNEY’S RESOURCES  
TO 2030 – AUGUST 2017**



# Engagement Report



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## Leave nothing to waste – our strategy for managing Sydney’s resources to 2030

August 2017



# Engagement report

## Leave nothing to waste – our strategy for managing Sydney’s resources to 2030

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## Engagement summary

***Sustainable Sydney 2030* outlined the aspirations of our community and businesses to be green, global and connected. It set the objective that waste from the city be managed as a valuable resource and the environmental impacts of its generation and disposal be minimised. Both Sustainable Sydney 2030 and Environmental Action 2016–2021 set bold targets, including a long-term goal of zero waste to landfill.**

Stakeholder and community engagement on the waste strategy and action plan was undertaken both prior to and during the public exhibition period. The aim was to ensure the strategy is supported and informed by industry stakeholders and reflects our community's current expectations.

Activities the City undertook included:

- Engaged with key industry stakeholders via the establishment of an industry reference group. This included Mirvac, NSW EPA, LendLease, NSW Branch Waste Management Association of Australia and the Total Environment Centre. The aim of this group was to provide advice during the development of the Strategy.
- Sydney Your Say website survey. In total, there were 1,200 page views, 65 people gave feedback via the online survey and 2 organisations and 11 individuals emailed more detailed or personal submissions via Sydney Your Say.
- Two deliberative workshops were held prior to the public exhibition of the draft strategy to better understand community preference for and knowledge of residential waste and resource recovery actions being undertaken and proposed by the City. 32 residents attended.
- The Lord Mayor hosted a stakeholder briefing and panel discussion; 87 people attended. The discussion panel included representatives from City of Sydney, Total Environment Centre, NSW Branch Waste Management Association of Australia, OzHarvest, Lendlease, NSW EPA.
- Presented at the City of Sydney Inclusion (disability) Advisory Panel.

Key Findings:

- The community and industry stakeholders endorsed the City's approach to waste management and its vision for a sustainable future.
- Strong support for the "zero waste by 2030" pathway, with encouragement to achieve the vision in a faster timeframe.

There was a number of common issues raised consistently throughout the consultation. These included:

- Action on food waste/green waste;
- More and improved waste education;
- The City taking the lead on the banning of plastic bags.

## Background

The long-term goal of the City is to reduce all waste for maximum resource recovery, so materials we use aren't just used once and then disposed of. The draft waste strategy sets out a zero waste pathway by 2030. It includes targets, priority areas and actions to achieve this.

The priority areas in the strategy are:

1. Promote innovation to avoid waste - we will advocate for and help the city's businesses and communities to innovate and reduce the impact of waste management
2. Improve recycling outcomes - we will optimise existing City services, reduce contamination, and explore new services
3. Sustainable design - we will increase our focus on planning for waste in new developments
4. Clean and clear streets - we will improve how waste and recycling is managed and transported around the city
5. Better data management - we will improve how we collect, report and verify waste and recycling data
6. Future treatment solutions - we will prioritise a long-term solution for the treatment of non-recyclable waste, to minimise the use of landfill

## Purpose of the engagement

The purpose of the engagement was to:

- Present the City's vision for the future of waste management in Sydney.
- Present the draft targets for significantly reduce waste to landfill by minimising waste where possible and to re-use or recycle as much as we can.
- Explain how we currently manage waste and recycling from the community
- Discuss and request feedback on the options for management of waste and recyclables in the future

## Engagement activities and outcomes

### 1. Industry Reference Group

The development of the Strategy was informed by engagement with an industry reference group, comprised of:

- Mirvac
- NSW EPA
- LendLease
- NSW Branch WMAA (Re-Group)
- Total Environment Centre

The group assisted as a sounding board in the development of the strategy and remained advocates throughout. Representatives from 4 of the 5 organisations were panel speakers at the Lord Mayors briefing about the strategy.

## 2. Deliberative workshops

Two deliberative workshops were held prior to the public exhibition of the draft strategy to better understand community preference for and knowledge of residential waste and resource recovery actions being undertaken and proposed by the City. A total of 32 randomly selected demographically representative residents from across the Local Government Area participated.

The purpose of the workshops 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 workshop comprised a mix of presentations by the City staff and group activities. Information was presented and activities were undertaken that addressed the following themes:

- Recycling knowledge;
- Residential waste and recycling issues;
- Future waste management.

Most participants were positive about the City’s services and actions for waste management and reduction.

“[Council’s pick-up service] is already pretty good.” Participant, workshop 1 - Waste strategy community consultation report, November 2016.

They supported the proposed targets to 2021 and suggested ambitious targets to 2030. The majority (78%) strongly supported the most environmentally beneficial (and most costly) future waste management option presented. This option included separation of food waste at home to treat for energy recovery and all remaining items go for energy recovery at a thermal treatment facility.

**“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.” – Waste strategy community consultation report, November 2016.**

Participants suggested the City could do more to promote its waste and recycling services. They also suggested expanding existing services such as extending the operation of E-waste drop off locations and establishing second hand goods drop off centres.

## 3. Online survey

Feedback on the draft strategy was sought via an online survey through the City’s consultation website, Sydney Your Say (<http://www.sydneyyoursay.com.au/waste-strategy-for-managing-sydneys-resources-to-2030>) during the public exhibition period 27 June – 22 August 2017.

The online survey specifically sought feedback on:

- Proposed residential and business targets;
- Proposed new residential waste collection services; and
- Current waste services.

There were 1,200 views of the Sydney Your Say page. The online survey generated a total of 65 responses.

There was majority agreement for all of the proposed targets included for comment in the survey.

### **Survey results - residential targets**

**85% of respondents agreed with the medium and long term targets for City's residential waste.**

"Ambitious but achievable" (comment from online survey respondent)

"I think more can be accomplished in the long term" (comment from online survey respondent)

"I think these targets are admirable and I truly hope they can be achieved. However, what can be done about educating people? I live in a block of units and the recycling bins are clearly marked, in multiple languages, with what can and can't go in them. Despite this, every week I see plastic bags and other non-recyclable items in them. These targets will never be met while people refuse to comply and/or refuse to care." (comment from online survey respondent)

### **Survey results - business targets**

**88% of respondents agreed with the proposed targets for the City's businesses**

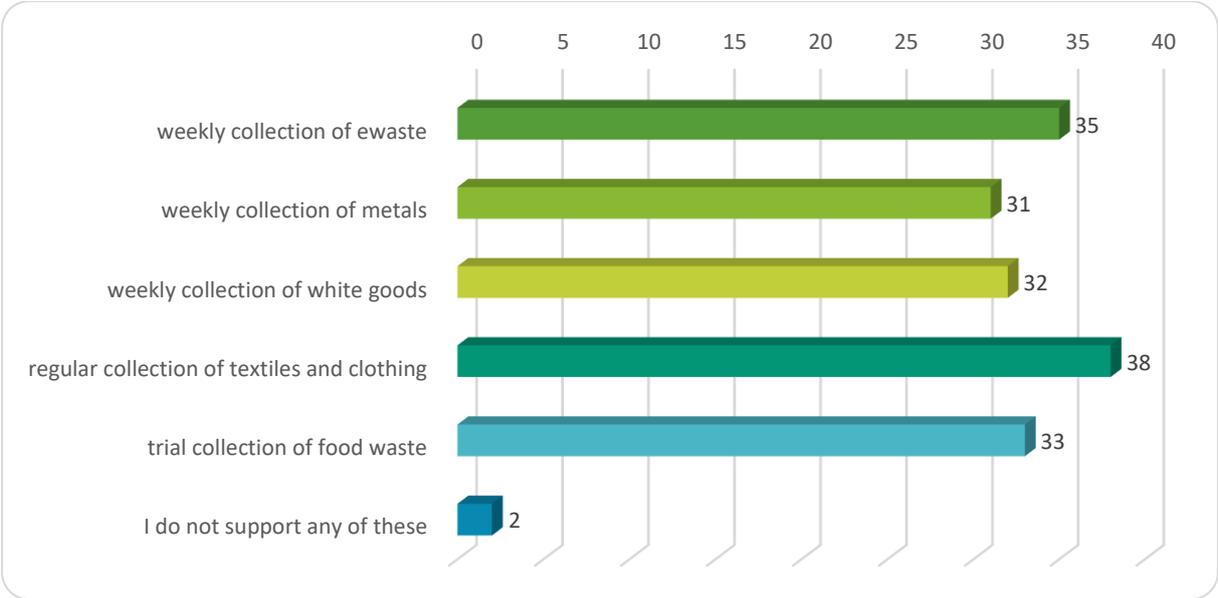
"Construction and demolition waste is a major concern as at present there is a building and renovation boom going on." (comment from online survey respondent)

"Far better and impacting than the residential waste goals." (comment from online survey respondent)

"Great work. The industry can definitely do it, it's a matter of changing the culture, for some." (comment from online survey respondent)

### **Survey results - proposed new residential waste collection services**

The majority of responses for this question supported the proposed new waste collection services, see graph 1 below. Regular collection of textiles and clothing received the most support, while a weekly collection of metals received the least.

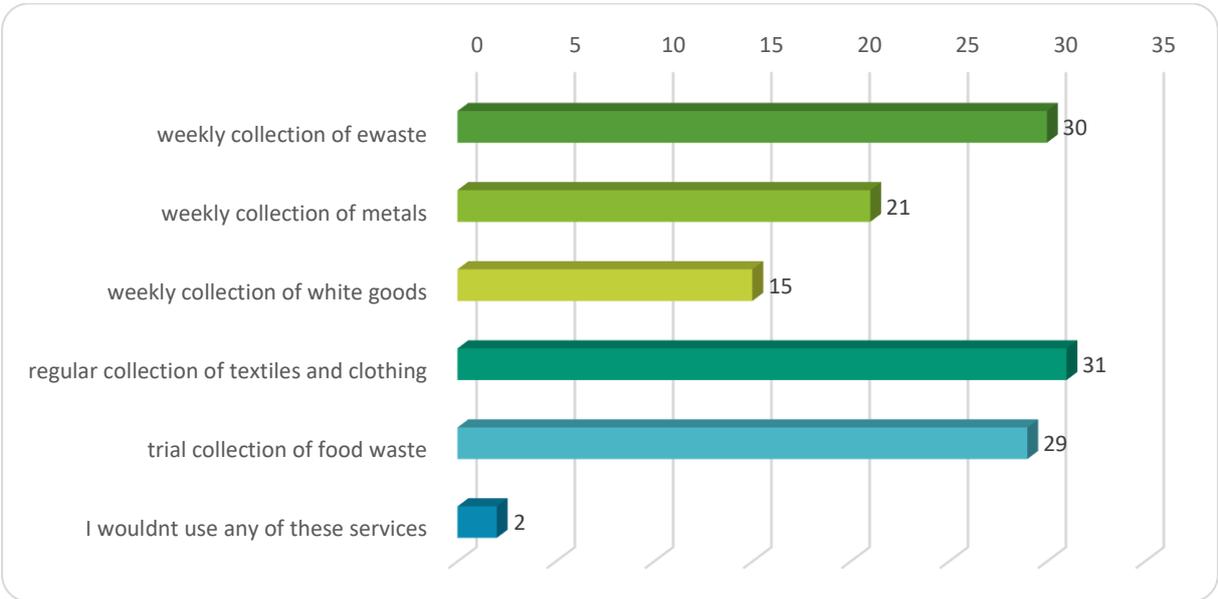


**Graph 1: survey results - support for proposed residential waste collection services**

*Note: this question was not compulsory so response numbers may not equate to 65, the total number of survey participants.*

The proposed residential services most likely to be used according to survey respondents was regular collection of textiles and clothing and trial collection of food waste. The proposed residential services least likely to be used according to survey respondents was weekly collection of white goods and metals, see graph 2 below.

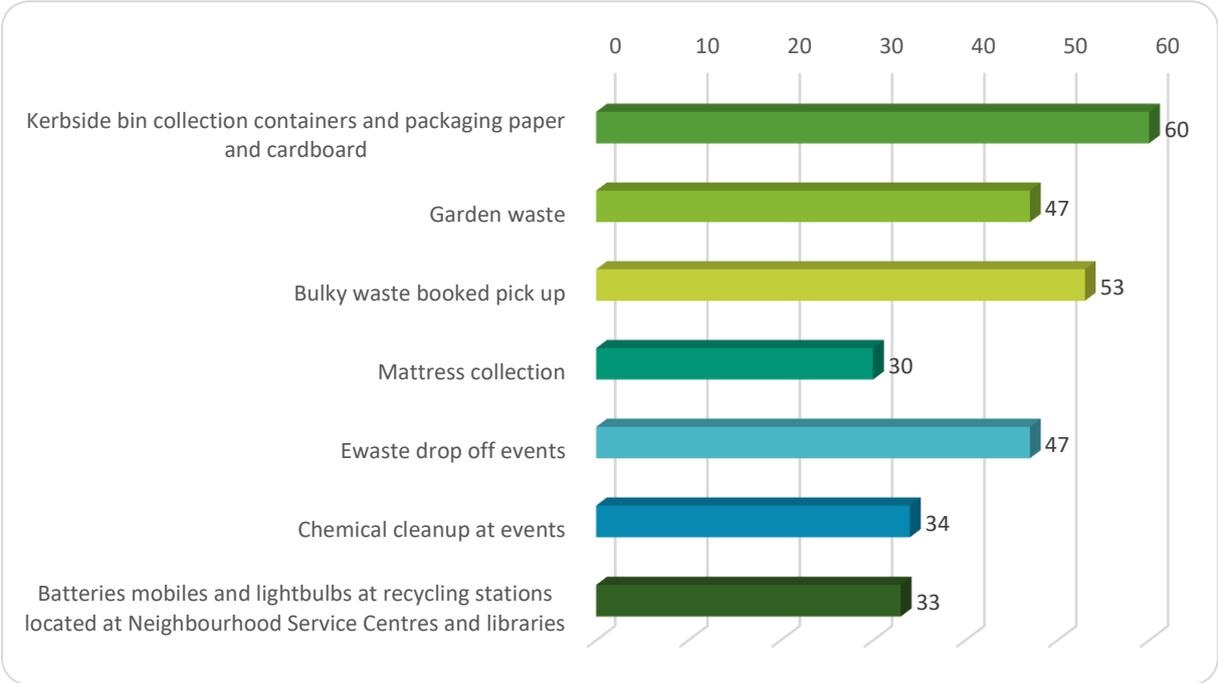
*Note: this question was not compulsory so response numbers may not equate to 65, the total number of survey participants.*



**Graph 2: survey results - likelihood for using proposed residential waste collection services**

*Note: this question was not compulsory so response numbers may not equate to 65, the total number of survey participants.*

The final question of the survey asked respondents which of the current waste services offered by the City they were aware of. Graph 3 below shows the results, which indicate that kerbside bin collection was overwhelmingly the best known service. Mattress collection, batteries, mobiles and lightbulb recycling stations and chemical cleanup events were the least known services.



**Graph 3: survey results – awareness of current waste services provided by the City**

*Note: this question was not compulsory so response numbers may not equate to 65, the total number of survey participants.*

**Comments made by survey respondents**

The majority of survey respondents enthusiastically supported the strategy and its intentions for a zero waste pathway by 2030. A number of common issues were raised in the comments submitted with the survey. These included:

- Food waste;
- Waste education;
- Banning plastic bags.

The quotes below are a selection from those submitted that highlight the common themes raised.

“I'm really happy that the council has the targets....I'd like to be involved in a trial for collecting food waste in our apartment building...” (comment from online survey respondent)

“This is great, it is nice to know that people in power are actually hearing us and doing something about it!” (comment from online survey respondent)

“This is great. Would love to see more food waste removal. So much food waste is being thrown out. Would be great to utilise it.” (comment from online survey respondent)

“I am not sure whether we need a weekly e-waste/metal/etc, monthly may be fine.” (comment from online survey respondent)

“100% for it. This is an absolute priority!!” (comment from online survey respondent)

“I have read the Priority 2 section of the Leave Nothing to Waste strategy action plan. It is heartening to see that there is a strategy in mind for offering food waste collection services to COS residents. I am writing in support of this and would suggest communal composting bins or collection services are of vital importance to our community and the sooner they are made available the better.” (comment from online survey respondent)

“The CBD area needs a lot of work in this regard. The public bins on the weekend are constantly overflowing and would be good to have separate recycle bins in the public space.” (comment from online survey respondent)

“Regarding targets, if the residential targets can be increased to be similar to business, why not?” (comment from online survey respondent)

#### 4. Email Submissions

A total of 2 submissions from organisations and 11 submissions from individuals were received relating to the draft strategy during the public exhibition period.

**There was overarching support for the strategy from the 2 industry and 11 individual submissions received.**

The following organisations emailed submissions:

1. Compost Revolution
2. Sustainable Business Australia

There was support for the strategy from both industry submissions, with minor suggestions for changes or improvements. In particular the following was suggested:

- Commitment to being a centre for the circular economy;
- Further promotion of in-home organics recovery.

There was overarching support for the strategy from the 11 individual submissions received. Some of the issues raised included:

- The City should investigate opportunities to share green waste bins for residents with limited space;
- The City should provide all dwellings green waste recycling bins to enable recycling of food waste and green waste;
- The City should advocate strongly on reducing plastic bags and soft plastic packaging;
- The City should seek stronger collaboration with local businesses, and funding opportunities should be made available to organisations for solutions on waste avoidance.

A full list of issues raised and the City's response is contained in Appendix 1.

## 5. Activities to support public exhibition

### a. Stakeholder briefing hosted by the Lord Mayor

The Lord Mayor hosted a stakeholder briefing and panel discussion on 17 July 2017. 87 people attended the event. The Q&A panel consisted of:

- Chris Derksema (City of Sydney)
- Jeff Angel (Total Environment Centre)
- Garth Lamb (Re.Group)
- Ronni Kahn (OzHarvest)
- Lucy Sharman (Lendlease)
- Molly Tregoning (NSW EPA)

### b. Sydney Your Say website

A project page on Sydney Your Say (<http://www.sydneyyoursay.com.au/waste-strategy-for-managing-sydneys-resources-to-2030>) provided the draft strategy document, the report to Council, a survey and 2 news articles highlighting different components of the draft strategy. There were 1,200 page views. The Draft Strategy document was downloaded 250 times.

In addition the opportunity to make comment on the draft strategy was promoted twice (in July 2017 and August 2017 editions) to approximately 3,800 people via the Sydney Your Say EDM.

### c. Media

The City distributed a media release to promote the public exhibition of the draft strategy on 14 June 2017. The strategy received coverage from:

- ABC radio (2 segments)
- Sydney Morning Herald - <http://www.smh.com.au/nsw/city-of-sydneys-solution-to-the-big-problem-of-fast-fashion-20170613-gwq1qt.html>
- Central - <http://www.dailytelegraph.com.au/newslocal/central-sydney/city-of-sydney-unveils-plans-for-weekly-food-waste-ewaste-and-textile-collection-as-part-of-bin-day/news-story/b6c003985b9e09436e8c1b337ab30d42>
- Timeout - <https://www.timeout.com/sydney/blog/city-of-sydney-announces-new-plan-for-zero-household-waste-061917>

- The Fifth estate - <http://www.thefifthestate.com.au/business/government/war-on-waste-sydney-ups-the-ante-on-its-way-to-zero-waste/92526>
- Business recycling website - <http://businessrecycling.com.au/news/display/1290>

#### **d. Inclusion (Disability) Advisory Panel**

City staff presented the draft strategy to the City's Inclusion Disability Advisory Panel on 17 August 2017. The Panel provided advice and a number of recommendations that were considered in the development of the Waste Strategy. In particular, it was noted that for the development of waste education programs accessibility will be considered for a number of groups across the City. The detail of the education materials has not been identified in the strategy. However the City will take on board feedback as it develops materials for its residents, and work with various stakeholders to ensure information is accessible. See Appendix 2 for list of recommendations made by the Panel.

Where applicable operational considerations made by the Panel were fed into the development of the Draft Waste Management Local Approvals Policy, which was in development at the same time.

### **6. Summary**

The consultation showed that the community and industry stakeholders endorsed the City's approach to waste management and its vision for a sustainable future. There was strong commendation of the "zero waste by 2030" pathway, with many of the community respondents urging the City to aim to achieve the vision in a faster timeframe.

There was a number of common issues raised consistently throughout the consultation. These included:

- Action on food waste/green waste;
- More and improved waste education;
- The City taking the lead on the banning of plastic bags.

# Appendix 1 – Submissions and City Response

## Submissions

The City's response to the submissions emailed by organisations and individuals

Theme	Issue raised	Amendment to Strategy	City of Sydney response
Education	Council should consider the need for multilingual material to provide to building management to distribute to their tenants accordingly.	No update required	The details of the education program have not been finalised. However the City will take on board feedback as it develops materials for its residents, and work with various stakeholders to ensure information is accessible.
	Strategy makes no mention of Council's online tool 'Garbage Guru'. I feel this could be further developed and adapted to address the many differences in waste & recycling facilities that exist in Councils diverse style of residential buildings.	No update required	Noted. The strategy has not gone into the detail of the education and marketing initiatives that will support its implementation, but is identified as a key area to reduce recycling rates.
Education/Recycling	Would like to see bins had a split bin system similar to Japan's waste services. The City should consider the language on waste, e.g. the use of the term "landfill" often has more of an impact that "rubbish" as it starts the mindset of where this waste is actually going.	No update required	Noted. With the available resources, the City will not look to change the bin system in Sydney. The City will seek to improve the residential recycling rate across the LGA from its current 28% to 35% in 2021. The strategy identifies the ways in which the City will achieve this.
Improved waste management and recycling in buildings	Noted strong support for the strategy. However for their own building, waste issues were identified such as glass, plastic and cardboard / paper, goes down the garbage chute. They would like to see opportunities such as food organics collection, and remove dangerous goods from the garbage room.	No update required	Noted. Organics collection is identified in the waste strategy. The strategy also identifies that the City will create community waste drop off points for problem waste streams.

Theme	Issue raised	Amendment to Strategy	City of Sydney response
Improved waste management and recycling in buildings/Business partnerships in MUDs	The City should consider better integrating the many programs, grants or initiatives offered by the City to ensure a holistic approach is taken with buildings. For example, when a building is a mixed scheme only the residential portion of the building is subject to the waste and recycling audit as the waste and recycling for the commercial portion is collected privately.	No update required	Noted. The City has a range of programs and support offered to businesses through programs such as Better Buildings Partnership and CitySwitch. The Smart Green Business program offers waste audits and the City actively recruits businesses to participate in these.
Business partnerships/Grants	The City should seek stronger collaboration with local businesses, and funding opportunities should be made available to organisations for solutions on waste avoidance.	No update required	Issue addressed by existing content.
Food organics	Recommendation that the City needs some kind of organic waste disposal system, as this kind of waste does contribute to a large amount of greenhouse gases	No update required	Issue addressed by existing content.
Food organics/composting	We believe that the City is missing a significant opportunity to increase community resilience and reduce waste collection costs by promoting in-home organics recovery through various methods including composting, worm farming and Bokashi fermentation.	No update required	The City continues to promote at-home organics recovery through online tutorials on Green Villages, and workshop delivery through the City Farm program. They continue to be popular and well visited. The proposed organics solution enables the diversion of organic waste that cannot be collected through at home options on a large scale.

Theme	Issue raised	Amendment to Strategy	City of Sydney response
Garden waste/collection services for space limited sites	The City should investigate opportunities to share green waste bins for residents with limited space.	No update required	Green bins are available for all residents but provided as an opt-in service. The City encourages residents to share resources but will not run suggested idea as a program with current available resources.
Local amenity	Would like to see a campaign to encourage residents to keep their private bins within their own properties.	No update required	In the City's current waste policy, <i>Local Approvals Policy for managing waste in public places</i> , it highlights that residents are required to keep bins on their property other than collection day/night before. This is reiterated in the City's draft waste management local approvals draft policy 2017. The City recognises the need to improve and increase engagement with residents and businesses to provide education and where required enforcement to reduce the issue as per Priority 4 in the Action Plan (p37).
Illegal dumping/e-waste	Concern with increase in illegal dumping due to the transient/short term rentals in MUD's and Council's inability to trace offenders and implement fines. Recommends a permanent e-waste option in every building, preferably on each floor where people live.	No update required	The City recognises that some buildings have not been designed to include a bulky waste storage area. The City's current waste minimisation in new developments policy states that a room or caged area must be allocated for the storage of discarded bulky items and recyclable electronic goods. Through the introduction of a weekly e-waste service, it is anticipated that the City will increase the amount of e-waste diverted from landfill.
Single use plastics	The City should advocate strongly on reducing plastic bags and soft plastic packaging. The City should also play a role in encouraging retail	No update required	The City strongly supports the avoidance of waste and actions to reduce waste, especially in the services we provide to the community. Education campaigns will play a key role in promoting

Theme	Issue raised	Amendment to Strategy	City of Sydney response
	stores to ask for customers own bag first.		the many alternatives to single use disposal items e.g. reusable bags, coffee cups and water bottles. We will also be seeking to consult with event producers about removing plastic waste packaging at all City of Sydney venues. The City will also continue to play an advocacy role and recognises it is important to lead by example.
Single use plastics collection service	The City should consider the need to collect and recycle soft plastic. Would like to see soft plastics collected in yellow bins or a separate home bins. Batteries should be collected with e-waste. Coffee cups and plastic lids are a concern.	Text amended (p 26 and 51)	The City will investigate opportunities for new collection services, such as recycling soft plastics, at the new Alexandra Canal depot. Alongside the delivery of these actions, it will also look to improve education services on this issue.  E-waste collection technically includes battery collection, however the City provides recycling stations across the Neighbourhood Service Centres and a number of libraries. The City also provides grants to organisations that seek to offer innovative solutions on waste avoidance such as coffee cups, and organics.
Circular economy	We believe that the City should go further and make more specific commitments to promote Sydney as a centre for the circular economy in Australia.	Text amended pg 14	The City acknowledges the actions identified in the Strategy will contribute towards achieving a circular economy.
Graphics	Noted that the draft Waste Strategy and Action Plan document only has photos of male staff.	Photos amended on cover and pg 45	Included photos with female staff.

## Appendix 2 – Recommendations received from the City of Sydney Inclusion (Disability Advisory Panel)

- Consider the provision of raised tactile and braille lettering on residential and public domain bins.
- Continue to work with residential strata building managers to ensure communal bins are located in accessible spaces and that these locations are clearly sign-posted.
- Continue to provide identifiable icons and images on residential and public domain bins to assist with recycling.
- Investigate how the NSW State Government will ensure that the design and placement of future reverse garbage vending machines are accessible, including avoiding touch screen technology as it is not accessible, and avoid placing the vending machine on the building or shore line.
- Consider providing key access information including accessibility features and location of City water fountains and re-filling stations as part of the City map.
- Continue to engage with the Inclusion Advisory Panel in future strategies and the design of waste related public domain assets.
- Provide disability and access training to City Rangers and City Cleansing Operations teams to increase understanding and awareness of access issues and considerations within City streets and the public domain, particularly around ensuring residential bins are not left across footpaths.
- Consider whether there is an opportunity for the City to provide a support service to assist City residents with disability or older people to place their bins on the kerbside for collection and bring them back in once waste has been collected. The Great Lakes Council provides this service for a small annual fee.
- Consider the location of bins along streetscapes, particularly within close proximity to bus stops to ensure they do not impact on bus stop accessibility and impede on the user experience.