

Attachment B

Engagement Report – Managing Waste in Public Places Local Approvals Policy
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Engagement report – managing waste in public places – local approvals policy



Overview

Background

The managing waste in public places – local approvals policy needs to be updated within 12 months of a new Council.

The purpose of the policy is to:

- determine requirements for waste management activities in public places
- identify the activities that need to obtain relevant approvals
- minimise the impact of waste management activities on the community.

The policy applies to residents and businesses operating in our area, including domestic waste collection. Street cleaning operations are not addressed under this policy.

The draft policy proposes the following updates:

- part 2 approvals section reflects that approvals are not ‘permanent’ and make criteria used to assess applications clearer in alignment with the requirements of the Local Government Act 1993
 - clarity and readability improvements
 - reflect changes to legislation and relevant state authorities
 - incorporate strategic directions including pedestrian priority and accessibility.
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Engagement summary

From 21 May 2025 to 2 July 2025, we asked the community for their feedback on the policy via an online survey.

Purpose of engagement

The purpose of the engagement was to:

- Meet the requirements of a statutory public exhibition and the City of Sydney’s Community Participation Plan
 - Explain the key aspects in plain English
 - Seek feedback on the amendments
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Outcomes of engagement

Quantity	Description of activity
15	Total submissions received
13	Survey submissions
2	Email submissions

Quantity	Description of activity
1	Number or submissions from groups/organisations
426	Sydney Your Say webpage visits
87	People downloaded the policy
5	Stakeholder emails were sent

Submissions

The submissions have been detailed in the table below:

Individual / Organisation	Submission	Response
Individual	Terraces with shared driveways should have their own bins. Large bins they share look messy and attract rates	The submission is noted with no change to the document as exhibited. Residential properties receive either a shared or a single domestic waste collection service according to their design and the space available to store and collect the bins at the property. Often households do not have space available to store individual bins and need to share a bin with other households. Households can request to change from a shared to a single service and we will conduct a site inspection to assess if the change is possible. Also upsizing or downsizing a bin can be requested through the online portal (link). Properties can choose to have larger bins to streamline waste collections and reduce collection frequency. If a property's bins are overflowing, you can report this issue through the online portal (link).
Individual	Section A points 13 and 14 within the policy are not enforced therefore walking down Cleveland street, goodlet street and others, there are bins permanently left out - mostly due to the frequency of missed collections. Similarly, Section A - point 16, council's online systems do not allow you to make a missed waste collection	The submission is noted with no change to the document as exhibited. Residential bins can be collected anytime from 6am to 6pm. If the bins are not collected by 6pm on the scheduled service day, residents can report a missed collection through the online portal (link). There is no requirement for

Individual / Organisation	Submission	Response
	submission till 24 hours after the collection day which I'm sure helps with council's stats in terms of service delivery, but doesn't at all help with understanding how bad the service really is. Overall the policy is great, adherence to the policy and council's commitment to the policy seems to be lacking.	residents to wait 24 hours before lodging a report online. Residents are encouraged to report bins left out on the street through the online portal (link). It is difficult to prove who from a household was responsible for leaving the bin out. For Rangers to issue a penalty infringement notice, it must be directed at a single individual, not a household. Enforcement of the <i>Managing Waste in Public Places – Local Approvals Policy</i> is undertaken in accordance with Part 3 <i>Implications for non-compliance</i>.
Individual	The public housing and locals that dump street large items and household items when they vacate need to be addressed. It makes the suburb unsightly. Zetland Victoria Park Parade and Grandstand Parade. Locals leaving drink containers too from nearby shops.	The submission is noted with no change to the document as exhibited. The City works closely with Homes NSW to reduce the impacts of illegal dumping for residents and we offer free, weekly booked hard waste collections to support tenants during transitions and ensure items are collected. We also remind residents that dumping unwanted material on the footpath is an offence. Residents can report illegal dumping incidents in the City of Sydney through the online portal (link). There are over 1400 street litter bins throughout the City. In Zetland these bins are close to shops and businesses. To make sure we have bins in the right places, you can request a bin through our online portal (link). We will then assess this request and the proposed location to ensure placement maximises community benefit for casual public litter.
Individual	Hi My concerns are with OH&S issues such as syringes disposal and lack of signage & education for recycling centres to dispose electrical goods or paints or furniture. I am aware council provides specific dates at certain locations but suggest a	The submission is noted with no change to the document as exhibited. The City of Sydney provides a number of community sharps bins installed in community centres, libraries, parks and public toilets to encourage discarded sharps to be managed separately from

Individual / Organisation	Submission	Response
	permanent location is available for rate payers to deliver unwanted items which always end up in rear laneways.	general waste. Information on their safe disposal, available locations and to request additional locations are available on the City's website (link). The Ultimo Recycling Pop Up is a permanent site that the City operates and is open every Tuesday between 2-7pm for residents to drop-off household items for recycling like electrical items, clothing, small metals and textiles. Information on these services and the various disposal locations are available on the City's website (link).
Individual	Residential waste must only be put in a public place for the purposes of collection - there is a growing trend to use footpaths (usually narrow) for storing waste bins. This is not managed.	The submission is noted with no change to the document as exhibited. Enforcement of the <i>Managing Waste in Public Places – Local Approvals Policy</i> will be undertaken in accordance with <i>Part 3 Implications for non-compliance</i>. Residents can report bins left out on the street through the City's online portal (link). It is difficult to prove who from a household was responsible for leaving the bin out. For Rangers to issue a penalty infringement notice, it must be directed at a single individual, not a household.
Individual	Please, in stall cctv cameras near refuse collection areas.. Not everyone follows the rules.. Many disreputable people dump their individual and business rubbish in other peoples rubbish bins causing rubbish to be spilled all over the street..	The submission is noted with no change to the document as exhibited. The City does not install or use street cameras for illegal dumping. The City operates CCTV under a strict Code of Practice and only installs CCTV cameras in the public domain. The primary purpose of street cameras is to assist in the prevention of crimes against a person. The secondary purpose is to help NSW Police detect, prevent and prosecute assaults and robberies, and other serious offences such as property damage. The use of CCTV for managing illegal dumping is not provided for under the Code. The City installs CCTV in areas identified through our Street Safety Camera Code of Practice (link). For more information on

Individual / Organisation	Submission	Response
		street safety and CCTV cameras installed in Sydney, see Street Safety Cameras. Dumping unwanted material on the footpath is an offence. Residents can report illegal dumping incidents within the City of Sydney through the online portal (link).
Individual	(Summarised due to length) I wish the City of Sydney would learn from how major European cities manage waste, instead of ignoring international solutions. In high-density areas like Potts Point, where many older buildings lack bin storage, the current system of scattered individual bins on pavements is clearly failing, causing logistical headaches, noise, mess, and even rats. Cities like Barcelona use a selective collection system with accessible street bins for sorted waste, door-to-door collection in some areas, and green points for bulk items. Frankfurt uses large shared bins for apartment blocks, colour-coded street containers for glass recycling, and dedicated facilities for plastic, compost, paper, and even electronics and batteries. Sydney could adapt these proven approaches to reduce clutter, improve recycling, and make collection more efficient.	The submission is noted with no change to the document as exhibited. We have explored alternative waste collection models and have implemented them in certain parts of the City to solve site specific issues. We will continue to investigate innovative approaches to waste management, including learning from international examples, that are consistent with our development guidelines. How waste is collected in new developments is guided by the City of Sydney's planning documents, which outline the requirements for safe and efficient waste collection services for residents and City staff.
Individual	I live in a street, that has narrow footpaths, my house is a terrace with the front door opening directly into the street, this means that when bins are kept outside of homes they are both smelly and a hazard, I love the green plantings along footpaths in my area and to watch those being used as a space to park residential bins is sad. Surely there is a better solution for waste, perhaps shared resident waste bins, or smaller bins and more frequent collections. People don't appear to have pride in their street, or an understanding of shared spaces, that the space	The submission is noted with no change to the document as exhibited. Part 1 of the <i>Managing Waste in Public Places – Local Approvals Policy</i> outlines controls for placing <i>residential waste in a public place for collection</i>. Providing a clear framework for the management of bin infrastructure for residential households. Enforcement of the <i>Managing Waste in Public Places – Local Approvals Policy</i> will be undertaken in accordance with Part 3 <i>Implications for non-compliance</i>. Residents can report bins left out on the street through the City's online portal (link).

Individual / Organisation	Submission	Response
	outside your door is for everyone not just for you.	The City of Sydney has a '<i>A City for Walking</i>' strategy and action plan. The strategy creates a framework to achieve the walking outcomes aligned with <i>Sustainable Sydney 2030–2050 Continuing the Vision</i>. The action plan sets out 12 actions that Council will conduct over the next 10 years to improve walking. A core focus of the strategy is urban greening and public domain improvements. Across the local area, some business and residential properties across the City have no on-site storage for bins. The policy establishes strict criteria for the City to assess and if required, approve their ongoing storage of bins in the public place. The aim is to minimise impacts on local amenity in these cases. Smaller carry-in bins are available for residents. Downsizing a bin is encouraged and can be requested through the online portal (link).
Individual	I have concerns that the proposed policy and processes around seeking permission to keep bins on the footpath will be detrimental to the building I live in. The building was built about 1900 and does not have because of stairs and a lack of space on common property any space for bins. We and a number of buildings in the area currently keep bins on the footpath and I would be very concerned where they would go otherwise. On another matter, I would support the current frequency of collection of waste. Changes would result in rubbish rotting on the streets and even more vermin than are currently freely wandering the streets after dark. I would also request the return of many of the bins that have been removed throughout Potts Point especially in Darlinghurst Road and Macleay Street, and in the city where there are no bins for block after block in the CBD.	The submission is noted with no change to the document as exhibited. Part 2 of the <i>Managing Waste in Public Places – Local Approvals Policy</i> (LAP) acknowledges there may be circumstances a resident, business or organisation cannot comply with the requirement that their bins are removed from a public place following scheduled collections or stored on their own premises. The LAP does not seek to increase the number of bins placed within the public spaces. It seeks to implement criteria to manage existing bins placed within the public spaces that cannot be accommodated with premises. To apply to store bins within a public space a detailed assessment will be conducted by the City on a case-by-case basis using the following criteria outlined in Part 2 of the LAP: – All options for bin storage on the premises and/or shared storage arrangements.

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		- Compliance with any development consent conditions for the premises (such as requirements for waste storage, and the development's waste management plan) - Location of the premises and alternative waste storage options, with special consideration to impacts on neighbouring properties, footpaths, direct path of travel, public safety, attracting illegal dumping and potential vandalism - Relevant policies, guidelines and design codes - Waste and recycling bin capacity and frequency of collection To make sure we have bins in the right places, you can request a bin through our online portal (link). We will then assess this request and the proposed location to ensure placement maximises community benefit for casual public litter. In Potts Point these bins are close to shops and businesses.
Individual	I'd like to feedback on how streets are cleaned on the peripheral streets throughout the strawberry hills end of 2010 Surry hills. Currently there is an increase of traffic with lots of pedestrian traffic introduced through sporting events and concerts as people gather along Devonshire street before walking to the entertainment quarter and when returning to central afterwards. The rubbish is blowing down Buckingham street and isn't being cleaned . I've personally raised street cleaning requests to address the build up of trash and leaf build up because the streets are not being attended too. Specifically from Devonshire street between Elizabeth and Chalmers street and down to Belvoir street. This area has traffic that balloons for sporting events and should have weekly cleaning which is does not currently	The submission is noted with no change to the document as exhibited. Street cleaning is planned to ensure high-traffic areas are serviced regularly, with additional shifts deployed during special events. Staff routinely review cleaning operations to ensure they meet the community's needs. Devonshire Street, Surry Hills receives cleaning 7 days a week, while the surrounding areas are serviced a minimum of 3 days a week. Our customer service team can provide updates on the status of requests. You can reach out to them on 02 9265 9333 or online (link). Once submitted, the relevant team will work to resolve the issue. There is also an option in the portal to be 'kept up to date' where the City updates you on the progress of your report. Public areas such as streets, parks or playgrounds that need a clean-up can be reported through the City's online portal (link).

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Individual	Support the policy, but would like to see it enforced. Bins are left in our lane 24/7 (Victoria Lane, Beaconsfield). Leading to illegal dumping, etc.	The submission is noted with no change to the document as exhibited. Enforcement of the <i>Managing Waste in Public Places – Local Approvals Policy</i> will be undertaken in accordance with Part 3 <i>Implications for non-compliance</i>. Residents can report bins left out on the street through the City’s online portal (link). It can be difficult to prove who from a household was responsible for leaving the bin out. For Rangers to issue a penalty infringement notice, it must be directed at a single individual, not a household.
Individual	In all public places we needs multiple bins. One for bottles, one for cardboard, or just one for recycling, one for food waste and one that does not fit these categories	The submission is noted with no change to the document as exhibited. Public street litter bins are often located in high foot traffic areas and are frequently subject to contamination, which can compromise the effectiveness of having public place recycling bins Instead we provide recycling bins at events as much as possible and encourage the community to drop-off their containers for recycling at multiple public drop-off locations through the state government’s ‘Return and Earn’ scheme (link), including two large ‘Return and Earn’ machines located in Kings Cross carpark and Sydney Park.
Individual	Encourage residents to report illegal dumping real time. If there is an identifying envelope, photo and email that too. A proportion of dumping is non segregated recyclables - how to return these into recycle stream except if neighbours who care, do not do a few minutes work? Mattresses, broken furniture, plastic toys ongoing issue. If don't need something, leave on your front step with a freebie note of invitation (Can anyone use this wood? a litre of Dulux White, a house plant). Problem gone in day. No dumping	The submission is noted with no change to the document as exhibited. The dumping of unwanted material in public places is an offence. Incidences of illegal dumping in the City of Sydney can be reported in real time using the City’s online portal (link). The City offers a food scraps recycling service with more than 22,000 households having access to the service. In March 2025, Council endorsed a plan to roll out a food recycling service to all households in the City of Sydney by 2030. To express interest in joining the food scraps recycling program,

Individual / Organisation	Submission	Response
	required. Collect green waste bins weekly, not second weekly, in Ultimo to capture food scraps which is 745% of red bin waste. Keep bins at the back of terraces where space allows. Bins at front send message that a suburb does not care. On garbage night, put return and earns in a labelled box/bag for the poor to collect without rummaging. Residents to take responsibility for a neighbour eg 'is it ok if I put that box in my bin? Yours looks full'. Or just do it. Tidiness catches on. In our street (East Subs), passing cars pitched cans, beer bottles (smash), butts, clothing out car windows. I pick it up, a few minutes a day in front of about 8-10 houses- it got less & less, now almost trash free. Enforce pubs/businesses keep bins/trash/boxes inside premises, off public streets, until garbage night. If their bins are 'too big', enforce that they organize more frequent smaller bin emptying. Bins out in public view, encourage dumping. Education does not work. Not as fast as does 'rubbish free, tidy and we care, by example	submissions can be made through the City's online portal (link). Part 1, subsection B of the <i>Managing Waste in Public Places – Local Approvals Policy</i> (LAP) details the criteria for the placement of commercial waste within a public place. For the storage of bins in public places, it details: <i>Commercial waste must only be put in a public place for collection and disposal by a commercial waste contractor.</i> Should business not comply with the relevant criteria outlined within the LAP, enforcement measures will be undertaken in accordance with Part 3 <i>Implications for non-compliance</i>. Residents can report bins left out on the street through the online portal (link).
Individual	(Summarised due to length) I support Councillor Adam Worling's Notice of Motion, <i>Behavioural Change is not Rubbish</i>, and agree that the newly reviewed policy after the Council election should include a risk-based, well-resourced approach to managing bins left on streets, updates to bin stickers, and a neighbourhood-level education campaign encouraging residents to store bins on their property. I also commend James Whitney, Manager of City Cleansing and Resource Recovery, for attending Ultimo Village Voice and Pyrmont Action meetings, where community members felt heard, appreciated staff inspections of local rubbish hotspots beforehand, learned about City waste management, and saw real improvements in waste issues and bin services. These meetings led to visible positive changes and	Received with thanks

Individual / Organisation	Submission	Response
	ongoing updates from James's team via Kelly Noble, demonstrating that effective community engagement on waste can deliver results. Additionally, waste management would improve further if realty agencies got-on-board with the City of Sydney's waste education efforts in our transient city.	
Organisation	(Summarised due to length) Friends of Ultimo, a 300-member local community group, supports the City of Sydney's proposed Managing Waste in Public Places policy for its clear and enforceable bin placement rules but criticises it for failing to address two major local issues: street cleaning operations and persistent illegal dumping in Ultimo. Despite past identification of these problems, enforcement has been weak, risking the new policy becoming another unenforced plan. The group calls for the policy to be expanded to include street cleaning, explicitly target illegal dumping hotspots, and ensure strong, transparent enforcement with ongoing community engagement.	The submission is noted with no change to the document as exhibited. This policy covers illegal dumping enforcement in Part 3 <i>Implications for non-compliance</i> of the <i>Managing Waste in Public Places – Local Approvals Policy</i> (LAP). The policy outlines the steps undertaken by the City to manage illegal dumping and other related activities: <i>City of Sydney rangers or other authorised officers may issue penalty notices, orders, cleanup notices, prevention notices or court attendance notices for non-compliance with relevant legislation identified in this policy. Serious incidents of pollution may be prosecuted by state agencies such as the NSW Environment Protection Authority.</i> The dumping of unwanted material in public spaces is an offence. Incidents of illegal dumping in the City of Sydney can be reported using the City's online portal (link). Initial responses to illegal dumping focus on community education and where issues persist, City Rangers enforce compliance in accordance with regularity standards. This policy does not cover the City's street cleaning operations as it focuses on how bins are managed in the public domain by residents and businesses. For street cleaning, the City's <i>Delivery Program 2025-2029</i> outlines the City's 4-year program that translates the community's aspirations and strategic goals into actions. It identifies the principal activities the City of Sydney will undertake to perform the various

Individual / Organisation	Submission	Response
		functions utilising the resources outlined within in the Resourcing Strategy. This includes the delivery of public domain cleaning outlined in objective 3.2. Specific public areas within or around Ultimo, such as streets, parks or playgrounds that need a clean-up can be reported through the City's online portal (link).

Engagement activities

Overview of engagement undertaken

Sydney Your Say webpage

A Sydney Your Say webpage was created - <https://www.cityofsydney.nsw.gov.au/policy-planning-changes/have-your-say-changes-managing-waste-public-places-local-approvals-policy>. The page included key information on what the policy is for, the proposed changes and the draft policy.

Online feedback form Survey Monkey

The community and stakeholders were able to give feedback using an online survey or by email. A link to the form was provided on the Sydney Your Say website.

Sydney Your Say e-news

The consultation was included in the Sydney Your Say (June 2025) e-newsletter (5,122 subscribers).

Notification email

Email notifications of the consultation were sent to 5 stakeholder organisations.

