



**Our community,  
our future**



**JULY 2011 – JUNE 2016 “IT STARTS WITH ZERO”  
WASTE MANAGEMENT STRATEGY – REVISED**

**Melton Shire Council**

# EXECUTIVE SUMMARY

The current Melton Shire “It Starts with Zero” Waste Strategy expires in 2015. Council’s current kerbside collection contracts expire on the 30 June 2012 with the contract review and procurement process set to commence in July 2011.

There is a great deal of uncertainty within the waste sector associated with a potential shift in waste management policy from the recently elected Victorian state government, changes in the commitment to the Victorian Advanced Resource Recovery Initiative (VARRI) and the future of Advance Waste Treatment Facilities (AWT) within the state. This uncertainty leaves Local Government and the waste industry in a state of flux.

This revised strategy has used the recently created Metropolitan Waste Management Group waste strategy template and has involved a review of the current “It Starts with Zero” Waste Strategy. The review has focussed on:

- Examination of objectives and delivered outcomes to date from the 2005-2015 strategy. Incomplete objectives have been reviewed and assessed for suitability based on the current climate;
- Interrogation of a residents waste survey completed in May 2011;
- Interrogation of survey results associated with the ongoing current Hard Waste Service questionnaire;
- Interrogation of results from the 2007 Waste Audit;
- Statistical analysis of the various waste service activities and streams;
- Incorporation of actions related to the current Greenhouse Strategy, the Municipal Health Plan or other Council Strategies;
- Investigating the merit in incorporating the collection of food organics using the current green bin, commencing once the regional organics processing facility is commissioned;
- Examination of the Litter Strategy, Melton Recycling Facility Review 2010 and Waste Education Strategy.

## Key Findings of Review

- Current three bin residential collection service is “Best Practice”
- “At-Call” Hard Waste collection service is current “Best Practise”
- Consistently high level of satisfaction with the “At-Call” Hard Waste Service.
- Improved recycling rates can be gained via redirecting recyclables currently disposed within kerbside waste stream.
- Next significant step in reduction of landfill is diversion of food organics. Significant behavioural change is required.
- Diversion of food organics can be achieved either using home composting or worm farming or via the green organics kerbside collection service once the Regional Organics Processing Facility is operational (expected by the third quarter of 2012/2013).
- High recycling rates at Melton Recycling Facility. Subtle improvements set to commence in July 2011 will further enhance reuse / recycling outcomes at the facility.
- Current co-mingled recycling receipt market is buoyant – perfect time to test the market place for recycle receipt / processing

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The establishment of this revised strategy will enable the new kerbside collection contracts to be prepared and awarded by December 2011 to allow implementation of the service by the 1 July 2012. It is proposed to commence the development of new strategy in the 2014/2015 financial year to enable it to be completed and adopted by Council in 2016. The future strategy will incorporate any new or revised State waste management policy.

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## List of Acronyms used

<b>ARRT</b>	Advanced Resource Recovery Technology
<b>AuSSi Vic</b>	ResourceSmart Australian Sustainable Schools Initiative Victoria
<b>CALD</b>	Culturally and Linguistically Diverse
<b>C&amp;D</b>	Construction and Demolition (waste)
<b>C&amp;I</b>	Commercial and Industrial (waste)
<b>CPRS</b>	Carbon Pollution Reduction Scheme
<b>DPCD</b>	Department of Planning and Community Development (Victoria)
<b>DSE</b>	Department of Sustainability and Environment (Victoria)
<b>Hh</b>	Household (as in per Household)
<b>EPA</b>	Environment Protection Authority Victoria
<b>KPIs</b>	Key Performance Indicators
<b>MGB</b>	Mobile Garbage Bin (i.e. wheelie bin)
<b>MRB</b>	Mobile Recycle Bin (i.e. wheelie bin)
<b>MOB</b>	Mobile Organics Bin (i.e. wheelie bin)
<b>MAV</b>	Municipal Association of Victoria
<b>MRF</b>	Melton Recycling Facility
<b>MSW</b>	Municipal Solid Waste
<b>MUD</b>	Multi Unit Development
<b>MWMG</b>	Metropolitan Waste Management Group
<b>NPC</b>	National Packaging Covenant
<b>PPR</b>	Public Place Recycling
<b>pP</b>	per Person or Resident
<b>PSP</b>	Precinct Structure Plan
<b>RRC</b>	Resource Recovery Centre
<b>SIWMP</b>	Solid Industrial Waste Management Plan
<b>SMEs</b>	Small to Medium Sized Enterprises
<b>SV</b>	Sustainability Victoria
<b>TZW</b>	Towards Zero Waste
<b>UGB</b>	Urban Growth Boundary
<b>VLAA</b>	Victorian Litter Action Alliance
<b>VARRI</b>	Victorian Advanced Resource Recovery Initiative
<b>WMS</b>	Waste Management Strategy

# 1 INTRODUCTION

## 1.1 PURPOSE

The revised “It Starts with Zero” *Waste Management Strategy (WMS)* has been developed as part of the commitment the Shire of Melton has made to provide sustainable solutions for the collection, disposal and resource recovery from waste generated within our community. The *WMS* describes strategies and measurable actions to be undertaken by the Shire of Melton over the next five years (July 2011 – June 2016). Its key aims are to guide the development and improvement of current waste management practices. Sustainable approaches to waste management need to be integrated into all future policies, strategies and planning decisions made by the Shire of Melton.

The future directions of waste management within the municipality need to be consistent and work towards those of the region and Victoria as a whole. As such, the key drivers for this strategy are:

- Government policies relating to the Towards Zero Waste Strategy and targets;
- The need to deal with the projected population increases and economic growth of Melbourne, in terms of sustainability outcomes for waste and materials recovery;
- The need to manage and reduce greenhouse gas emissions and energy and water consumption in response to climate change risk; and
- Government policies and strategies seeking to increase energy generation from renewable sources.

The management of waste including kerbside collection and disposal, hard waste, street sweeping and litter, and other waste clearance activities is a major component of the Shire of Melton’s annual budget, therefore it needs to be appropriately managed and the risks mitigated to the fullest extent possible. Similarly the management of waste can be the biggest single greenhouse gas generator by the Shire of Melton, including pollution from waste collection and transport and methane emissions from waste decomposing in landfill.

## 1.2 OVERVIEW OF MUNICIPALITY

### 1.2.1 Local residential properties (households) and population characteristics

The Shire of Melton is one of the fastest growing municipalities in Australia, embracing a series of townships and communities, the larger urban centres being found in the eastern growth corridor and the Melton township. As of April 2011, the total population within the municipality was estimated to be 114,000, with 48,500 within the Melton township, 59,400 within the eastern growth corridor and 6,050 within smaller townships and rural areas.

The Shire of Melton offers diverse lifestyles and affordable living, ingredients that continue to attract new residents and sustain growth. Each week approximately 41 babies are born and the community increases by just over 52 new households. This growth is expected to continue over the revised *WMS* period, with the key centres of growth being Toolern (60,000 additional residents and 20,000 households), Taylors Hill West (6,500 additional residents and 2,300 households) and Melton North (4,000 additional residents and 1,300 households). Furthermore, an expansion of the growth area will see sustained growth into the future well beyond the period of this revised *WMS*.

The Shire of Melton is a young, vibrant community with over 70% of the population aged less than 45 years. In the 2006 Census, the median age of persons within the Shire was 31 years.

The overseas born population makes up approximately 30.4% of the Shire’s population (2006 Census). The main languages other than English spoken include Maltese, Italian, Macedonian, Greek, Spanish, Turkish, Serbian Croatian, Arabic and Tagalog (Filipino).

**Table 1      Population and Households – Current and Projected**

	April 2011		July 2016 (Projected)		July 2020 (Projected)	
	Residents	Households	Residents	Households	Residents	Households
<b>Number</b>	114,000	39,000	154,000	51,100	211,500	71,700
<b>Growth Rate</b>	7%	7%	31.2% increase from 2011	38.5% increase from 2011	85.2% increase from 2011	84% increase from 2011

### 1.2.2 Non-residential properties and commercial and public sector organisations operating in the municipality

There are 2,753 non-residential properties within the Melton Shire which provide employment to 11,403 employees (30 June 2010). The Shire of Melton provides some waste and recyclables collection services to a limited number of non-residential properties such as schools which participate in the AuSSi Vic program, some care facilities (elderly and child) and some small commercial premises such as shops which have residential tenements attached to such businesses. By providing a commingled recyclables service to these properties and organisations this increases the amount of waste diverted from landfill which is generated in the municipality.

Council will only provide a waste collection service to commercial properties that include a residential tenement that is a primary place of abode. Commercial/industrial properties have significantly different waste service needs to those that can be provided by Council. These needs include varied collection frequencies, varied waste streams, varied volumes requiring alternate collection receptacles, hazardous materials and in some cases prescribed waste. Commercial waste operators are best suited to provide these services at a more cost effective price. Commercial/industrial properties that are not serviced by Council are not charged a waste collection charge.

An overview of the number of commercial and non-residential properties is detailed below in Table 2.

**Table 2      Commercial and Non-residential properties in the municipality - Current and Projected**

Type of commercial and/or non-residential facility	Number of Commercial Properties 2011	(%)	Number of Commercial Properties 2016
Total number of non- residential properties	2,753	3%	3,716
Schools	29	3%	33
<b>Total</b>	<b>2,783</b>		<b>3,751</b>



### 1.2.3 Key Issues for the Municipality

Some of the key issues for the municipality that will impact on waste management practices over the next five years include:

- Continued high levels of residential growth which will include development within the three approved precincts of Toolern, Melton North and Taylors Hill West which will be under construction by the commencement of the new kerbside waste collection contract from 2012 and beyond;
- Development of the growth area framework plan;
- Future development within the expanded growth area;
- Increasing numbers of residents who have English as a second language (increased CALD community);
- The increased prevalence of isolated clusters of high densities multi unit dwellings (MUDs) unsuited to current waste collection practices with high resident turnover and lower rates of recycling;
- Large single dwelling blocks with high green organics production;
- Equitable provision of waste services to a diverse community that includes widespread rural residential properties/small hamlets throughout the Shire (for example Toolern Vale, Chartwell, Mount Cottrell); and
- Increasing number of schools / kindergartens being commissioned as time progresses and commensurate with the Shire's growth areas.

## 1.3 WASTE MANAGEMENT OVERVIEW

The revised WMS incorporates the strategies and actions for the management of a variety of waste materials. The focus of the strategy is on Municipal Solid Waste (MSW) although, where appropriate, the strategy addresses Commercial and Industrial (C&I) waste and Construction and Demolition (C&D) waste.

### 1.3.1 Local Waste Management

Waste management in the Shire of Melton currently covers the strategic planning and management of a wide range of activities including:

- Collection of waste and recyclables at the kerbside in MGBs (wheelie bins), including:
  - Commingled recyclables;
  - Green organics;
  - Garbage (residual waste); and
  - Waste and recyclables from a diverse range of residential, mixed use properties (such as schools, care facilities, Shire of Melton run facilities and some small commercial properties which have residential tenements attached);
- "At Call" Hard Waste collection for residential properties;
- Street litter collection (including street litter bins);
- Street and footpath sweeping;
- Public Place Recycling (PPR);
- Collection of illegally dumped waste, usually hard rubbish and materials derived from housing construction activities;
- Collection of waste and recyclables generated at local Festivals and Events;
- Management and operation of Melton Recycling Facility including;
  - Melton Re-Sale & DETOX Your Home Centres;
  - Solid inert and organic (green waste and timber) waste and recyclables;
  - E-waste; and
  - Collection and management of household hazardous/toxic waste (e.g. household chemicals, motor oils, paint, car batteries, gas bottles etc via mobile collections).

The cost of providing these services for the 2010/2011 year is expected to be in excess of \$9.1 million dollars. This cost will increase as the municipality further develops and waste services are implemented in new communities. Future expenditure is also expected to increase due to the introduction of carbon reduction schemes (carbon pricing) and increasing landfill levies set by the State.

### **1.3.2 “It Starts with Zero” Waste Management Strategy 2005 - 2015**

The current Melton Shire “It Starts with Zero” Waste Management Strategy was adopted by Council at its meeting on the 25<sup>th</sup> of July 2005. The Executive summary from the adopted strategy is as follows;

*“Since 2000, Melton Shire Council has developed and implemented a range of new waste management programs in line with state government policy and directives. These programs are aimed at providing financially responsible, sustainable and convenient waste services to the Community.*

*Significant achievements by Council since 2000 include:*

- *Completion, closure and rehabilitation of the Ferris Road landfill;*
- *Establishment of the Melton Recycling Facility; and*
- *Implementation of a new kerbside three bin waste collection system.*

*Melton Shire Council and its Waste Management Community Consultative Committee (WMCCC) has continued to develop waste management services in consultation with key stakeholders including Metro West Waste, Victorian WorkCover Authority (VWA), EPA and EcoRecycle Victoria (ERV).*

*Council is committed to further development of its waste services to meet the objectives of the EcoRecycle Victoria Draft Strategy – “Towards Zero Waste” and overall principles of limiting the disposal of waste to landfill and its impact on the environment. Council and the Community are also committed to reducing greenhouse gas emissions caused by landfilling.*

*Building on a vision “looking forward to sustainability” and with the Council working in partnership with the community, the aim is to continue the positive work completed to date. „Waste Management is a whole of Council and a whole of community approach“.*

*This waste management strategy documents the current issues and provides actions to assist Council in facilitating consultation with the community on the short term issues that need to be dealt with over the next year. Further it provides an overview and strategic direction in planning the development of further infrastructure for waste management services over the next 10 years. One of the aims is to achieve cost neutral – or no increase in cost, at the kerbside and ensure that waste is on sold as a resource.*

*It is important that forward financial estimates be carefully reviewed each year, at the time of preparing Council’s annual budgets, to ensure that adequate funds are available for the significant investment that will be required for Alternative Waste Technology (AWT) infrastructure by 2012.*

#### **SPECIFIC ISSUES**

*In addition to the general issues mentioned previously, four specific issues are incorporated into the Waste Management Strategy for Melton Shire.*

*These specific issues are:*

1. *Consideration of hard waste collection options;*
2. *New kerbside system and its impact -*
  - a. *Reduction in waste to landfill,*
  - b. *Recycling levels – yield and participation,*

- c. *Community satisfaction,*
      - d. *Cost benefit;*
  - 3. *Possible improvements to the existing Public Place Collection service; and*
  - 4. *Melton Recycling Facility – fees and charges, promotion, opportunities for further development and enhancement.”*

Since the adoption of the strategy Council has implemented a range of recommendations that were included within the strategy. The recommendations and achievements are outlined within Part 5: Progress to Date & Achievements.

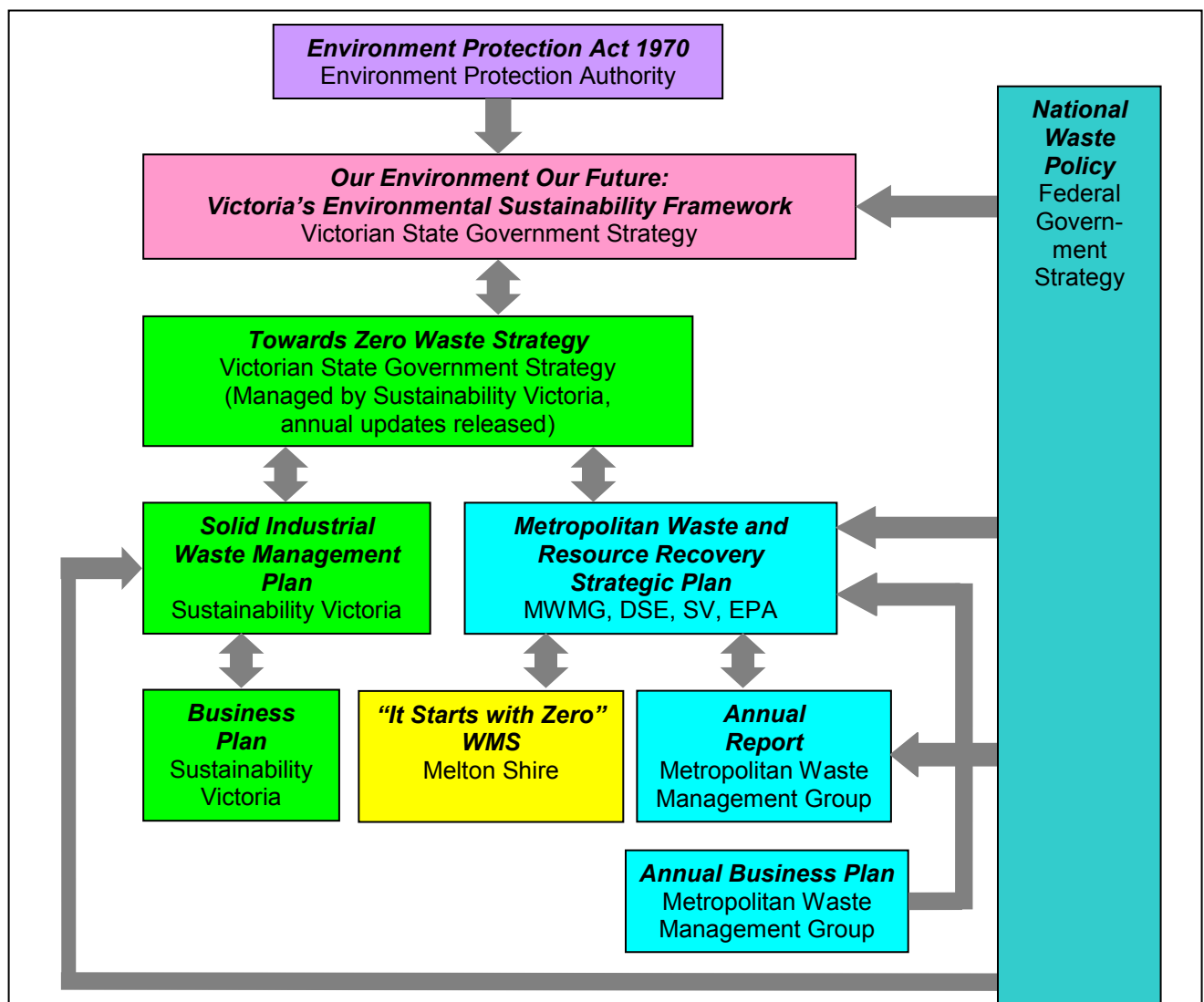
## 2 STRATEGIC FRAMEWORK

### 2.1 STRATEGIC CONTEXT

The revised WMS has been developed in line with relevant legislation and policies that have been developed at both the Federal and State level. These documents include:

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

Figure 1 below illustrates how the legislation, policies and strategic plans by various agencies of government are considered and integrated with Melton's "It Starts with Zero" WMS.

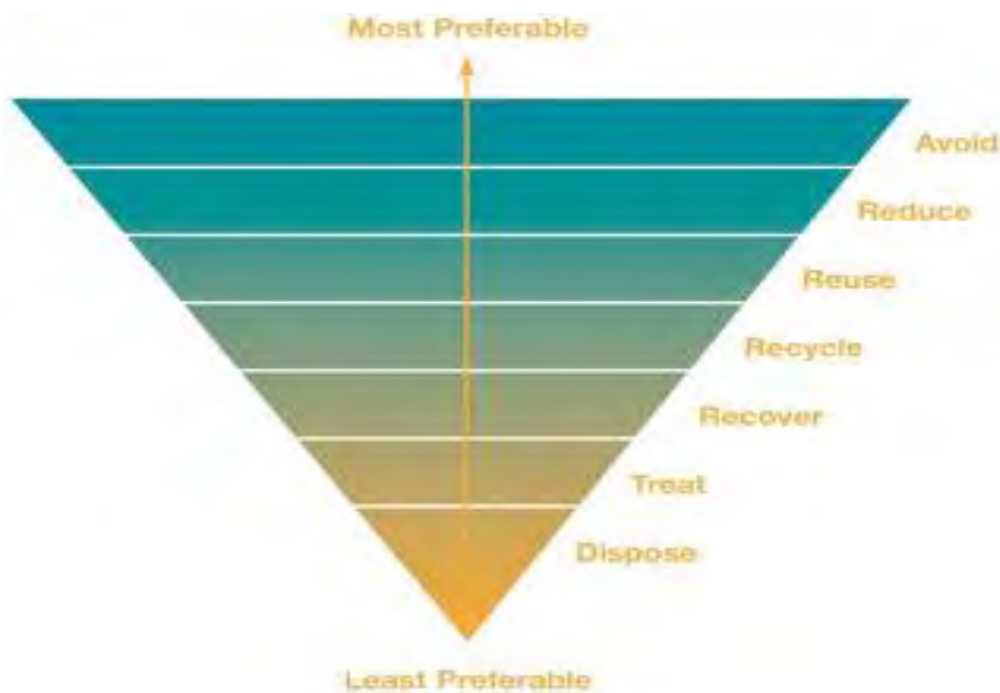


**Figure 1 Interlinking of Legislation, Policies and Plans**

The objectives and targets developed in these overlying policies and strategies have been utilised to form the *Solid Industrial Waste Management Plan* (SIWP) and the *Metropolitan Waste and Resource Recovery Strategic Plan* (the Strategic Plan). Finally, Melton Shires revised “It Starts with Zero” WMS has been developed to ensure that the objectives and targets of the Federal and State Government policies will influence waste management activities in the community and can be implemented at a local level.

Unfortunately there is a great deal of uncertainty at the State level associated with a potential shift in waste management policy brought about by the change in government. The anticipated outcomes associated with the previous governments Victorian Advanced Resource Recovery Initiative (VARRI) and the future of any potential Advance Waste Treatment Facility (AWT) within the State are now unclear. The expected outcomes associated with VARRI and potential changes in state waste strategy leaves Local Government and associated waste industries in a state of flux until the new State government outlines its intentions and policies in regard to waste management. As such, this revised strategy aims to assess recent initiatives, reassess objectives and timeframes based on the current climate and set in place a number of new objectives and targets to reduce waste and increase reuse and recycling opportunities until the State outlines their intentions and policy direction, waste initiatives and targets.

The key principle underpinning the waste management strategy is the waste management hierarchy, which was disseminated under the Environmental Protection Act. The waste management hierarchy places waste avoidance as the most preferred option and waste disposal the least preferred. All the policies developed by all levels of government are based on this principle.



**Figure 2**      **Waste Management Hierarchy**

## 2.2 SIGNIFICANT FEDERAL AND STATE LEGISLATION AND POLICIES

Key legislation and policies of the different levels of government, include, but is not limited to:

### 2.2.1 Federal government

- **National Waste Policy: Less Waste, More Resources** – the policy sets the outcomes, directions and strategies for action for the next ten years with regard to waste management in Australia.
- **Multi Party Climate Change Committee (MPCCC)** – established in September 2010 to provide advice on, and participate in, building community consensus for action on climate change. Currently considering carbon pricing models and has released a proposed architecture for a carbon pricing mechanism. This mechanism could commence with a fixed price before converting to a cap in trade CPRS (see next).
- **Carbon Pollution Reduction Scheme (CPRS) Currently Deferred** – framework for reducing carbon pollution in Australia. The previously proposed CPRS comprised a „cap and trade” scheme which required emitters of greenhouse gases to acquire a permit for every tonne of carbon dioxide equivalents (CO<sub>2</sub>-e) they emit. The legislation has been rejected twice by Parliament and has been deferred.
- **National Packaging Covenant (NPC)** - voluntary initiative by government and industry to reduce the effects of packaging on the environment, including;
  - the legislation pertaining to the product stewardship of televisions as part of the staged national discontinuance of the analogue TV signal which was recently passed by the Commonwealth in the Senate.
  - 12 month trial product stewardship of commercial quantities of disused paint products commencing 01 July 2011 in which a 2 cent per litre levy is applied for all paint products sold in conjunction with the APMFA ( Australian Paint Manufacturer's Federation of Australia ) in providing free disposal at nominated certain vantage / collection points such as waste and recycle transfer stations.

### 2.2.2 State of Victoria (previous State Government)

- **Towards Zero Waste Strategy 2005 (TZW)** - objectives of TZW are to reduce and recover solid waste and to reduce the environmentally damaging impacts of waste. The three key targets of the TZW strategy are:
  1. Reduce the amount of solid waste generated by 1.5 million tonnes per annum by 2014, compared to 2002/03.
  2. Increase the recovery rate in all solid waste generated from the current 48% (2003) to 75% by 2014 comprising:
    - 65% recovery rate (by weight) of MSW for reuse and recycling by 2014. An interim target of 45% recovery rate is established for year 2008-09;
    - 80% recovery (by weight) of Commercial and Industrial (C&I) waste for reuse and recycling by 2014. An interim target of 65% is established for year 2008-09; and
    - 80% recovery rate (by weight) of Construction and Demolition (C&D) waste for reuse and recycling by 2014. An interim target of 65% is established for year 2008-09.
  3. 25% reduction in littering behaviour compared with 2003 levels.
- **Victorian Litter Strategy – Creating Cleaner, Safer Places** – strategy to prevent litter and improve litter management practices to meet the TZW littering behaviour target and achieve clean and safe public places.
- **Victorian Advanced Resource Recovery Initiative (VARRI)** - to facilitate the development of ARRT facilities in metropolitan Melbourne (project currently dormant due to change in government).
- **Solid Industrial Waste Management Plan** - developed to establish goals and targets for solid waste management (e.g. C&I and C&D waste) in Victoria.

- **Other waste issues or initiatives** include, but not limited to:
  - Eco-Buy or similar programs that encourages the purchasing of environmentally preferable products and services (Melton is currently a member of “Eco-Buy”);
  - Current and future disposal costs and landfill levies;
  - Other EPA policy initiatives;
  - Product stewardship programs;
  - Contaminated soils and hazardous waste initiatives; and
  - Occupational health and safety, WorkCover and Worksafe guidelines and standards.

### **2.2.3 State of Victoria (current government)**

- Review of Sustainability Victoria currently underway;
- Increase in Landfill levy in which 2012/13 incremental increase was brought forward to 2011/12 financial year;
- Has indicated that it feels that the former government under-invested the landfill levy back into the waste industry; and
- Potential implementation of Container Deposit Legislation

## **2.3 METROPOLITAN WASTE MANAGEMENT GROUP**

The Metropolitan Waste Management Group (MWMG) is a Victorian state agency, established under the Victorian Environment Protection (Amendment) Act 2006.

### **2.3.1 MWMG Objectives and Targets**

In general terms, MWMG is responsible for coordinating municipal waste management activities in Melbourne on behalf of the 30 metropolitan municipalities. Fulfilling this function involves:

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

In line with the TZW strategy, the MWMG’s targets include:

- A 45% recovery rate (by weight) of MSW for reuse and recycling by 2008-09;
- A 65% recovery rate (by weight) of MSW for reuse and recycling by 2014; and
- A 25% improvement in littering behaviour by 2014.

### **2.3.2 Metropolitan Waste Resource and Recovery Strategic Plan**

The Strategic Plan has been developed in three separate parts: the Metropolitan Plan, the Municipal Solid Waste Infrastructure Schedule and the Metropolitan Landfill Schedule. MSW consists primarily of material discarded by households for collection from the kerbside. By weight between 40 and 50 per cent of the contents of the average household bin for residual waste (or “garbage”) consists of food and garden organics. Accordingly, the Strategic Plan has a focus on MSW, and the organics component in particular.

A step change in the way the residual waste and garden organics streams are managed is proposed in the Strategic Plan. It is proposed that recyclable materials and the readily degradable organic fractions of residual wastes be recovered in purpose built advanced resource recovery technology facilities (ARRTs) across Melbourne to be established in the future. The plan assesses the current waste management situation in metropolitan Melbourne and sets out a framework for the future management of municipal and commercial wastes in metropolitan Melbourne. The framework and recommendations included in the Strategic plan aim to influence the waste management programs and activities of the thirty municipalities of metropolitan Melbourne (see Figure 3).



**Figure 3      Geographical Boundaries of Metropolitan Local Governments (Source: Victorian Government, 2009, „Metropolitan Waste and Resource Recovery Strategic Plan“)**

## 2.4      SHIRE OF MELTON PLANS, POLICIES AND STRATEGIES

Council has a number of Plans, Policies and Strategies that have been used to inform this revised WMS. The Council Plan 2009- 2013 was adopted by Council in 2009 and identifies Council's priorities over a four year horizon.

### 2.4.1      Elements of 2009-2013 Melton Shire Council Plan that inform the WMS

#### **ENVIRONMENT**

##### **2. PROTECTING AND ENHANCING OUR ENVIRONMENT**

- 2.1 Encourage and promote sustainable living
- 2.2 Protect and enhance our natural environment and cultural heritage
- 2.3 Enhance the quality of urban and natural environments
- 2.4 Provide services and infrastructure that are environmentally sustainable.

#### **STRATEGIC INDICATORS**

- Reduction of carbon footprint for future generations (e.g. Reduction in landfill, water usage, littering per annum)
- Responsible natural resource management (e.g. natural reserves, water and energy conservation)
- Environmental protection and enhancement

#### **MANAGING GROWTH**

##### **4. ENSURING OUR FAST GROWTH IS WELL PLANNED AND MANAGED, AND COUNCIL'S PHYSICAL ASSETS ARE WELL MAINTAINED**

- 4.1 Proactively consult, plan, build, maintain and upgrade assets
- 4.2 Advocate for a range of housing choices to offer lifestyle options
- 4.3 Advocate for and further integrate and improve the transport network within the municipality
- 4.4 Provide access to quality infrastructure and services.

#### **STRATEGIC INDICATORS**

- Sustainable built and natural environment
- Enhancements to assets and service delivery
- Accessibility to community infrastructure provided by Council



## **LEADERSHIP**

### **5. LEADING THE ORGANISATION AND THE COMMUNITY THROUGH ACCOUNTABILITY, TRANSPARENCY AND ADVOCACY**

- 5.1 Practice good governance, social, economic and environmental responsibility
- 5.2 Provide clear direction and build organisational alignment
- 5.3 Develop excellent service delivery based on a culture of continual improvement, innovation and learning
- 5.4 Advocate to the State and Federal Government and to other service providers on behalf of our community.

### **STRATEGIC INDICATORS**

- Compliance with legislative requirements
- Good governance practices
- Effective and efficient systems and processes
- Resourced by both State and Federal Governments
- Community confident to have issues raised and addressed

## **COMMUNITY ENGAGEMENT**

### **6. FOSTERING A WELL-CONNECTED AND ENGAGED COMMUNITY**

- 6.1 Consult and involve the community to provide responsive, high quality services and facilities
- 6.2 Enhance volunteering and leadership within the community
- 6.3 Build strong, productive relations to encourage the sharing of knowledge
- 6.4 Ensure that all groups have an equal opportunity to participate and be involved

### **STRATEGIC INDICATORS**

- Democratic and engaged communities
- Increase in volunteers in Council programs

#### **2.4.2 Greenhouse Action Plan 2011 - 2015**

The Melton Shire Council Greenhouse Action Plan 2011-2015 was adopted by Council at its ordinary meeting in March 2011. Council is committed to protecting and enhancing the environment and is showing leadership to our staff and our community with this plan and its proposed actions.

The plan sets a target of 10 per cent reduction in Council's corporate 2010 greenhouse gas emissions by 2015 and sets the foundation for Council to achieve zero net emissions from its operations by 2025.

Council will address the challenge presented by climate change by undertaking a range of actions including a public streetlight replacement program, incorporating ecologically sustainable development principles in new Council buildings, retrofitting Council buildings with energy efficient technology and increasing Council staff awareness of sustainability issues through behaviour change.

The waste objective set out in the Greenhouse Action Plan is to reduce greenhouse gas emissions by reducing waste sent to landfill, either by reducing overall waste produced, or by diverting more green waste and recyclables away from landfill. A second objective is to begin seeing waste as a recoverable resource that may be converted to a less greenhouse gas intensive fuel source.

Waste related initiatives outlined in the Greenhouse Action plan include:

1. Action 5.1 Audit Council operational waste stream by June 2011;
2. Action 5.2 Replace skips at Melton Civic Centre by July 2011;
3. Action 5.3 Ensure materials from Council commissioned construction sites are recycled;
4. Action 5.4 Trial Bokashi bins for organics diversion at a Council site by September 2012;
5. Action 5.5 Trial recycling bins at Melton Waves Pool by December 2012;
6. Action 5.6 Implement recycling at Council owned sporting facilities by July 2013;
7. Action 5.7 Reduce paper wastage at its source by December 2013;
8. Action 5.8 Remove rubbish bins from desks and install waste stations by June 2014;

9. Action 5.9 Investigate the use of Council's green waste as a fuel source (ethanol) for Council vehicles or at the depot by March 2015.

### **2.4.3 Local laws**

The Shire of Melton's Local Law 2005, Part 7, Environmental Health, Clauses 700 – 712 addresses the following issues pertaining to kerbside waste & recycling collection:

- Deposit of refuse in public places.
- Refuse receptacles.
- Separation of Recyclables
- Refuse Bin placement.
- Sanitation of all refuse bins.
- Prohibited wastes in MGB's.
- Storage of receptacles
- Overfull bins.
- Trade / Commercial waste collections.

### **2.4.4 Planning Strategies**

Section 12A of the Planning and Environment Act 1987 requires that all planning authorities that are municipal councils prepare a Municipal Strategic Statement (MSS) for their municipality. As well as detailing objectives and strategies that are municipality specific, a MSS must also incorporate state planning policy objectives and be consistent with the current Council Plan.

The Melton Planning Scheme (MPS) was initially gazetted on the 16 August, 1999 and has been in operation for the past eleven years. Section 12B(1) of the Act requires Council to regularly review the planning scheme and Council has done so on a number of occasions since the initial gazettal, the latest review being completed in September 2008. As there was significant planning activity underway in relation to the new growth areas, Council did not alter the MPS or MSS at this time. The next review of the MPS and MSS is set to take place in the 2011/2012 financial year where a revised MPS and MSS is likely to be adopted.

There are currently no policies or provisions within the MPS or MSS in relation to waste management and resource recovery.

### **2.4.5 Design and Development Provisions**

There are currently no policies or provisions within the Melton Planning Scheme or Municipal Strategic Statement in relation to design and development provisions relating to waste management and resource recovery.

## **2.5 OPPORTUNITIES FOR IMPROVEMENT**

In the 2011/2012 financial year Council expects to contribute \$1.5m to the State via the landfill levy. The level of reinvestment of this levy by the State into the waste sector is currently unacceptable. Council, via its representation on the Metropolitan Waste Management Forum, has the opportunity to advocate for a greater level of reinvestment of this levy into Local Government waste programs and initiatives. Council needs to strongly advocate for this reinvestment to ensure that the levy is used appropriately by the State and provides direct benefits to the community and environment.

There is an opportunity to develop and include waste management and resource recovery policies and provisions within the revised Municipal Strategic Statement and Melton Planning Scheme. This is set to occur in the 2011/2012 financial year. This may include such provisions as preparation of waste management plans for multi unit developments that cannot be serviced by Council that addresses:

- 
- The volume and type of waste to be generated;
  - How the waste (including reusable and recyclable materials) are to be stored and treated on-site; and
  - How the residue is to be disposed of.

# 3 CONSULTATION AND ENGAGEMENT

## 3.1 STAKEHOLDER IDENTIFICATION AND ENGAGEMENT

Council has undertaken a targeted consultation processes in the development of this revised WMS. This has included the following:

- A residents survey undertaken in May 2011;
- Completed feedback forms from hard waste service users undertaken from February 2010 – June 2011;
- Discussions with the Metropolitan Waste Management Group and ongoing participation in the Metropolitan Waste Management Forum;
- Discussion with Council, Executive and key internal stakeholders;
- Discussion with the waste sector.

Table 4 outlines the key stakeholders that have been consulted in the development of this revised WMS.

**Table 3 Table of Identified Stakeholders**

Internal stakeholders	External stakeholders
<ul style="list-style-type: none"><li>• Councillors</li><li>• Senior Management/Executive</li><li>• Waste management</li><li>• Contract services/operations (Parks, roads, rates, Customer Service)</li><li>• Environment</li><li>• Engineering</li><li>• Events/Arts/Culture</li><li>• Planning</li><li>• Local Laws</li><li>• Communications</li></ul>	<ul style="list-style-type: none"><li>• Local community/residents</li><li>• MWMG</li><li>• Waste Service providers (collection)</li><li>• Relevant waste management facility operators (Melton Recycling Facility, Landfill)</li><li>• Operators of recyclables processing facilities (MRFs, green organics)</li><li>• Schools / Kindergartens</li><li>• Local environment groups</li></ul>

## 3.2 STAKEHOLDER CONSULTATION FEEDBACK

A summary of feedback from the consultation process can be found in Appendices B1 & B2.

### 3.2.1 Key Issues

The following key findings were identified throughout the consultation process:

- Residents genuinely want to recycle more;
- Residents would like a larger recycling bin or a more frequent recycling collection, provided it does not come at a cost;
- Residents support home composting or worm farming to reduce waste to landfill;
- Residents would like further information on how they can reduce waste generation or increase avoidance, reuse and recycling;
- Only a very small number of residents are not satisfied with the current kerbside system and service (2.2% waste, 4.4% recycling, 1.1% green);

- There are mixed opinions regarding the placement of food organics into the green organics service (56% yes, 43% no);
- Residents would like to see more public place recycling (76%);
- 91% of residents surveyed would like to see a greater level of litter enforcement across the municipality;
- Users of the “At Call” hard waste collection service have embraced the service and think highly of it and the contractor that provides the service;
- A greater level of litter education and prevention is required;
- The sector is unclear of the likely policy direction the new State Government will take.

### **3.2.1 Opportunities for Improvement**

A number of opportunities for improvement have been identified through the consultation process. These include:

- Enhanced service contract specifications to allow a more flexible approach to collection, that can facilitate and promote service enhancements such as: increased recyclable collection frequencies during peak periods such as Christmas / New Year; potential food organics collections from green organics bins; potential reduction in residual (garbage) collections from weekly to fortnightly collection frequencies. All in which have the potential to increase waste diversion rates for the municipality;
- A highly competitive recyclables market provides a significant opportunity where Council can be expected to generate revenue from collected recycling materials;
- The community wants to recycle more if they could. Opportunity to increase kerbside diversion rates for recyclables. Available options include making available to residents larger recycling bins (360 litres) and altered collection cycles during peak periods;
- The new regional green organics processing contract, set to become operational from the third quarter of 2012/13 financial year, will provide an opportunity to divert food organics from landfill using the current kerbside green waste service;
- Expand public place recycling to include locations such as sporting venues and community facilities, through close liaison with Business Associations, sporting clubs etc;
- A litter education and prevention strategy needs to be developed and implemented. A comprehensive strategy will enhance the aesthetic appearance of the municipality. An additional Council resource is required to facilitate this process (grant application currently pending);
- Further promotion and education of reuse and recycling, through letter box drop’s, Council’s website, promotional activities via schools education initiatives, Council’s weekly page in the local media and all other Council publications such as “Moving Ahead”;
- Expanded recycling choices at Melton Recycling Facility such as mobile E-Waste collection days, Expanded Polystyrene recycling etc;
- Development of increased promotional activities for residents to participate in worm farming and home composting in order to divert food organics from residential bins;
- A proportion of the Community believe the quantity of hard waste collection services provided (each property is entitled to 1 x hard waste collection up to 3 cubic metres OR utilise the 2 x disposal vouchers for the MRF) is inadequate. The “throwaway” mindset needs to change via promotion of waste avoidance, reduction and reuse opportunities and practices;
- Implement the trial “At Call” hard waste service as a permanent service and further promote this service.

## 4 CURRENT WASTE MANAGEMENT

### 4.1 INTRODUCTION TO WASTE MANAGEMENT OPERATIONS

The Melton Shire provides a wide range of waste management solutions for its residents which include:

- Weekly Kerbside waste ( garbage ) collections
- Fortnightly Co-mingled recycling collections
- Fortnightly Green organics collections
- Street & Footpath Sweeping of the Shire's road and footpath network
- Operation & management of the Melton Recycling Facility (Waste & Recycling transfer station) incorporating the Melton Resale Centre and "Detox Your Home" facility
- Trial "At-Call" Hard Waste collection service
- Roadside litter and dumped rubbish removal service.
- Public Place litter & recycling collections including the collection of waste and recycling bins from Council run facilities (ie: Melton Elderly Citizens, Melton & Caroline Springs Civic Centres)

The Shire of Melton is committed to the reduction of waste disposed at landfill through a comprehensive program involving education, enforcement and incorporating of industry and technological advancements and best practice.

#### 4.1.1 Residential waste collection services

The current three bin kerbside residential waste & recycling collection contract has been in operation since December 2003. The contract is set to expire on the 30 June 2012 and has an option of a 1 year extension entirely at Council's discretion. It is recommended that Council does not exercise its right to extend the current contract term and a new kerbside collection service specification be developed and tendered by December 2011. The rationale not to extend the current kerbside collection contracts beyond 30 June 2012 is as follows:

- Any contract extension granted will be subject to negotiation with the incumbent service provider in relation to the contract's general terms and conditions. The incumbent has already expressed a desire to review the contractual rates and apply variations to the current rates.
- The current condition of collection vehicle fleet is poor and continues to have an impact on service provision.
- Residential growth is exceeding predetermined contract levels at time of original tender in 2003.
- A more flexible service specification is required to facilitate identified service enhancements.

The current suite of services provides residents with 6 waste & recycling collection options being:

- Option A – 120 L Red garbage MGB, 240 L Yellow lidded MRB, 240L Green lidded MOB
- Option B – 80 L Red lidded MGB, 240L Yellow Lidded MRB, 240L Green lidded MOB
- Option C – 120 L Red lidded MGB, 240L Yellow lidded MRB, 120L Green lidded MOB
- Option D – 80 L Red lidded MGB, 240L Yellow lidded MRB, 120 L Green lidded MOB
- Option E – 120 L Red lidded MGB, 240 L Yellow lidded MRB
- Option F – 80 L Red lidded MGB, 240L Yellow lidded MRB

Information relating to kerbside collection services provided to residential properties by Melton Shire is included in Table 4:

**Table 4**      **Current waste services to residential properties**

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010 & Participation rate
Garbage	Kerbside collection	Mostly 120L MGB, with options for 80L	Weekly	All household, not hazardous waste such as asbestos, chemicals etc.	36,994 ( Multi Unit Developments inclusive in this figure ) <b>99%</b>
Commingled Recyclables	Kerbside collection	240L MGB.	Fortnightly	Dry paper and cardboard, Plastics 1-6, Glass containers, Metal containers etc.	36,409 <b>99%</b>
Green Organics	Kerbside collection	Optional, mostly 120L MGB, option for 240L	Fortnightly	Organic garden/green waste only, no other contaminants etc.	21,050 <b>56%</b>

#### 4.1.2 Non-residential waste collection services

Council provides a limited collection service for non-residential properties. This service includes dwellings attached to small commercial enterprises such as milk bars, kindergartens, Council owned buildings and participating schools who have attained “AuSSi Vic” accreditation are provided weekly co-mingled recycling collections during terms throughout the school year.

Council has historically chosen not to provide waste collection services to the remaining non residential properties due to the complexities of such properties waste collection requirements. As such, it is Council’s philosophy that waste collections undertaken at non residential properties remain within the domain of private waste collection contractors for the collection of waste as they can provide a more cost effective service and can readily manage the type and volume of waste generated by these enterprises (ie: hazardous waste, liquid waste and other waste that cannot be collected as part of normal kerbside collection services).

**Table 5** *Current waste services to Non-residential properties*

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010 & Participation rate
Garbage	Kerbside	120 MGB,	Weekly	All household, not hazardous waste such as asbestos, chemicals etc.	35 100%
Commingled Recyclables	Kerbside	240 MRB	Fortnightly (weekly for participating schools during the school year)	Dry paper and cardboard, Plastics 1-7, Glass containers, Metal containers etc.	38 100%
Green Organics	Kerbside	120 & 240 MOB	Fortnightly	Green organics	11 (100%)



#### 4.1.3 Other waste services

The Shire of Melton also provides a range of other waste services within the municipality which includes the following:

- Operation and management of Melton Recycling Facility (Waste transfer station)
- Trial "At-Call" Hard Waste collection service
- Street & Footpath Sweeping
- Public Place litter bin collections
- Public Place Recyclable collections
- Roadside Litter Collections
- Roadside Dumped Rubbish removal.
- Waste collections from Council facilities
- Waste & Litter collections at Shire of Melton Festivals

Details of these services are provided in Table 6 below:

**Table 6 Summary of Other waste collection services**

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010
Hard waste	Trial service, "At Call", booked through Shire of Melton	Collected from within property.	Each residential property has a choice of one At-Call Hard Waste collection per rateable year or utilise two tipping vouchers to Melton Recycling Facility to dispose of hard waste.	Pile to be no larger than 3 m <sup>3</sup> , mattresses to be piled separately and limited to 2 per collection, bundled green organics to 1.5 metres in length, No hazardous waste, glass or chemicals, etc Materials must be placed within the property boundary.	New service implemented in February 2010.  614 Services undertaken from 01 February to 30 June 2010
Street sweeping – High Profile Shopping Precincts	Road suction sweeping	Road suction sweeper	Daily	General loose Litter / debris/organic matter such as leaf litter.	305
Street sweeping – Minor Local Shopping Areas	Road suction sweeping	Road suction sweeper	2-3 times per week	General loose Litter / debris/organic matter such as leaf litter.	104 - 156

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010
Street sweeping – Arterial Roads	Road suction sweeping	Road suction sweeper	Fortnightly	General loose Litter / debris/organic matter such as leaf litter.	26
Street sweeping – Local Roads	Road suction sweeping	Road suction sweeper	6 weekly cycle, July – March, 4 weekly cycle, March - June	General loose Litter / debris/organic matter such as leaf litter.	12.66
Street Sweeping - Rural intersections	Road suction sweeping	Road suction sweeper	Once per month	General loose Litter / debris/organic matter such as leaf litter.	12
Solid inert wastes and recyclables, some chemical disposal (Permanent DETOX Your Home) & Re-Sale Centre	Melton Recycling Facility	Vehicle drop off	Open 7 days per week. 2 x tipping vouchers per residential tenement per year (equivalent to 2 x 6" x 4" trailer loads)  Prescribed Gate fees. ( Re-Sale & DETOX Centres free )	Green / wood wastes Furniture Bric-a-brac Metals Tyres TV's / E-Waste Mattresses Used motor oil / filters White goods Soil / concrete Batteries (car & household ) Paint tins Fluorescent tubes / globes Electrical goods. Exclusions: Asbestos, household chemicals, Commercial; quantities of concrete, clean fill , mixed wastes	59,000 vehicles utilized site in 2009/10  13,990 vouchers redeemed in 2009/10

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010
Roadside litter and dumped rubbish collections.	Roadside Collection	6 Cubic metre tip truck with bob-cat & trailer plus Rough Terrain Vehicle (RTV)	Patrol of rural roads weekly and when necessary ( eg – Customer Action Requests )	Hard waste, putrescible waste, mattresses, spoil/rubble from construction sites, tyres, TVs etc.	446 incidences reported & 869 tonnes removed.
Public Litter bins	Kerbside collection	120 litre MGB in bin cabinet / on metal stand in high profile shopping precincts , bus stops and main roads, 55 litre bin insert (predominantly in parks and reserves)	Daily in shopping centres, 1-2 times per week in Parks, Reserves and main roads.	Food scraps & wrappings, cigarette butts, other loose litter	2,650 per week
Public place recycling	Kerbside collection	120L MGBs in fixed metal frames	Weekly	Bottles, cans, paper etc	125 per week

Waste type	Type of service	Type of container	Frequency	Type of waste materials and exclusions	Number of services in 2009/2010
Events (festivals, local markets, cultural/community events etc.)	Event site bin Collection and litter pick up	240L MGB supplied with clearly badged Litter & Recycle bin caps	During and/or after event	All waste from events using 240L MGB"s. Other waste collection arranged by event organizer.	10 Djerriwarrh, Lakeside Live, Diggers Rest Festival"s , Art Beat, Navan Park Fishing Expo, Carols by Candlelight, Australia Day, Childrens Services Week,
Council owned facilities ( Civic Centre"s Elderly citizens, sports pavilions etc )	Collection from bin enclosure s	A range of 120 litre & 240L MGB"s 1,300 Litre skip at Melton Civic Centre	Varying frequencies	Dry paper and cardboard, Plastics 1-7, Glass containers, Metal containers etc.	722 per week

#### **4.1.4. Key Issues**

##### **Kerbside waste collections**

- Waste diversion rates decreased from 45% in 2005/06 to 41.45% in 2008/09. Diversion rate has surged in 2010/11 to 46.67% attributed to an increase in green organics disposal associated with increased rainfall over the period (refer to Appendix A – Statistical information).
- Waste audit results from 2007 revealed that 21% of recyclable materials and 43% food organics comprised the contents of a red lidded garbage MGB's.
- Quantities of stolen bins (MGB's, MRB's, MOB's) has steadily increased, in particular 120 litre MGB's. No checks and balances for residents to substantiate their claim that their bin has been stolen.
- Residential growth across the municipality impacting on collection cycles and collection fleet.
- Exponential increases in landfill levy from \$9.00 per tonne (2009/10) to \$44.00 per tonne (2011/12), and in particular, the State Government's decision to bring forward the proposed 2012/13 levy to 1<sup>st</sup> July 2011.

##### **At-Call Hard Waste Service**

- Trial service only. Residents clearly want this service maintained.
- Resident reluctance to provide rates notice for validation.
- Number of services undertaken since contract commencement yet to reach expected service levels.
- Current Hard Waste voucher validation system is cumbersome and deters residents from using the service.

##### **Melton Recycling Facility**

- New contract commenced 1<sup>st</sup> July 2011. Possible transitional issues in the first quarter of new service contract
- General appearance of site has historically been poor due to overgrown vegetation and loose litter which detracts from the overall amenity of the Melton Recycling Facility.
- Substantial amounts of recoverable materials are disposed in the residual waste bins.
- Current Hard Waste voucher validation system is cumbersome.
- DETOX Your Home centre is underutilised although there are satellite collection centres for household batteries within the Shire which are effectively used.
- Increased patronage of users to the site has created logistical issues and increased waiting times for patrons during peak periods.

##### **Street & Footpath sweeping**

- New contract commencing 1<sup>st</sup> July 2011. Possible transitional issues in the first quarter of new service contract
- No accurate data for tonnages of sweepings disposed at Melton Recycling Facility.

##### **Roadside litter and dumped rubbish**

- No strategy in place.
- Increasing quantities of materials dumped in remote locations.
- Current litter enforcement sporadic and ineffective.

##### **Public Place Litter Bins**

- Traders and the public filling bins with waste, not litter.

- Ad-hoc process of notification to Waste Services of new bin installations in new developments resulting in new bins becoming overfull as a result of no or delayed notification of the bin's existence.

#### **Public Place Recycling Bins (PPR)**

- Demonstrated need to expand program from the current 125 locations throughout the Shire to other locations such as outlying milk bars and other key locations including sports fields in order to replicate current household recycling services and resulting in increased recycling yields.

#### **Event Waste management**

- Historically there has been reluctance of vendors to provide recyclable packaging for food or goods sold at Council sanctioned events.
- Metropolitan Waste Management Group / Sustainability Victoria no longer support the former "Waste Wise" accreditation. Council's Waste Services Team is responsible for Litter & Recycling at events under the "Less Waste & Litter" program.

#### **Recycling at Sporting Clubs**

- Ad-hoc approach and lack of recycling at sporting facilities where large quantities of recyclables are generated.

### **4.1.5 Opportunities for Improvement**

#### **Kerbside waste collections**

- Develop kerbside waste collection service specifications as a single contract in order to provide greater flexibility in service provision and introduce service innovations through;
  - Introducing 360 litre co-mingled recycle bins as an option for residents to recycle more and increase co-mingled recycle yields.
  - Explore opportunities to increase co-mingled recycle collections frequencies to weekly collections during the Christmas / New Year periods (Festive Season)
  - Introduce a weekly organics collection in which food organics can be included as acceptable materials in order to reduce landfill tonnages from residual waste bins.
  - Reduce garbage collections from weekly to fortnightly frequency (Subject to successful introduction of weekly organics collections).
- In order to mitigate the ever increasing numbers of stolen bin replacements, that Council adopts a system whereby residents are obliged to provide a signed statutory declaration that declares that their bin has been stolen before any replacement bin is delivered.
- Ensure that the development of the kerbside waste collection service specifications allows flexibility to facilitate ongoing residential growth within the municipality.

#### **At-Call Hard Waste Service**

- Recommendation to extend current contract to 30 September 2012 with the view to adopt the trial service as a permanent waste collection service for Melton Shire residents.
- Continue with the current levels of promotional activities for the "At-Call" Hard Waste collection service through:
  - Brochures inserted in all Municipal Rates notices
  - Council's website
  - Council's "Moving Ahead" page in the local media outlets
  - Articles in all of Council's publications such as "Moving Ahead", Council's Events & Waste calendar etc
  - Periodic advertisements on Community radio stations such as "Apple FM" & Melton Community Radio.

- Subject to budget approval, implement electronic scanning of rates notice in order to accurately validate hard waste collection vouchers against the property.

### **Melton Recycling Facility (MRF)**

- The new MRF contract commencing 1<sup>st</sup> July 2011 will address a wide range of issues that include:
  - Enhanced vegetation control and loose litter removal;
  - Upgrade of the residual waste bay area to enhance safety and increase extraction of recoverable materials from residual waste bins via innovative methodologies;
  - All materials which could be on-sold at Re-Sale Centre must be displayed for sale at the Re-Sale Centre;
  - Increasing patronage of users to the site will be partly addressed via the increased operating hours during the daylight savings period.
- Increase promotional activities for the DETOX Your Home centre through distribution of brochures, enhanced website design and periodical advertisements in the local media and other community engagement activities.
- Proceed with the proposed trial of acceptance of commercial quantities of paints via the product stewardship program by APFMA (Australian Paint Manufacturer's Association's 2 cent per litre levy commencing 1<sup>st</sup> November 2011) and Sustainability Victoria.
- Subject to budget approval, implement electronic bar coded scanning of rates notices at Melton Recycling Facility gate house which will render current voucher disposal system redundant.
- Establish links with Community groups such as;
  - Assisting Melton Men's Shed in the provision of excess bicycles, discarded but reusable timber / building materials for their respective activities.
  - Local artists be afforded the opportunity to create sculptures via using materials recovered from Melton Recycling Facility and have such artistic creations on display / sale at the Re-Sale Centre.
  - Greater utilisation of excess clothing through activities such as Council's Youth Services, local charity organisations through for example "clothing swap events"
- Upgrade waste education / tea room at Re-Sale Centre to standard whereby Community / School groups can utilise this room during educational tours of the Melton Recycling Facility.
- Increase floor space of outdoor storage compound at Re-Sale Centre in order to store larger quantities of building / other non-perishable materials.

### ***Street & Footpath sweeping***

- As part of new service contract that commenced on the 1<sup>st</sup> July 2011, all sweepings disposed and potable water usage by new contractor must be recorded and presented as part of their monthly service contract report;
- "Clean City Patrol" implementation as part of the new service contract will provide a direct conduit between business traders and residents to Council and will assist in resolution to issues raised during the course of their normal day to day activities; and  
Provide a high profile and positive image for the Melton Shire.

### **Roadside litter and dumped rubbish**

- Subject to the outcomes of a grant application, council establish a Litter Education and Prevention officer role to provide litter educational and enforcement activities;
- Council develop and adopt a litter strategy in order to reduce the quantities of litter and dumped rubbish throughout the Melton Shire.

### **Public Place Litter Bins**

- Proposed structural re-alignment in which Parks Services moves into an Operations business unit will ensure closer collaboration with the Waste Services team and improve processes in relation to the installation and servicing of litter bins within parks & reserves;
- Develop a process whereby the roadside litter contractor informs Waste Services staff of locations where litter bins are being utilised as defacto commercial waste collections for commercial premises.

### **Public Place Recycling Bins (PPR)**

- A new Roadside Litter and Public Place Recycling collection service contract is due to commence from the 1<sup>st</sup> July 2013. The new service specification will be developed to provide a more flexible approach for the implementation of PPR collections at sports fields and other Council owned venues;
- Adoption of a program to expand the quantities of PPR bins from the current 125 locations throughout the Shire to other locations such as outlying milk bars and other key locations such as sports fields in order to increase PPR yields.
- In conjunction with Capital Works activities relating to new Council infrastructure, ensure that PPR bins are considered and implemented in all external public access areas.



#### 4.1.6 Overview of current Melton Shire waste contracts

All waste services undertaken by Council are done so via a range of service contracts.

Due to the nature of these service contracts, each contract has varying provisions and differing contract terms. This is primarily related to the nature of each of the service contracts, for example, kerbside collection contracts generally require longer contract terms due to the substantial capital outlay associated with the required collection fleet and the ability to amortise these costs across the contract term.

Council has entered into waste disposal contracts under the auspices of the Metropolitan Waste Management Group. These include the current overflow green organics processing contract, the future regional organics disposal contract and the residual waste disposal contracts with various landfill sites. Table 7 illustrates the current contractual arrangements.

**Table 7 Overview of Waste Contracts**

Service	Contractor (or internal)	Address of facility	Contract Expiration (plus extensions)
<b>Kerbside Collection</b>			
Garbage collection	TPI CLEANAWAY	14 Collins Road Melton	30 June 2012 (+1)
Garbage disposal to landfill (putrescible)	Boral	Boral Western Landfill – Christies Road Ravenhall	31 March 2015 (+2+2 +2 )
Green Organics collection	TPI CLEANAWAY	14 Collins Road Melton	June 2012 (+1)
Green Organics processing	Boral	Pine-Gro – Hopkins Road Truganina	Disposal of green organics is part of the overflow contract via MWMG. Commissioning of regional organics processing at Veolia's site at Bulla expected by 3 <sup>rd</sup> quarter of 2012/13 Financial year.
Commingled recyclables collection	TPI CLEANAWAY	14 Collins Road Melton	30 June 2012 (+1)
Commingled recyclables receival	VISY	Visy MRF, Doherty's Road Laverton North	30 June 2012 (+1)
"At-Call" Hard waste collection service	Four Seasons Waste Pty Ltd	All materials sorted and disposed at Melton Recycling Facility	30 September 2011 (+1)

Service	Contractor (or internal)	Address of facility	Contract Expiration (plus extensions)
<b>Other waste collections</b>			
Street and footpath sweeping	Metro Urban Management	All materials disposed at Melton Recycling Facility	30 June 2016 (+2)
Public Place Waste and Recycling Collection (incorporating litter bins, events, roadside litter)	Urban Service Solutions	Boral Western Landfill – Christies Road Ravenhall	30 June 2013
PPR processing	VISY	Visy MRF, Doherty's Road Laverton North	30 June 2012 (+1)
Public place putrescible waste disposal	Boral	Boral Western Landfill – Christies Road Ravenhall	31 March 2015 (+2+2+2)
Operation and Management of Melton Recycling Facility	Urban Service Solutions	33-41 Ferris Road Melton South VIC 3338	30 June 2016 (+2)
Waste transfer station residual inert waste disposal	Boral, Wyndham, Thiess	Boral Western Landfill – Christies Road Ravenhall	31 March 2015 (+2+2 +2)
		City of Wyndham landfill, Wests Road Werribee	31 March 2015 (+2+2 +2)
		Thiess landfill Tilleys Road Maddingley	31 March 2015 (+2+2 +2)

#### 4.1.7 Key Issues

- Timing of contracts and alignment
- Competition within the current recyclable processing market
- Increases in landfill levy
- Growth in service provision associated with residential development
- Green organics processing facilities limited within Metropolitan Melbourne

#### 4.1.8 Opportunities for Improvement

- New organics processing contract will have the ability to accept and process food organics. Processing facility is expected to be commissioned and operational by the third quarter of the 2012/2013 financial year.
- Identify and incorporate service enhancements within service contracts through specification review and tender process.

#### 4.1.9 Community satisfaction with waste services

A Community Satisfaction Survey was undertaken in April/May 2011 in regards to Melton Shires suite of waste services. This further complimented the on-going "At-Call" hard waste collection service user survey (*all booked hard service receives a survey form for residents to provide feedback and is collated monthly*). Furthermore, a survey was undertaken as part of the kerbside waste audit undertaken in November 2007. The outcomes of these surveys are provided in Appendix C. A snapshot of the key issues from these surveys are as follows;

#### 4.1.10 Key Issues

##### “At-Call Hard Waste Service

- Residents who have used the service indicate an overwhelming satisfaction rate of 97.85% for the service (78.51% Excellent, 19.34% Good).
- 97.35% of users indicated that they will use the service again.
- There is a general lack of awareness of the existence of the “At-Call” Hard Waste collection service (12 %)
- 10.8% of respondents indicated that they have utilised the service.
- 54.2% of respondents indicated that they did not need the service

##### Melton Recycling Facility

- General lack of awareness of the existence of the DETOX Your Home Centre at the Melton Recycling Facility (40.9%).

##### Kerbside Co-mingled collection service

- Residents expressed the view that an increase in the size of co-mingled recycle bins would enable increases in diversion rates (76.7%) and increasing frequency of co-mingled recycling collections from fortnightly to weekly (82.6%).
- 64.4% of residents surveyed indicated that would support the introduction of a 360 litre co-mingled recycle bin.
- 10% of residents surveyed indicated that they would be willing to pay more per year for the larger bin.

## 4.2 WASTE COMPOSITION AND QUANTITIES

### 4.2.1 Waste and recyclables collected at the kerbside in the municipality

Quantities and composition of waste and recyclable materials collected from across the municipality are detailed below:

**Table 8 Quantities of waste and recyclable materials collected from residential properties in 2009/2010**

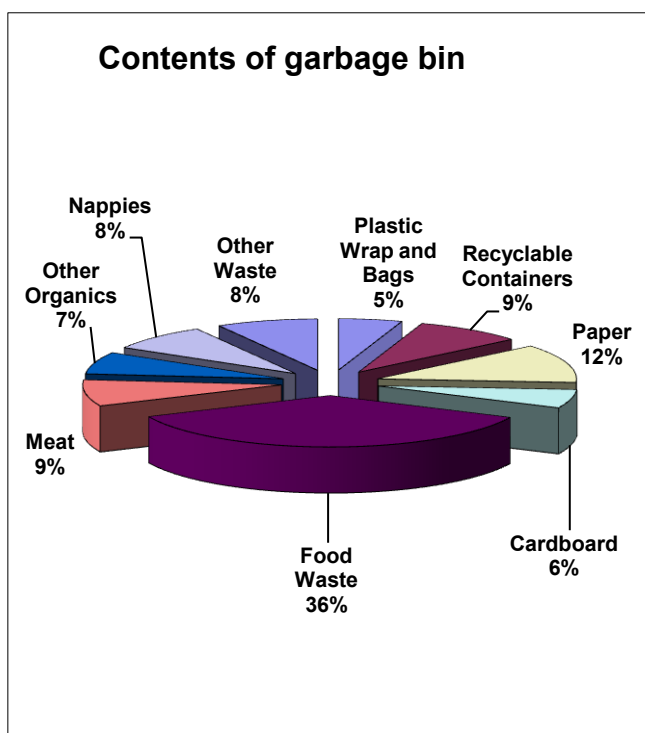
	Recycled	Disposed to landfill	kg / Hh / yr (generated)	kg / pP / yr (generated)
	Tonnes	Tonnes	Kgs	Kgs
<b>Residential collections</b>				
Garbage	0.00	19,059.62	515.20	174.85
Commingled Recyclables	10,191.14	0.00	279.90	93.49
Green Organics	3,556.78	302.82	168.96	32.63
Hard Waste	705	235	30	10
Other - Transfer Station ( MRF )	18,441.32	9993.83	745.08	252.87
<b>Total of waste and recyclables generated</b>	<b>32,894.24</b>	<b>29,588.27</b>	<b>1,690</b>	<b>570</b>
Diversion Rate (%)	<b>52.65%</b>			

**Table 9      Composition of kerbside collected Garbage**

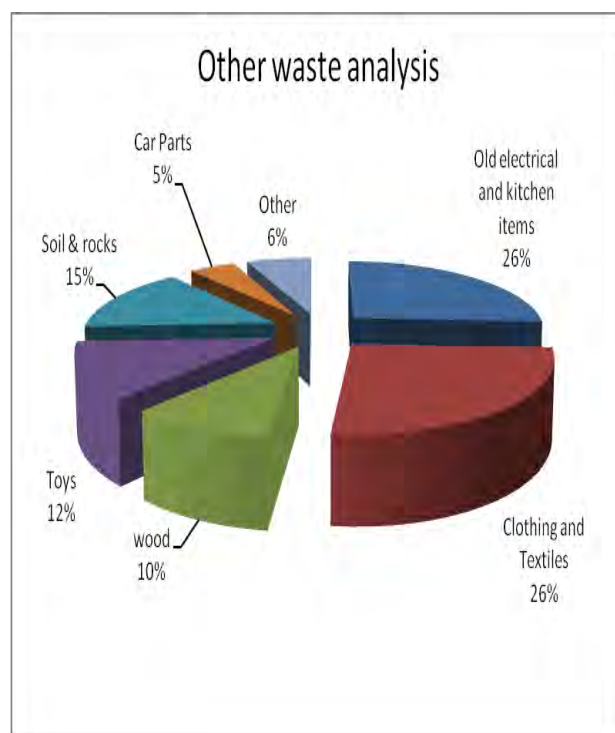
Waste Type	% Composition
Food organics	45%
Garden organics	7%
Paper and cardboard	18%
Other recyclables	9%
Plastics	5%
Nappies and sanitary	8%
Other materials (Soil, rocks, car parts, electrical appliances, clothin / textiles, wood, toys)	8%
Total	100%

*Sourced from Waste bin audits conducted November 2007*

**Figure 4 : Breakdown contents of garbage bin.**



**Figure 5: Breakdown of other waste analysis**

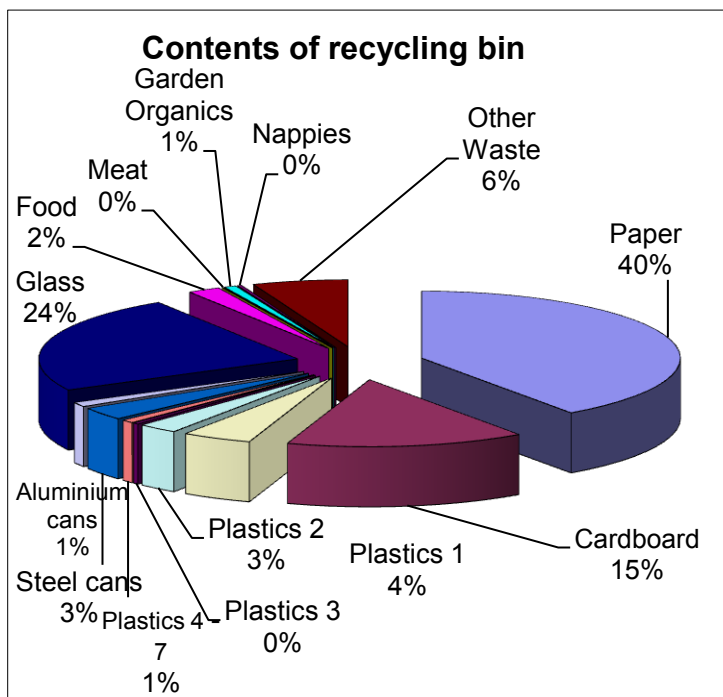


**Table 10 Composition of kerbside collected Recyclables**

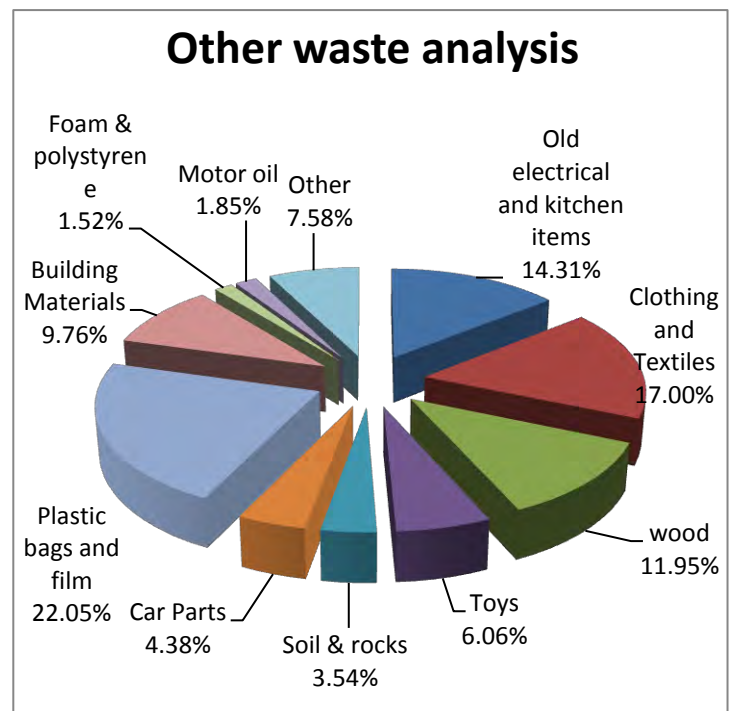
Waste Type	% Composition
Paper (white office, mixed)	40%
Cardboard (Card, liquid paper board)	15%
Plastics	8%
Containers (other than plastic)	28%
Other materials (specify)	0%
Contaminants/waste	9%
Total	100%

*Sourced from Co-mingled Recycle bin audits conducted November 2007*

**Figure 6: Breakdown contents of recycling bin.**



**Figure 7: Breakdown of other waste analysis**

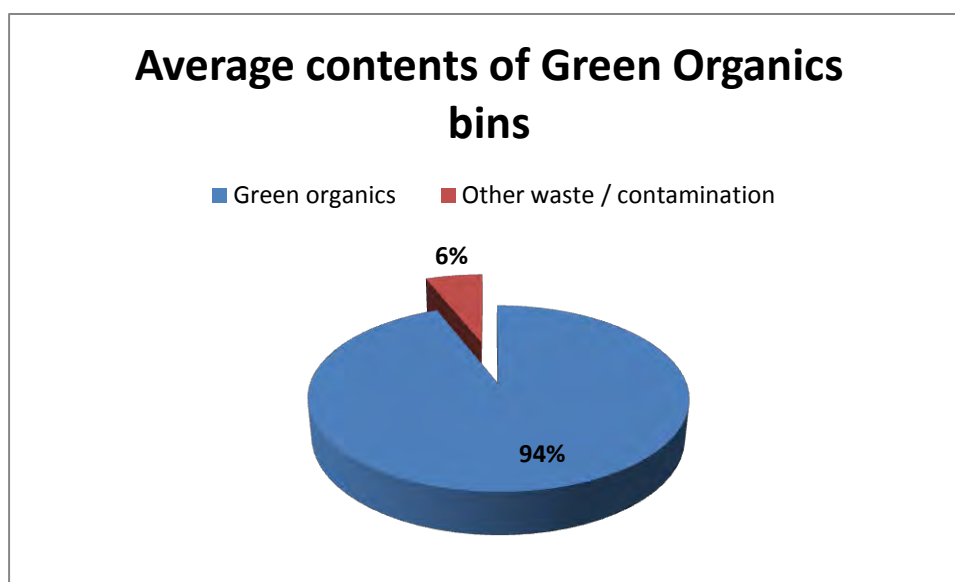


**Table 11**     **Composition of kerbside collected Green Organics**

Waste Type	% Composition
Green organic material recovered	94%
Green organic material processed	94%
Contaminants/waste	6%
Total	100%

*Sourced from Green organics bin audits conducted November 2007*

**Figure 8 : Average contents of green organics bin.**



#### **4.2.2 Key Issues**

- High percentage of recyclables being disposed in residential kerbside bins that should be placed in recycling bin.
- High percentage of food organics in residential kerbside bins that could be disposed via alternate means such as composting or worm farming.
- Contamination rates are either on or below industry averages.

#### **4.2.3 Opportunities for Improvement**

- New organics processing contract will have the ability to accept and process food organics. Processing facility is expected to be commissioned and operational by the third quarter of the 2012/2013 financial year.
- Increase awareness of alternate disposal options for food organics such as home composting or worm farming.
- Significant gains can be made via sustained education programs in relation to what can or cannot be recycled. Collection enhancements such as offering larger recycling bins or increased collection frequencies can also provide gains.

#### 4.2.4 Public Place Litter & Recycling Bins

During the November 2007 waste audit, 17 single garbage public place bins and 25 dual Garbage and recycling public place bins located in the Melton Shopping Business District (SBD) area were audited. These bins were collected each day, bagged and tagged separately and the contents audited and recorded for each bin.

During the five days not all bins contained waste or recyclables. Some bins did not contain waste or recyclables for the whole week.

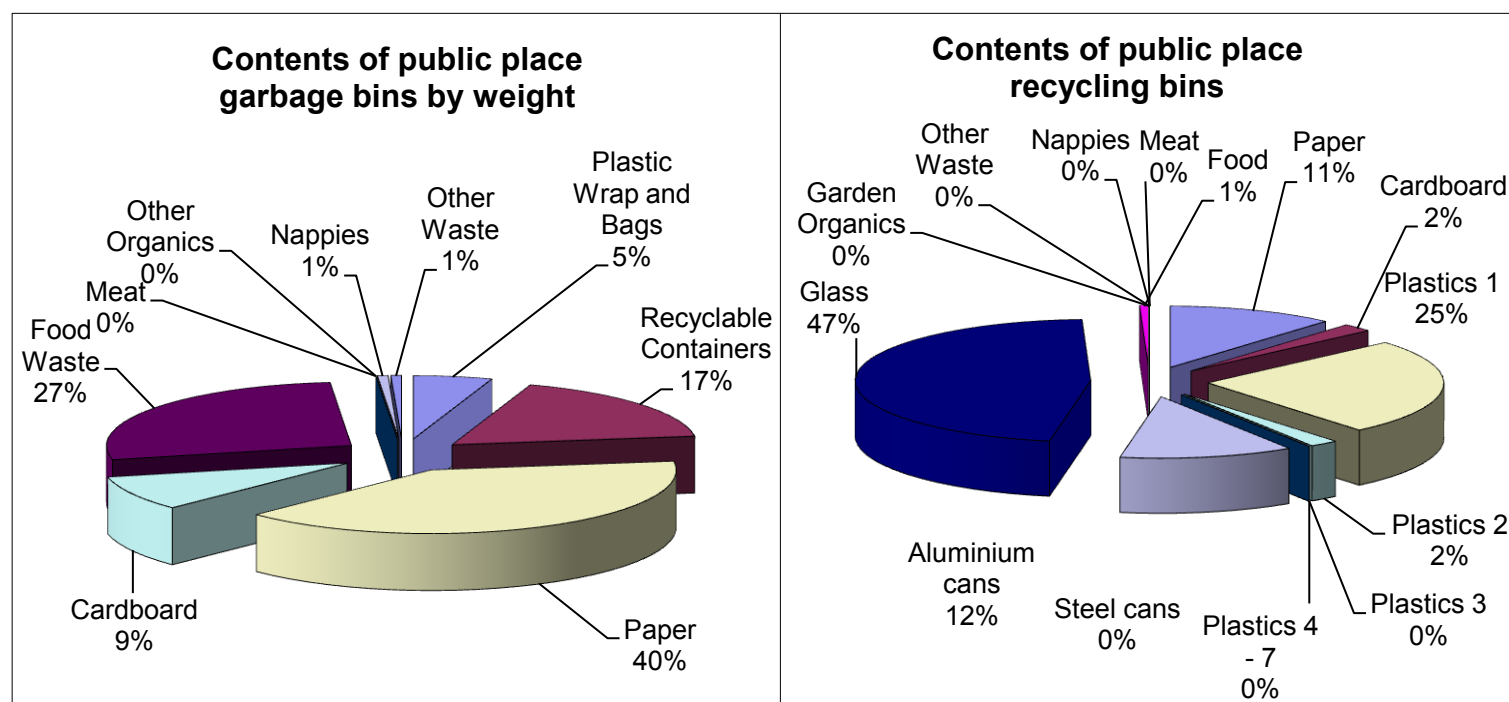
Of the 25 recycling public place bins an average of 10 per day contained recyclables. Interestingly, while many recycling bins did not have any recyclables in many cases the adjoining garbage bin not only contained waste, but also recyclables.

**Tables 12 & 13 Composition of Public Place litter & recycle bins from Melton SBD.**

Table 12. Public Place Litter Bins	
Waste Type	% Composition
Food waste	27%
Other organics	0%
Meat	0%
Paper & Cardboard	49%
Recyclable containers	17%
Plastic wrap & bags	5%
Nappies	1%
Other wastes	1%
Total	100%

Table 13. Public Place Recycling	
Waste Type	% Composition
Glass	47%
Paper & Cardboard	13%
Plastics1 -7	27%
Aluminium / steel cans	12%
Food	1%
Garden organics	0%
Nappies	0%
Other wastes	0%
Total	100%

**Figure 9 & 10: Composition of Public Place garbage and recycling bins**



#### 4.2.5 Key Issues

- Recyclables being disposed in waste bins even in cases where a recycling bin was directly next to the waste bin.
- Some bins are not being used and could be rationalised.

#### 4.2.6 Opportunities for Improvement

- Increase awareness of public place recycling.
- Expansion of number of PPR bins and replacing underutilised waste bins.
- Replicate resident's home recycling practices by offering a consistent recycling service in public places through expansion of recycling bin infrastructure.

#### 4.2.7 Waste quantities from Other waste collection and disposal services provided by Melton Shire

**Table 14** Quantities of waste and recyclable materials from Other waste collection services in 2009/2010

Other waste service type	Recycled	Disposed to landfill
	<i>Tonnes</i>	<i>Tonnes</i>
<b>Other</b>		
Street Sweeping	Nil	2,000 ( estimate )
Street Cleaning and dumped rubbish	Nil	869
Litter	Nil	329.42
Public Place Recycling	48	Nil
Events	2.69	6.14
At Call Hard Waste Service	705	235
<b>Total of waste and recyclables generated</b>	<b>755.69</b>	<b>3,439.56</b>
Diversion Rate (%)	<b>18.01%</b>	

#### 4.2.8 Key Issues

- There is currently no facilities available that can process street sweepings.
- A focus needs to be placed on improving roadside litter collection practices to optimise recycling opportunities.

#### 4.2.9 Opportunities for Improvement

- On commissioning of the regional organics facility, sweepings can be diverted to the facility for processing.
- Enhance roadside litter specification to increase recycling of dumped materials via processing at the Melton Recycling Facility.



#### 4.2.10 Melton Recycling Facility

The Melton Shire operates via a service contract a waste & recycling transfer station which is located at 33-41 Ferris Road Melton South. The Melton Recycling Facility opened in 2001 and was constructed as part of a joint funding arrangement between Council and EcoRecycle Victoria (*now Sustainability Victoria*).

The opening of the Melton Recycling Facility (MRF) was concurrent with the closure of the Melton Landfill which was located directly opposite the MRF in Ferris Road Melton South.

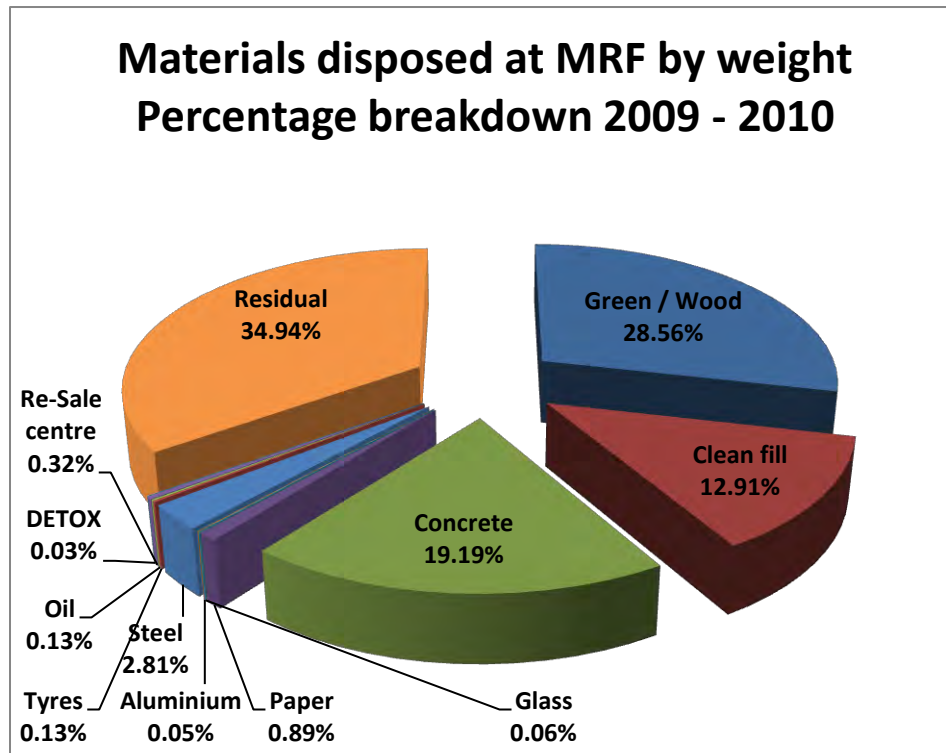
Since the formal opening of the MRF in 2001, 537,000 vehicles have accessed the site. A total of 252,056 tonnes of material has been processed at the site with 159,117 tonnes recycled or reused and 92,939 tonnes disposed to landfill. This represents an average 63.13% of materials diverted from landfill since the commissioning of the MRF (*All figures are to end of April 2011*).

Council was successful in receiving funding from Sustainability Victoria in early 2007 for the construction of a resale and "Detox" facility. Both facilities were formally commissioned and have been operational since October 2008.

**Table 15 Materials received and recycled at Melton Recycling Facility 2009/2010.**

Facility	Wastes received	Quantity received (tonnes)	Quantity recovered (tonnes)	Quantity disposed to landfill (tonnes)
Melton Recycling Facility	General mixed/residual waste	9,993.83	0.00	9,993.83
Melton Recycling Facility	Mattresses	4,000	65.00	35.00
Melton Recycling Facility	Tyres	36.50	36.50	0.00
Melton Recycling Facility	Ferrous Metals	802.66	802.66	0.00
Melton Recycling Facility	Non-ferrous Metals	13.87	13.87	0.00
Melton Recycling Facility	Green / Wood Wastes	8,168.40	8,168.40	
Melton Recycling Facility	Clean fill	3,692.10	3,692.10	0.00
Melton Recycling Facility	Concrete	5,489.40	5,489.40	0.00
Melton Recycling Facility	Paper	255.32	255.32	0.00
Melton Recycling Facility	Glass	17.78	17.78	0.00
Melton Recycling Facility	Oil	37.10	37.10	0.00
Melton Recycling Facility	Tyres	36.50	36.50	0.00
Melton Recycling Facility	Batteries	35.93	35.93	0.00
Melton Recycling Facility - Permanent „Detox your Home“ drop-off facility.	Gas bottles	0.980	0.980	0.00
Melton Recycling Facility - Permanent „Detox your Home“ drop-off facility.	Paint	6.99 tonnes	6.99 tonnes	0.00
Melton Recycling Facility - Permanent „Detox your Home“ drop-off facility.	Fluorescent tubes / globes	0.11 tonnes	0.11 tonnes	0.00
Re-Sale Centre	Hard waste and various other reusable items	90.35	90.35	0.00
<b>Total</b>	<b>All</b>	<b>28,641.50</b>	<b>18,647.67</b>	<b>9,993.83</b>
Diversion rates			<b>65.11% diversion</b>	

Figure 11: Percentage breakdown of MRF materials disposed 2009 – 2010 by weight.



#### 4.2.11 Key Issues

- Patronage to the MRF is increasing at a rapid rate (59,000 vehicle movements in 2009/10 projected to exceed 70,000 vehicle movements in 2010/11).
- Further extraction of recoverable materials from residual waste bins is required.
- Improving the overall appearance of the facility.
- Ability to maintain and/or increase waste diversion rates.
- Managing the ever increasing quantities of green and wood waste deposited at the facility.
- Improving the quality of processed wood and green waste.
- Increasing patron awareness of the various resource recovery services the facility provides such as “DETOX” Your Home, Motor oil and filter disposal program, Re-Sale Centre etc.
- Increasing opening hours during peak periods to provide greater opportunity for residents to use the site.
- Current hard waste disposal voucher system is attracting fraudulent activity.

#### **4.2.12 Opportunities for Improvement**

A new service specification has been developed by Council and commenced on the 1<sup>st</sup> July 2011. The new operator of the MRF (Urban Service Solutions) will implement a range of improvements in the first year of the as follows:

- New resource recovery system at residual waste disposal area which includes hydraulic tipping bay equipment providing MRF staff the opportunity to extract where practicable, recyclable materials such as cardboard, metals and other recyclable materials and greatly reduce the risk of users of the facility from falling into the residual waste bins.
- Residual waste bins retro-fitted with hydraulic lids which will reduce the issue of loose litter being dispersed during windy/inclement weather.
- Dedicated E-Waste drop off point.
- Enhanced litter and vegetation control.
- Enhanced gate fee takings security.
- Extended operational hours during the daylight savings period from 8am – 6pm Mon – Fri and 8am – 5pm, Sat/Sun/Public Holidays. The extended operating hours has the potential to absorb the ever increasing numbers of patronage to the facility.
- Improvement in the quality of mulched products by the use of magnets on shredding machines and greater vigilance in the monitoring of green waste loads to reduce contaminants within the mulched product.
- Subject to budget approval, the automation of the hard waste voucher system.

#### 4.2.13 Total Waste and Recyclables managed by Shire of Melton

**Table 16** *Summary of waste and recyclables generated and recycled in the municipality for 2009/2010*

	Total (tonnes)	kg / Hh / yr	kg / pp / yr
Residential – waste to landfill	19,362.44	508	177.63
Residential – materials recycled	13,747.92	360.76	126.12
Non-residential – waste to landfill	No Data available	0.00	0.00
Non-residential - materials recycled	No Data available	0.00	0.00
Other – waste to landfill ( MRF )	9,993.83	262.25	91.68
Other - materials recycled ( MRF )	18,441.32	483.92	169.18
Council Facilities – waste to landfill	No Data available	0.00	0.00
Council Facilities - materials recycled	No Data available	0.00	0.00
Public Place Litter bins	329.42	8.64	3.02
Public Place Recycle bins	40.18	1.05	0.36
Roadside litter / Dumped Rubbish	869	23.49	7.97
Street Sweeping	2,000 ( approx )	50	20
<b>Total</b>	<b>64,784.11</b>	<b>1,700</b>	<b>590.00</b>
Diversion Rate (%)			

#### 4.2.14 Total Waste Projections

**Table 17** *Projections for waste and recyclables in the municipality*

	2010 (Current) Tonnes per Year	2015 (Projected) Tonnes per Year	2020 (Projected) Tonnes per Year
Residential – waste to landfill	19,362.44	25,380	35,600
Residential – materials recycled	13,747.92	19,285	25,275
Melton Recycling Facility – waste to landfill	9,993.83	14,017	18,373
Melton Recycling Facility - materials recycled	18,441.32	25,865	33,905
Other litter bins / sweepings/ dumped rubbish – waste to landfill	3,200 ( approximate as no reliable data is available for sweeping disposal )	4,490	5,885
Other - materials recycled PPR bins	45	65	85
Hard Waste to Landfill	235	330	432
Hard Waste – materials recycled	705	990	1,300
<b>Total ( Tonnes )</b>	<b>65,730.51</b>	<b>90,422.00</b>	<b>120,855.00</b>

#### **4.2.15 Key Issues**

- The need to increase kerbside waste diversion rates in order to decrease the KG/Pp/yr for residential waste to landfill. The ability to decrease the KG/Pp/yr residential waste to landfill will become increasingly difficult with the continued and sustained population growth of the Melton Shire.
- Growth in service provision and associated waste generation.
- Increasing CALD community within municipality.
- Capacity of MRF to handle projected patronage and waste processing levels

#### **4.2.16 Opportunities for Improvement**

- Ensure that flexibility is built into service contracts which will enable Council to introduce service innovations and appropriately manage service growth.
- Introduction of proposed MRF operational enhancements to partially negate sustained patronage increases.
- Further assessment of MRF operational capacity once operational enhancements are established and have been assessed.
- Expansion of waste education program to target CALD community.

## 4.3 WASTE DISPOSAL AND RESOURCE RECOVERY FACILITIES

### 4.3.1 Waste processing facilities currently operating in or near the municipality

**Table 18 Waste Disposal and Resource recovery facilities**

Disposal facility	Wastes Accepted
<i>Boral Western landfill – Christies Road Ravenhall ( MELWAYS 358 F12 )</i>	<i>All putrescibles and other solid inert residual wastes</i>
<i>City of Wyndham landfill, Wests Road Werribee ( MELWAYS 243 C7 )</i>	<i>All putrescibles and other solid inert residual wastes</i>
<i>Thiess Maddingley Landfill Tilleys Road Maddingley( MELWAYS 333 K12 )</i>	<i>Solid inert residual wastes</i>
<i>Melton Recycling Facility- 33-41 Ferris Road Melton South ( MELWAYS 343 H1 )</i>	<i>Solid inert residual wastes and recyclables</i>
<i>VISY MRF – Doherty’s Rd Laverton North ( MELWAYS 40 B12 )</i>	<i>Co-mingled recyclables</i>
<i>Pine-Gro – Hopkins Rd Truganina ( MELWAYS 358 B10 )</i>	<i>Green organics</i>
<i>Veolia Pty Ltd – Sunbury – Bulla Road Bulla (MELWAYS 176 J4 ) &amp; Wests Road Werribee ( MELWAYS 243 C7 )</i>	<i>Green and Food Organics (Expected to be in operation by third quarter of 2012/2013 financial year)</i>

### 4.3.2 Key Issues

- Council’s ability to dispose of solid inert wastes from the MRF at Boral’s Western Landfill is curtailed as a result that the landfill is closed from 12 Noon Saturday’s and closed all day Sunday. As such, this requires Council to transport solid inert wastes from the MRF to City of Wyndham’s landfill at Wests Road Werribee.
- Scheduled landfill levy increases from \$44.00 per tonne 2011/12 to \$58.50 per tonne in 2014/15

### 4.3.3 Opportunities for Improvement

- New landfill contract which commenced on 1<sup>st</sup> April 2011 provides Council with greater disposal options such as transporting waste to Thiess Maddingley Landfill. The utilisation of this site may reduce transportation costs associated with the disposal of residual waste from the MRF.
- The kerbside recyclable receipt contract is due to expire on 30<sup>th</sup> June 2012. The recycling processing market is currently very competitive and provides scope for significant revenue generation for Council in the new recyclable receipt contract. Such revenue could off-set collection costs for the kerbside co-mingled collection service along with further income streams from co-mingled recyclables disposed at the Melton Recycling Facility and Public Place Recycling contract.
- The regional organics processing facility at Bulla and Wyndham, once operational, will provide the opportunity for food organics and street sweepings to be processed.
- Opportunity to “Close the Loop” via purchasing compost and soil enhancement products at reduced costs via the regional organics processing facility. This processed material can be used in open spaces and sporting fields.

#### **4.3.4 Closed waste management facilities within the municipality**

There is a disused landfill site within the Melton Shire which is located on the west side of Ferris Road Melton South at the end of Shakamaker Drive. The Melton Landfill was used primarily to dispose of putrescible waste from the kerbside waste collections and solid inert wastes. This facility was closed in June 2002 when Council surrendered the license to operate this site as a landfill. The Environment Protection Authority issued Council with a Pollution Abatement Notice (PAN) which requires Council to undertake landfill gas, groundwater and leachate monitoring twice per annum with a annual report required to be presented to the EPA by 30<sup>th</sup> November of each year.

Results are then scrutinised by the EPA and any follow up actions identified in the annual report are to be rectified as soon as practicable.

Analysis of results pertaining to leachate levels, landfill gas and ground water quality have thus far indicate that the landfill site is having little or no impact on the environment.

#### **4.3.5 Key Issues**

- Ensure bi-annual monitoring of disused Melton Landfill continues and PAN is not breached.
- Ad-hoc approach to monitoring of leachate levels in leachate sumps at disused landfill site.
- Actual site is owned by HRV and monitored by Council as per a condition of the land sale.
- Site will be developed in the coming years.

#### **4.3.6 Opportunities for improvement**

- The MRF service contract commences 1<sup>st</sup> July 2011 and includes a requirement to measure leachate levels in leachate sumps at a minimum of once per calendar month and/or within 3 days of any rain event exceeding 30 millimetres in any 24 hour period.
- Develop service specification for monitoring of landfill gasses, ground water and leachate levels for a contract period of up to 3 years in order to attract the most suitably qualified organisations to undertake such tasks (*current service is procured on an annual basis*).
- Continue to work closely with HRV and ensure that any proposed development of the site does not negatively impact on the landfill cells, monitoring infrastructure and subsequently the PAN.

## 4.4 WASTE EDUCATION

### 4.4.1 Previous Program Plan 2005-2015

The previous Waste Education Strategy (Shire of Melton Waste and Litter Education Strategy 2005-2015) has been very successful in many respects such as:

- the growth of community and schools engagement around Clean Up Australia Week
- the introduction of National Recycling Week Program with speakers such as Vasili
- promotion of new council services (DETOX your Home, Re-Sale Centre, Hard Waste)
- completion of a comprehensive waste audit and letters to non-compliant residents for kerbside services
- participation in MWMG Healthy and Sustainable Gardens Program resulting in an increase in the amount of mulch and compost sold by local businesses derived from kerbside collected green organics
- a full colour Waste and Events calendar produced each year for all residents
- achievements of Melton Shire Schools in the new Australian Sustainable Schools Program (Resource Smart AuSSi Vic) and the Rubbish Free Lunch Challenge. AuSSi Vic certified schools qualify for free recycling services from Council.
- the “Less Litter and Waste Events” program to provide clearly marked recycling and garbage bins to all council events. Significant improvements have been made in decreasing packaging (and litter) and increasing recycling.
- introduction of commingle recycling to all council buildings and certification of council as Waste Wise by MWMG
- an extensive Rubbish/Recycling web-site that is kept up to date.
- Displays at DJ Festival, participation in Art Beat, and World Environment Day

Several original objectives have been amended because of the new services introduced by council or educational providers or programs no longer being current (see Part 5.1.2).

### 4.4.2 Key Issues

#### Available EFT

The current Environmental Education officer was employed in October 2006. The role was combined with the Environmental Educator's role (Environmental Services) and the hours available for the position thus decreased from 24 hours per week to 20 hours per week. This also affected the joint projects planned between the waste educator and the previous separate role of environmental educator. This decrease in EFT has limited the ability to expand the program, apply for grants and to take advantage of programs facilitated by the MWMG.

#### Budget

The annual budget allocation for the waste education program, initially set at \$60,000 (2006), has decreased over the past 5 years to \$15,000 in 2010. This significantly limits what can be achieved in all areas of the program and will compromise the ability to continue several aspects of the existing program or successful deliver new opportunities or service enhancements. A benchmarking exercise of budget allocations in local government is shown in the table 19 below;

**Table 19 Benchmarking of Waste Education Budgets in Local Government**

Council	Waste Education Budget p/a
Melton	\$15,000
Yarra	\$280,000
Hume	\$167,000
Wyndham	\$65,000



#### 4.4.3 Opportunities for Improvement

##### ***Increasing amount of recyclables from Kerbside Collections***

Research undertaken by MWMG as part of the "Recycle Right at Home" program indicates that increasing people's knowledge of what can be recycled especially in the CALD community will improve recycling rates. Currently large amounts of paper and cardboard that could be recycled are being put into garbage bins.

##### ***Organic Waste Composting, Worm Farming and Chickens***

According to the 2007 waste audit 36% of garbage bin contents were food waste that could be composted (excluding meat), equating to 7,200 tonnes of compostable waste per year from kerbside garbage bins.

Residents can readily dispose of this material at home via composting, worm farming or as fed for chickens. Home composting or worm farming encourages home vegetable gardening which has benefits in terms of health, food security and reduction of greenhouse gas emissions. Reuse of this organic food matter in the home should be the first option of this material and should be encouraged and promoted in education programs.

If these practices were widely established within the community a financial benefit would also be achieved. If food organic material is sent to landfill it costs \$569,000 (in 2011) increasing annually as the landfill levy and gate fees increase. If sent to an organics processing facility the projected costs are \$633,500. For every tonne that does not go into kerbside garbage bins or green organics bins there is a significant saving for council.

There will need to be a comprehensive community and school education program relating to composting and worm farming to change these behaviours. The schools program should involve all levels of kindergarten, primary and secondary schools.

To support this program consideration should be given to home vegetable gardening programs in schools and the community as this will encourage residents to have a worm farm or compost bin.

##### ***Education about Food Waste into Green bins***

If council elects to implement the acceptance of food organics in the existing green organics collection service there will need to be an extensive education program developed and initiated across the community. This education program will underpin the successful implementation of this proposed service enhancement

##### ***Increasing Schools Education on Recycling***

The most important re-enforcement of recycling education is the provision of recycling services at schools, especially when they replicate those provided at home. With the value of recyclables expected to increase it becomes more cost effective for council to provide recycling services to schools. As well as providing recycling to schools committed to the AuSSi Vic program, council could expand the recycling services to schools program to schools that implement organic waste diversion programs such as worm farming or composting. Additional resourcing in Waste Education would enable an increase in the schools program, both teaching in the classroom and educational visits to the MRF.

Schools provide an invaluable forum within the a municipality with a large number of young people and new residents. The proportion of people in the shire under 19 years by 2016 will be 30.16%.

**Table 20**      ***Projected age groups within school system***

Age group in years	2011	2016
3	2105	2460
4	2066	2641
Total Kindergarten	4171	5101
5-12	13894	17543
13-19	10401	12269
<b>Total 3-19</b>	<b>28466</b>	<b>34913</b>

A school organic waste diversion teaching program based on the establishment of worm farms at schools could be supported by council on the understanding (via an MOU) that there would be promotion within the broader school community, parental involvement sessions, information on the schools web-site and connection with Rubbish free Lunch, Clean Up Australia Week and National Composting week. The AuSSi Vic Program is being extended by Sustainability Victoria to kindergartens and Early Childhood Programs although it is unclear how this will work at the moment. Unfortunately, any expansion of this program would require the assistance of an external service provider due to the limited EFT allocated to the Waste Education program.

#### ***Melton Recycling Facility***

Although patronage at the MRF has increased there are still many residents who do not know of the MRF and the services such as “DETOX” Your Home and the Re-Sale Centre. New services such as E-waste disposal, enhanced sorting of residual waste and extended operating hours during daylight savings periods need to be promoted widely. A focussed E-waste education program is a priority with the impending changeover to a digital television signal and the expected significant increase in analogue televisions requiring disposal.

#### ***Greenhouse Action Plan***

The current greenhouse action plan has the following objectives that have an educational component:

- Action 5.4 – Trial Bokashi bins for organics diversion at the Civic Centre or Operations Centre by September 2012;
- Action 5.5 – Trial recycling bins at Melton Waves Pool by December 2012;
- Action 5.6 – Implement recycling at Council owned sporting facilities by July 2013;
- Action 5.7 – Reduce paper wastage at its source by December 2013;
- Action 5.8 – Remove rubbish bins from desks and install centralised waste stations by June 2014

#### ***Re-certification of Council as Waste Wise***

This will include an audit and may require more complex data reporting around water and energy as well as waste. Establishment of a food organics diversion program within council facilities will achieve a higher level of certification.

#### ***Washable Nappies***

As nappies make up 8% of garbage it is worth educating families with young children about other alternatives such as washable nappies and nappy liners. This could be done in cooperation with the Maternal and Child Health Services and playgroups/mother’s groups.

#### ***Improved New Residents Education***

With a large number of new residents coming to the Shire education of new residents is another important component of the waste education program. Currently new resident’s packs include waste education information and this information can be further enhanced.

#### ***Increase in Public Place Recycling (other than sports grounds)***

According to the audit of PPR in 2007, 66% of materials placed in public place garbage bins could have been placed in recycling bins. Further education and promotion of this service needs to be expanded as the service expands.

#### 4.4.4 2011/2012 Education Program

The following table outlines the proposed 2011/2012 waste education program.

**Table 21 Current Budget Waste Education and Achievable Objectives 2011/12**

Waste Education Program Current Budget	
<b>Community</b>	
Clean Up Australia Week	\$ 3,000
National Recycling Week or Compost Awareness Week	\$ 3,000
Healthy and Sustainable Garden Program (CORE and MWMG)	\$ 4,000
Easter and Xmas bin collection advertising	Recurrent Waste Budget
DJ Festival stall (waste services)	\$ 500
Less Waste and Litter Events Program	Recurrent Waste Budget
Waste and Events Calender	Recurrent Waste Budget
Hard Waste Education Program	Recurrent Waste Budget
<b>Council</b>	
Certification-re-certify as Waste Wise Council with MWMG	\$ 1,000
Web-site updating	Officer time
Food organics recycling at council	Officer time
Commercial worm farming at Men's shed or other location to take food waste from council kitchen	Officer time
<b>Schools</b>	
Teaching sessions by Waste Educator	Officer time
Teacher's Environmental Network	\$ 500
AusSSI Vic waste units (2 schools per year)	\$ 2,500
PD support for teachers to train in AuSSI Vic Waste	\$ 1,300
<b>Total available</b>	<b>\$ 15,800.00</b>

#### 4.4.5 Future Waste Education Programs

The following table outlines waste education programs that can be delivered if an increase in budget allocation was provided from the 2012/2013 financial year.

**Table 22 Proposed Waste Education Programs 2012-2016 and Objectives per annum.**

Proposed Waste Education Program	
Community	Budget required
National Recycling Week and Compost Awareness Week	Additional \$ 3,000 per annum required
Melton Recycling Facility (Detox and Re-Sale) Community Education Program	\$ 1,000
DETOX Centre Promotion	4,000
CALD Community Waste Education (Recycling)	2,000
Youth Centre Engagement with Re-Sale Centre	500
Trial of 360 litre bins (education and audit)	1,000
Community Education Compost, worm farming, chickens and veggie gardening education program	6,000
Recycling and Waste avoidance community education	2,200
Work with Bunnings promoting worm farms/worm farming	500
worm farming in school holiday programs ( 1 session each holiday program= 4 per year)	2,000
Promote mulch from the MRF to the community	Officer time
Promote accessing of the Rubbish/Recycling pages on the Council web-site	500
Council	
Re-certify as Waste Wise accreditation	1,000
Web-site updating	Officer time
Food organics recycling at council	Officer time
Commercial worm farming at Men's shed or other location to take food waste from council kitchen	Officer time

Proposed Waste Education Program (continued)	
<b>Schools</b>	
<b>General</b>	<b>Budget required</b>
Provision of worm farm to schools	\$ 800
School teacher education pack on worm farming (DVD)	\$ 200
Melton Recycling Centre Schools Education Program	\$ 500
Rubbish Free Lunch promotion	\$ 500
School vegetable garden promotion program	\$ 1000
Resource Development on teaching about worm farms, compost bins, chickens and veggie gardening (mobile display)	\$ 1500
Stephanie Alexander School Food Garden DVD \$20 1 per school	\$600
<b>Kindergarten</b>	
Food Waste/worm farming incursions	\$10000
Recycling bins and service Organic Waste Free Schools	Waste Budget
<b>Primary</b>	
Food Waste/worm farming incursions	\$10000
Teacher PD Food Gardens for schools	\$1800
Recycling bins and service for AuSSi Vic or Organic Waste Free Schools	Waste Budget
<b>Secondary</b>	
VCAL horticulture-building and running a worm farm	
Building worm farms for kindergartens (\$100 grant 6 schools)	\$600
Recycling bins and service for AuSSi Vic or Organic Waste Free Schools	Waste Budget
<b>Total additional annual budget required per annum to achieve these objectives</b>	<b>\$51,200.00</b>

## 4.5 LITTER MANAGEMENT

Local governments are the major players in controlling, removing and trying to prevent litter. The 2006 VLAA survey found that 76% of local governments or RWMGs reported that they had run a litter prevention program, dropping from around 95% in 2005. Litter reduction programs conducted by local government have been shown to be effective in reducing littering behaviour.

Around the world it is agreed the most effective litter prevention behaviour change programs include a mix of approaches across the three critical areas of education, infrastructure and enforcement. The mix of these elements needs to be adapted to the local conditions and include incentives, communications and evaluation. These are the elements that characterise Victoria's approach to litter prevention.

### 4.5.1 Illegally dumped rubbish; an ongoing problem

Illegally dumped rubbish is a significant issue throughout the municipality.

869 tonnes was collected and disposed of in the 2009/10 financial year and the tonnages are increasing at a rapid rate (*i.e. – tonnages of dumped rubbish are projected to exceed 1,100 tonnes in the 2010/11 financial year*).

The majority of instances occur in remote rural areas and consist of spoil from building site construction activities, general household wastes, furniture and materials used for illegal marijuana hydroponic growing activities. Other areas which attract high volumes of dumped rubbish are new urban subdivisions, in particular within the vicinity of dump masters located on nature strips outside residential housing construction sites. This however has been addressed by Council's Local Laws unit reaching agreement with builders / housing construction companies that in lieu of obtaining permits to have a dump master within road reservations, the builder responsible for the construction site is to dispose of any dumped materials placed around such receptacles.

Other locations also include the new commercial / industrial business parks currently under construction in Ravenhall.

There is a notion that illegally dumped rubbish at remote locations within the Shire of Melton is due to a range of issues being:

- Increased disposal costs at Melton Recycling Facility & other regional disposal sites ( eg – Sunbury, other transfer stations such as Wyndham & Shire of Moorabool's transfer station in Bacchus Marsh )
- Perceived lack of hard waste collection services.

Research into illegally dumped rubbish has proven that this is not the case. In most cases, incidences of illegally dumped rubbish is purely borne out of unscrupulous and opportunistic individuals who have no intention in disposing of unwanted materials in the correct manner, for example, materials used in the growing of marijuana hydroponically are dumped in remote locations regularly.

Other types of materials dumped are truck loads of spoil such as clean fill, concrete and other builders refuse as a result of construction activities.

As such, the predominant make up of materials dumped in remote locations consists of materials which could not be accepted at the Melton Recycling Facility or as part of Council's trial "At-Call" Hard Waste service.

Enforcement activities are limited through some out of hours patrols and video surveillance and the incidences of dumped rubbish continues to occur unabated.

#### **4.5.2 Known Litter Hot Spots ( but not limited to;)**

- Rear of charity shops Unitt Street Melton
- Brooklyn Road Melton South ( outside charity shop )
- Beattys Road Rockbank / Plumpton / Hillside
- Minns Road Kurunjang
- Holden Road Diggers Rest
- Old Calder HWY Diggers Rest
- Mt Cottrell Road Mount Cottrell
- Bridge Road Melton South
- Tarletons Road Plumpton
- Ryans Lane Toolern Vale
- Porteous Rd / Harkenss Road / end of Bullmans Road Melton West
- Brooklyn Road Brookfield ( all areas West of Clarkes Road )
- Melton Pistol Club ( end of Clarkes Road Brookfield )
- Middle Road Ravenhall
- Riding Boundary Road Ravenhall
- Mount Aitken Road Diggers Rest
- Taylors Road Rockbank
- Sinclairs Road Rockbank
- Neale Road Rockbank / Caroline Springs
- Fuller Drive / Waigani Drive / Vanessa Drive Ravenhall
- Downing Street Mount Cottrell
- Boundary Road Mt Cottrell
- Mt Atkinson Road Truganina

#### **4.5.3 Key Issues**

Littering is an issue that affects us all and takes on various forms within the Community, being

- General littering from people who have a total disregard for the environment.
- Litter escaping from over full waste & recycle bins
- Litter escaping from trailers / utilities due to unsecured loads.
- Poor waste management practises from businesses
- Cigarette butt litter ( particularly outside licensed premises )
- Litter thrown from vehicles
- Poor waste management practises from kerbside trading activities
- Sporadic / ineffective Litter Enforcement
- No adopted Litter Strategy for the Melton Shire
- Harm to local Flora and fauna

#### **4.5.4 Opportunities for Improvement**

There has been an increase in building and demolition materials being dumped on roadsides, along with loose litter and debris emanating from construction sites. This is associated with high levels of growth within the municipality and poor works practises.

Council actively promotes residents to report all litter offenders via EPA Hotline or through Council's Local Laws unit.

Currently, Council does not have a Litter Education and Prevention Strategy. Litter Enforcement forms one of a multitude of enforcement activities undertaken by officers within Council's Local Laws unit. Council's Waste Services staff have, where possible, provided a support role for litter enforcement since 2008.

Litter Education and Prevention is not a core activity undertaken by Council's Waste Services team and competes with other service priorities. The employment of a Litter Education and Prevention Officer would provide an additional and essential resource executing duties in a dual role for Council in terms of developing and delivering a litter education and prevention strategy in a integrated fashion to schools, businesses (in particular the development and construction industry) and the community. The role would also undertake litter and dumped rubbish investigations and litter enforcement under the provisions of Section 45 Environment Protection Act 1970.

Council is currently awaiting the outcomes of a grant application under the EPA Litter program to joint fund this proposed position.

The establishment of a Litter Education and Prevention Officer will complement and enhance the litter surveillance roles already undertaken by Waste Services staff over the past 2 years. In this time, limited trials have shown that a full time position dedicated to litter education and enforcement activities could provide a cost benefit to Council in terms of a substantial increase in the amounts of Penalty Infringement Notices issued and a demonstrable decrease in the volumes of illegally dumped rubbish within the Melton Shire.

The table below is a forecast scenario if the current arrangements were to continue and a strategy was not developed and delivered;

**Table 23      *Actual & forecast tonnages of dumped rubbish collected 2008 – 2013***

Financial Year	Tonnages	Disposal Costs
2008/09	804 ( actual )	\$ 35,540.00 ( actual )
2009/10	870 ( actual )	\$ 38,454.00 ( actual )
2010/11	1,100 ( est )	\$ 70,500.00 ( est )
2011/12	1,250 ( est )	\$ 87,900.00 ( est )
2012/13	1,350 ( est )	\$100,000.00 ( est )

With an increase in enforcement activities, coupled with greater community awareness of the adverse effects of littering, it is anticipated that the volumes of dumped materials disposed at landfill will plateau and possibly decrease in the initial years of sustained program. This estimate is based on the premise that the deployment of surveillance devices in known locations along with offenders identified via after hours patrols will increase the numbers of successful prosecutions.

A major objective of any future program must be to decrease the incidences of the major dumping of materials associated with the building and construction industry. Engaging the building and construction industry via a "Clean Site" program will increase and promote greater awareness within these industries. A rigorous enforcement strategy coupled with greater community awareness has the potential for future litter programs to be cost neutral.



## 4.6 MELTON SHIRE INTERNAL WASTE MANAGEMENT

### 4.6.1 Waste composition and quantities

Presently, Melton Shire has very limited information in relation to the composition of waste generated through Council's day to day activities at Council owned facilities such as Melton Civic Centre and Caroline Springs Civic centres. The auditing of internal waste composition has been identified in the "Action Plan" as part of this strategy.

### 4.6.2 Melton Shire waste reduction policies and activities

Comingle recycling was introduced to all council buildings replacing the paper only recycling in 2004. A waste reduction action plan was prepared in August 2008 and council was certified as Bronze Waste Wise. This certification lapsed in August 2010.

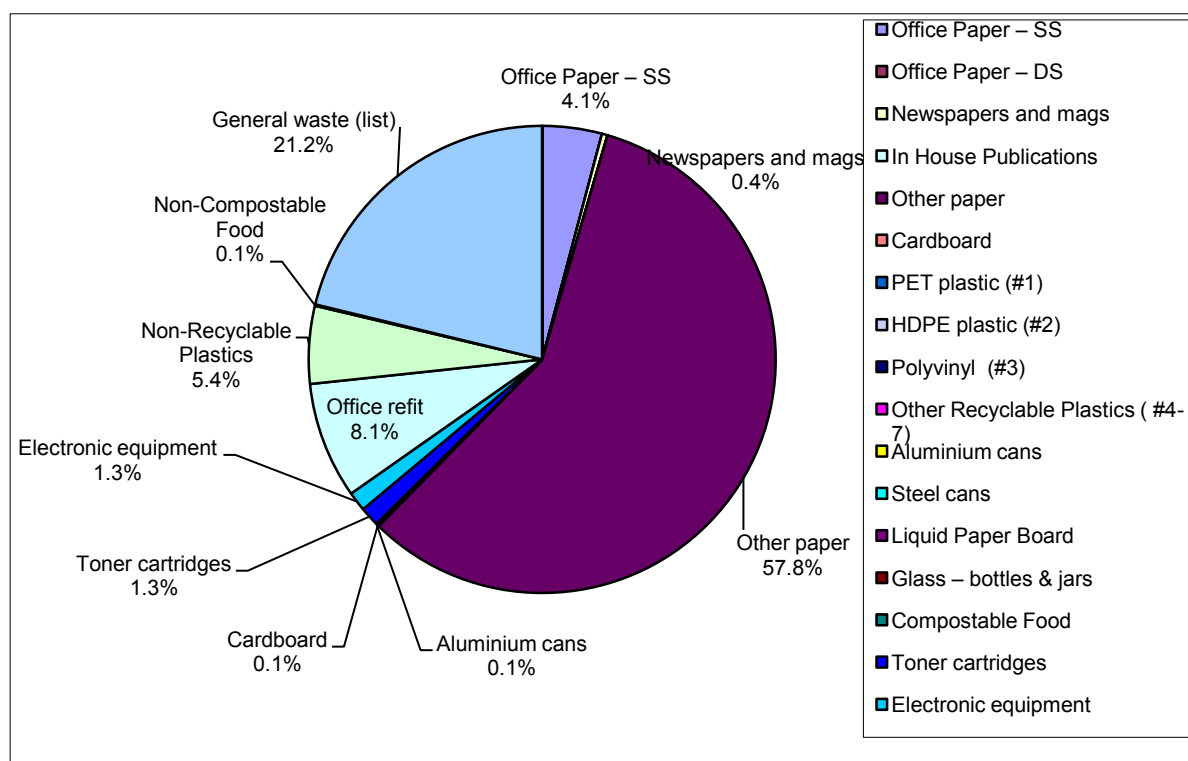
Council has joined Eco-buy in 2011. Council has formed a green team in 2011 with terms of reference accepted by the Executive as part of the Greenhouse Action plan.

The Green House Action Plan was adopted by Council 2011 and includes a range of initiatives aimed at reducing waste from council buildings.

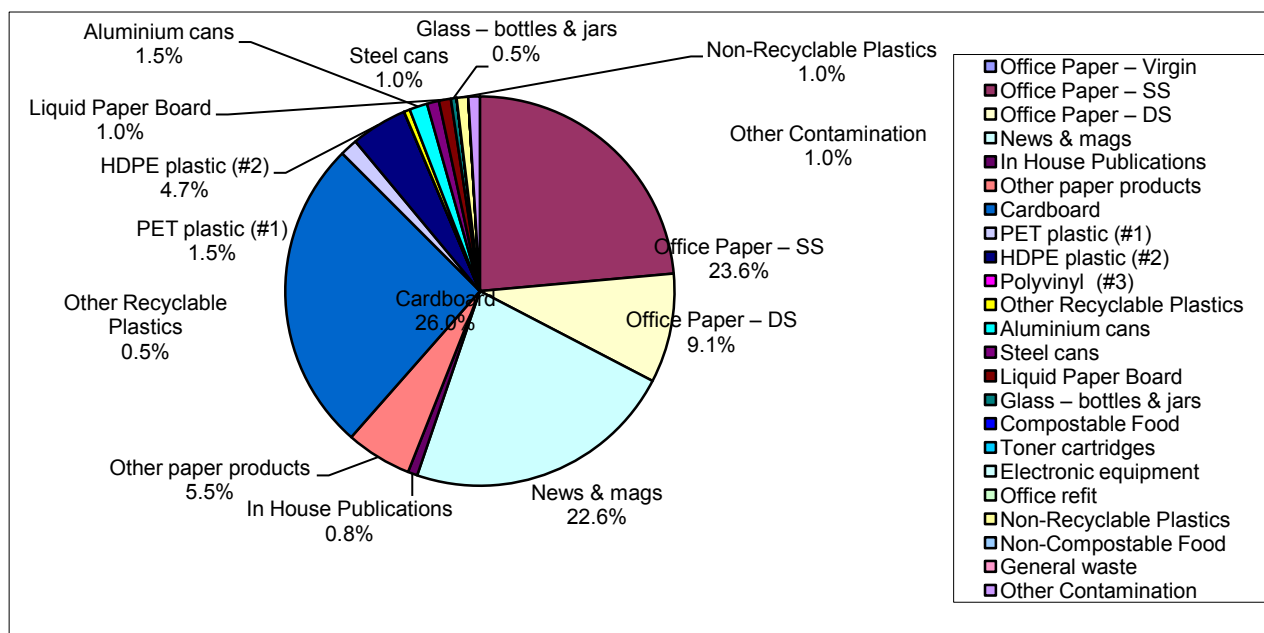
### 4.6.3 Waste Composition and Quantities

A waste assessment was conducted in 2004 and 2008 at the Civic Centre Melton.

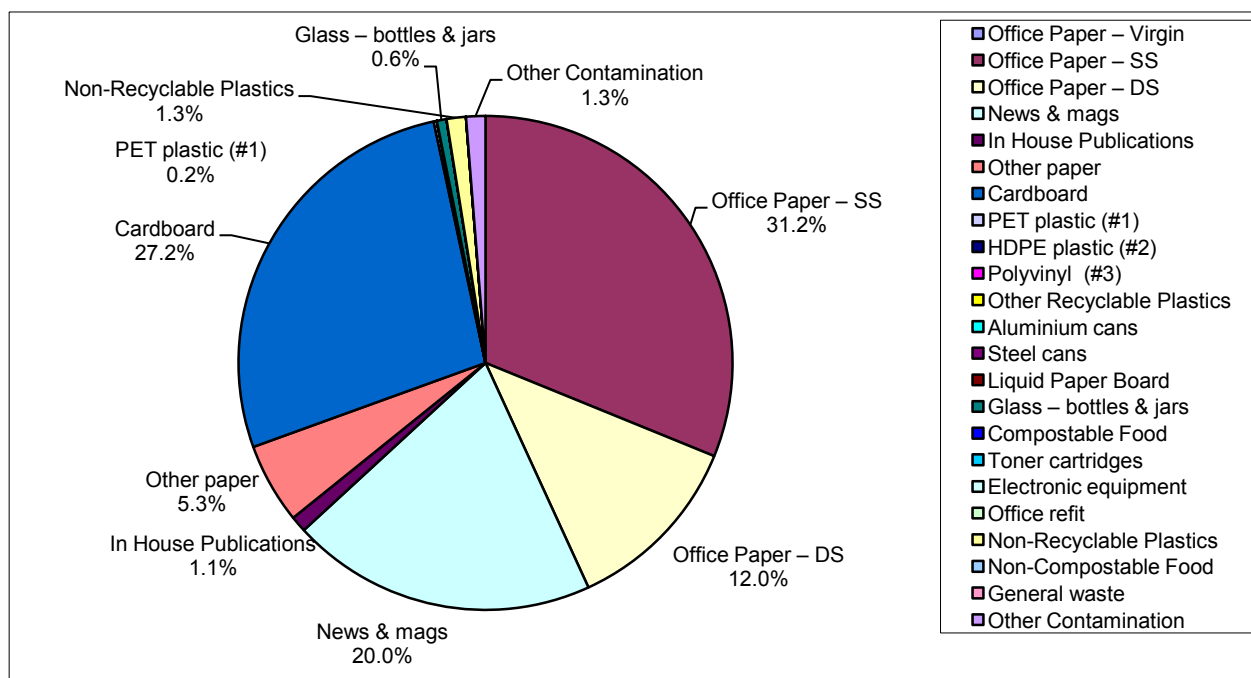
**Figure 12** 2008 Waste audit – Melton Civic Centre



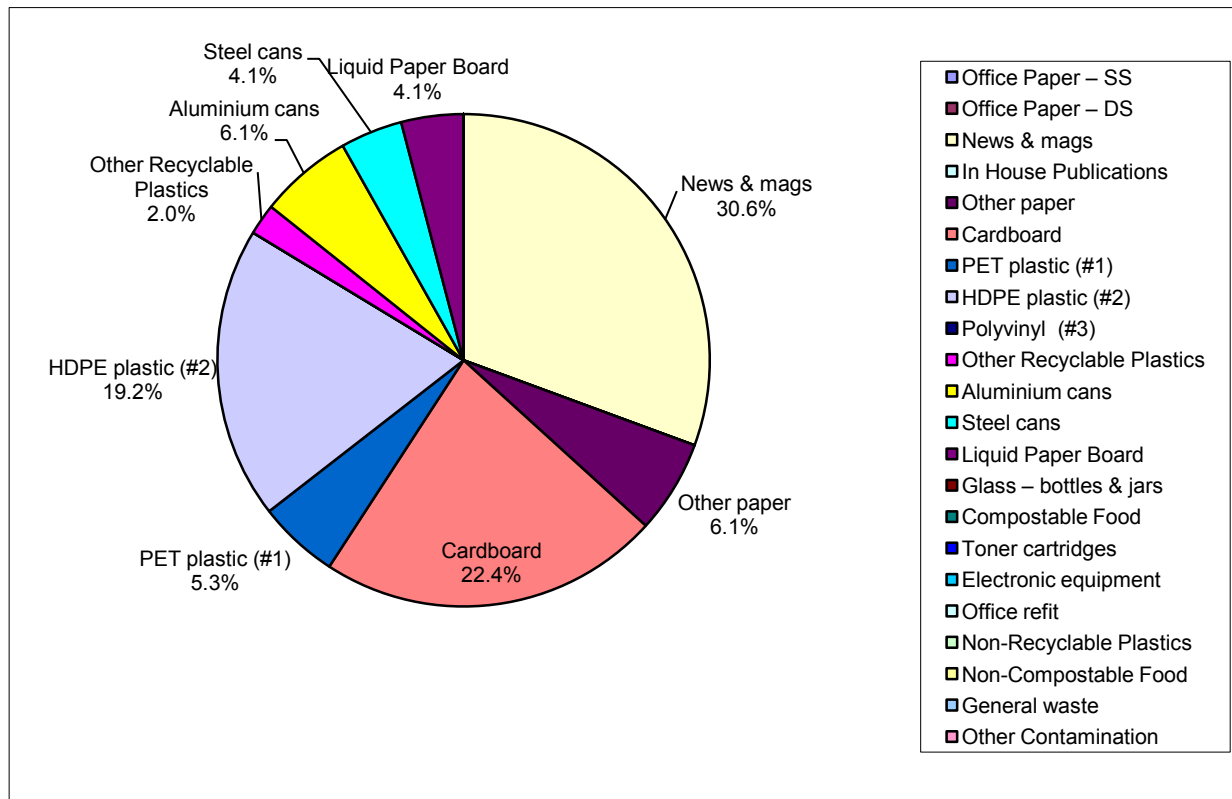
**Figure 13 2008 Waste audit – Total Recycling**



**Figure 14 2008 Waste audit – Office Paper Recycling**



**Figure 15 2008 Waste audit – Comingled Recycling**



#### 4.6.4 Key Issues

- Diversion of food organics from the waste stream.
- Large quantities of clean recyclables are being disposed in the large waste skip at the Melton Civic Centre.

#### 4.6.5 Opportunities for Improvement

- Waste reduction could be improved by a campaign to reduce paper usage and to reduce rubbish brought as part of lunch (Rubbish Free Lunch).
- The introduction of organics separation and recycling/composting would allow the removal of individual rubbish bins from desks and the containment of rubbish in central areas.
- Removal of the 4.5 cubic metre skip at the Civic Centre would discourage disposing of items (cardboard boxes) that could be recycled.
- Recertification of Council as waste wise accredited can be to a higher standard if organic waste is recycled. Recertification may become more complex and involve reporting of water and energy usage.

# 5 PROGRESS TO DATE AND ACHIEVEMENTS

## 5.1 PRIOR ACTION PLAN REVIEW

The current Melton Shire “It Starts with Zero” Waste Management Strategy was adopted by Council on the 25<sup>th</sup> July 2005.

Since the adoption of the strategy Council has been implementing a range of recommendations that were included within the strategy as outlined in the below table:

**Table 24 “It Starts with Zero” Action Plan Status**

<b><i>“It Starts with zero” Action Plan 2005-15</i></b>	<b>Status</b>
<b><i>1. That Council notes that the Waste Management Community Consultative Committee does not support the National Packaging Covenant in its present form.</i></b>	Adopted by Council July 2005
<b><i>2. That Council advises the Municipal Association of Victoria of the shortcomings in the Covenant, and the need for consultation with all stakeholders in the current review of the Covenant particularly with regards to:</i></b>	Adopted by Council July 2005
<b><i>a. Failure of the packaging industry to take enough downstream responsibility and “product stewardship” for its products; and</i></b>	
<b><i>b. The need for a “life cycle” approach to packaging.</i></b>	
<b><i>3. That a form of hard waste collection service be developed that is compliant with Worksafe requirements, is affordable, and is operationally compatible with the Melton Recycling Facility.</i></b>	Trial “At-Call” Hard Waste collection service commenced February 2010
<b><i>4. That the community be consulted, and the options for hard waste collections that comply with Recommendation 4 be canvassed, including the benefits, impacts and costs.</i></b>	Consultation undertaken in 2007
<b><i>5. That the hard waste service options discussed in this report be considered as part of the Best Value review of the Melton Recycling Facility as proposed in Part 7.4 of this Report.</i></b>	Council resolution of 31 March 2009 for the implementation of a Hard Waste collection service be implemented in the 2009/10 Financial year.

<b><i>"It Starts with zero" Action Plan 2005-15 ( continued )</i></b>	<b>Status</b>
<b><i>6. A program be developed to monitor the current kerbside bins as a means of assessing any options for change in bin types or collection frequency prior to the conclusion of the current collection contracts.</i></b>	Waste audit completed November 2007. New service specifications currently in development.
<b><i>7. Incentives be investigated, including consideration of price and raising community awareness, to encourage an increase in the use of smaller 80-litre garbage bins.</i></b>	Incentive established. No charge if resident downgrades 120 litre garbage bin to 80 litre MGB
<b><i>8. Options be investigated, to encourage an increased participation in the green waste service.</i></b>	Promotional campaign developed and initiated. \$40.00 statutory charge imposed if resident downgrades from service.
<b><i>9. That audits of a sample number of bins of the various types be undertaken to provide data on the various potentially recyclable components in garbage bins and the contamination levels in recycling and green waste bins.</i></b>	Comprehensive waste audit undertaken November 2007
<b><i>10. That the community be consulted to gain an understanding of the community awareness of the types of recyclable materials and their understanding of contamination particularly plastic bags in green waste bins.</i></b>	On-going – Annual Events & Waste calendar, Council's website, Moving Ahead and other Council publications, Local newspapers
<b><i>11. That a review of the current Public Place Collection service be conducted in May 2006 taking into consideration the possible provision of public place recycling.</i></b>	On-going, roll out of PPR bins undertaken in 3 stages in 2006, 2007, 2008.
<b><i>12. That the Best Value Review of the Melton Recycling Facility includes the following investigations and considerations:</i></b>	
<b><i>a. Possible opportunities and impacts on viability of the facility operations with regard to the various options for hard waste collections;</i></b>	Residents afforded the opportunity to dispose of hard waste disposal vouchers for MRF; OR utilise "At-Call" Hard Waste service from their property in February 2010.
<b><i>b. A budget of \$30,000 be provided for this Best Value Review which will include the initial investigations and reporting on the suitability of land adjoining the Melton Recycling Facility for development of Alternative Waste Technologies and/or expansion of the Facility.</i></b>	Best Value review undertaken in 2006. Recommendations for Re-Sale & DETOX centres completed and commissioned October 2008
<b><i>13. That the Education Strategy be approved and implemented.</i></b>	Adopted by Council July 2005 and implemented (see Section 5.1.1)

### 5.1.1 Melton Shire Waste Education Program 2005-2011 Program Outcomes

#### **Council**

##### *Council recycling and MWMG certification program*

- Council received bronze certification from MWMG in August 2009 expiring in August 2010.
- Co-mingle recycling has been introduced to all council buildings and incorporated into the cleaning contract. Waste Wise Certification is currently available until November 2011 and then will be reviewed by Sustainability Victoria and possibly changed to the Resource Smart Program. Resource Smart will require significantly more work as it will include a waste audit, water and energy data.

#### **Community**

##### *Web-site*

- The Waste Services web site is regularly reviewed and updated with all current programs and activities listed.

##### *Waste calendar*

- In 2007 it was decided to expand the one page waste calendar to a full colour brochure with a page per month. This was combined with the Events Calendar in 2009. A significant amount of waste education material was incorporated into the calendar showing what materials can be put into the 3 kerbside bins and what could be taken to the Melton Recycling Facility.

##### *DETOX Your Home and Re-Sale Centre*

- These services were established after the original strategy was developed. The promotion of these services has therefore been included within the education program since 2008. Collection points have been established and promoted for small batteries, mobile phones, corks and metal wine tops have been established at both Civic Centres, VIC, Youth Services, Rockbank and Digger's Rest Milk bars and the MRF.
- Two mobile Detox you Home services were provided by Sustainability Victoria in 2009 and February 2011 and were heavily promoted.

##### *Hard Waste Collection*

- This service began in 2010. The promotion included the placement of brochures in rates notices and a wide spread advertising campaign.

##### *Kerbside Collections*

- Letters alerting residents to problems of contaminating or overfilling kerbside bins were established in 2009 and are consistently sent out when driver's reports are received.
- Bin stickers for kerbside bins
- Recycling information brochures
- No Junk Mail stickers

##### *Waste Audit November 2007*

- A comprehensive waste audit was conducted of kerbside bins and public place bins in November 2007 to establish a waste stream profile. This has been used in the review and development of this revised strategy.

##### *Recycle Right at Home*

- A 2009/2010 MWMG project to look at why people do not recycle or recycle incorrectly. Melton Shire participated in this program. This has been used in the review and development of this revised strategy.

#### *Public Place Recycling*

- The installation of Public place recycling bins in 2006 required public and shop holder education.

#### *Clean Up Australia Week*

- Clean Up Australia Week has been successfully developed and promoted into a shire wide community event. In 2011 there were 16 community site coordinators, 8 schools and 2 businesses and 25 community groups involved, Partners included Delfin, McDonalds, SITA, Urban Services Solutions and Eynesbury Township Corporation.

#### *National Recycling Week*

- In 2009 and 2010 a week of events were organised for National Recycling Week. The various events were very successful with significant community involvement. Events included sessions on worm farming, composting, and gardening. The events provided a platform for two local community members (Michael Howard and Gavin Webber) who later appeared on Vasili's Channel 31 television program. DVD's of these programs are available from both libraries.

#### *Less Waste and Litter Events Program*

- The waste wise events program, previously facilitated by the MWMG ceased from 2008. MWMG devolved the hiring of event bin caps at this time. The Events team assisted by Waste Services decided to fill the void left by the MWMG and established a program called "Less Waste and Litter". To facilitate the program, Council purchased a suitable number of bin caps for all Melton Shire Events. Melton Shire now owns 38 garbage bin caps and 44 recycling bin caps for events.
- Waste audits conducted at the Events are showing a consistent improvement in the amounts recycled, a decrease in non-recyclables and amounts of garbage and contamination and litter. Letters are sent prior to all events to encourage recyclables packaging and ban polystyrene and other non-recyclable plastics.

#### *DJ Festival Waste Services Display Stand*

- Waste Services has had a display stand at the DJ Festival since 2006 focussing on new services. This has involved a community engagement activity and competition.

#### *Clean site presentation*

- A presentation assisted by Local Laws Officers to local building contractors was facilitated in 2008. This program discussed building site waste management practices and highlighted and promoted best practice as part of the Clean Site Program of Sustainability Victoria.

#### *Healthy and Sustainable Gardening Program (HSGP)*

- This MWMG program involved the promotion of mulch and compost made from kerbside green waste collections thus "closing the loop" and creating markets for recycled green waste. Facilitated by CORE/MWMG the program aimed at increasing the amount of recycled mulch from green waste sold at garden outlets (Bulmans Garden Supplies, Emmo Garden Supplies, Melton Sand and Soil, Soilworx - Deer Park, Deer Park Building & Garden Supplies). Melton Shire has actively participated for the past 3 years and has widely promoted the program. This resulted in the second highest amount of mulch and compost sold among the 8 participating councils.

- A program was also facilitated with the Melton Garden Group including Vasili and Vox Bandicoot which was very successful,

#### *Worm Farming*

- Worm farms have been purchased for prizes for community events and schools to further promote this sustainable practice.

#### *World Environment Day Celebration 2011*

- To celebrate World Environment Day a Clothing Exchange was held at Caroline Springs Library. 20 people attended this exchange and although the number of participants was less than was hoped, the experience was beneficial and enjoyed by those who took part.

#### *Recycled art project*

- In 2011 the Waste Educator worked with the Arts coordinator to enable a recycled art project as part of the ART Beat Festival.

### **Schools**

#### *Professor Waste Wise - Gould League*

- The Gould League ceased operating in 2007 and AuSSi Vic Resource Smart became the primary Sustainability Education Program for schools.

#### *AuSSi Vic Resource Smart*

- The MWMG Waste Wise program has been transitioned to the Resource Smart program facilitated by Sustainability Victoria. This includes schools (AuSSi Vic Resource Smart), council and events programs.
- AuSSi Vic programs have been started in 4 Melton Schools (Melton Christian College, Staughton, Melton Specialist School and Kurunjang Primary) with 3 others undertaking the program through government or independent funding (Christ the Priest, Catholic Regional College Melton and Gilson College). As an incentive for schools to participate in the program, council provides a complimentary recycling service to schools that certify.

#### *Teachers Environmental Network*

- Several meetings of teachers have been facilitated.

#### *Books for students*

- Books on Recycling, Composting and Climate Change are available for festivals, stalls and school visits.

#### *Rubbish Free Lunch*

- This Victoria wide program supported by Sustainability Victoria and The Department of Education and Early Childhood Development is very popular and is heavily promoted by Council. Two Melton Schools have won state prizes as part of the program (Kurunjang Primary and Catholic Regional College Caroline Springs).

#### *MRF Educational tours*

- Due to a poor uptake of tours of the MRF by schools, a trial was conducted that involved the provision of transportation for two schools (Christ the Priest and Caroline Springs College Brookside). Several other schools have independently taken part in tours facilitated by the Waste Services team.



## 6 FUTURE DIRECTIONS

### 6.1 KEY PERFORMANCE INDICATORS

The following key performance indicators have been developed and are to be used to enable easy assessment of Melton Shire's current waste management performance. They also enable comparison with other LGA's in the metropolitan region.

**Table 25 Key Performance Indicators – 2011 - 2016**

KPIs	Current kg per annum / Hh / year	Target kg per annum / Hh/year
Total Waste generation per capita	283.96 KG	180 KG
Total waste generation per residential assessment.	856.09 KG	520 KG
Rate (%)		Target % (if applicable)
Diversion rate – recycling	29.72%	35% by June 2014.
Diversion rate – organics	16.26%	30% by June 2014.
Diversion rate – total (recycling plus organics)	45.98%	65% by June 2014.
Diversion rate – hard waste	61%	75% by June 2016.
Commingled recycling contamination rate	Not known	3% by June 2016.
Organics contamination rate	3.78%	3% by June 2016.
Diversion rate – Melton Recycling Facility	64.41%	75% by June 2016

## 6.2 ACTION PLAN

The following Action Plan has been developed to achieve identified long term objectives and address identified issues and opportunities for improvement detailed throughout the revised WMS:

**Table 26 Action Plan 2011 - 2016**

Waste Service description	Action required	Who	Target
<b>Kerbside collection contract</b>	Develop service specifications as a single contract to provide greater flexibility in service provision and easier introduction of service innovations.	Manager - Operations	30 September 2011
<b>Kerbside collection contract</b>	Tender and award a new service contract with contract to commence on the 1 <sup>st</sup> July 2012	Manager - Operations	31 December 2011
<b>Recycling Receipt and Processing Contract</b>	Tender and award a new service contract with contract to commence on the 1 <sup>st</sup> July 2012	Manager - Operations	31 December 2011
<b>Kerbside Co-mingled recycling collections</b>	Increase in co-mingled recycling yields through optional 360 litre co-mingled recycle bins and increased collection frequencies during peak season (December / January)	Waste Services Co-ordinator	1 July 2012
<b>Kerbside Green organics collections</b>	Undertake a food organics trial using the green organics collection service with a view to the service becoming permanent	Waste Services Co-ordinator	2012 / 2013 financial year (subject to commissioning of the regional organics facility).

Waste Service description	Action required	Who	Target
<b>Replacement of stolen kerbside bins</b>	Council adopt a policy in which residents are required to provide a signed statutory declaration in order for a replacement bin to be delivered.	Council resolution	1 July 2012
<b>Trial “At-Call” Hard Waste collection service</b>	Remove the trial status of the “At-Call” Hard Waste Service to become a permanent on-going service.	Council Resolution	August 2011
	<p>Continue with current levels of promotion of the “At-Call” Hard Waste collection service through;</p> <ul style="list-style-type: none"> <li>• Brochures regularly inserted in all municipal rates instalment notices.</li> <li>• Council’s website</li> <li>• Council’s “Moving Ahead” magazine and other periodic publications.</li> <li>• Council’s “Moving Ahead” page in the local media outlets.</li> <li>• Council’s annual Events &amp; Waste calendar.</li> </ul>	Waste Services Co-ordinator / Environmental Educator / Council’s Communications team	On-going
<b>Trial “At-Call” Hard Waste Collection Contract</b>	Tender and award a new service contract with contract to commence on the 1 <sup>st</sup> September 2012	Manager - Operations	30 <sup>th</sup> June 2012

Waste Service description	Action required	Who	Target
<b>Melton Recycling Facility</b>	Upgrade of residual tipping bays in order to greatly reduce OH&S / Public Liability risks and for the greater extraction of recyclables from residual waste bins where practicable.	Waste Services Co-ordinator MRF Operator	January 2012
	Subject to budget approval implement electronic scanning of rates notices in order to validate MRF disposal & Hard Waste collection vouchers.	Information Services	1 September 2012
	Seek funding from Sustainability Victoria and/or Federal Government for mobile E-Waste collection days at Melton Recycling Facility.	Waste Services Co-ordinator	30 June 2013
	Investigate methodology which can cater for expanded polystyrene (EPS) compaction and recycling.	Waste Services Co-ordinator	30 June 2013
	Improve the quality of green / wood mulch with the extraction of contaminants where possible.	Waste Services Co-ordinator	31 December 2011
	Increase the capacity of the outdoor storage compound for the Re-Sale Centre.	Waste Services Co-ordinator	30 June 2012
	Increased operating hours of MRF during daylight savings period to absorb the increases in MRF patronage.	Waste Services Co-ordinator	2 <sup>nd</sup> October 2011
	Enhanced appearance of MRF site through proactive loose litter collection and vegetation control	Waste Services Co-ordinator MRF Operator	31 December 2011

Waste Service description	Action required	Who	Target
<b>Melton Recycling Facility ( continued )</b>	Increase promotional activities for "DETOX" Your Home Centre at MRF in order to boost usage of facility.	Waste Services Co-ordinator / Environmental Educator	July 2011 and on-going.
	Council accept proposal from Sustainability Victoria in accepting commercial quantities of paints at DETOX Centre through product stewardship scheme.	Waste Services Co-ordinator	31 November 2011
	Local Artists be afforded the opportunity to create art works using materials recovered from the MRF.	Waste Services Co-ordinator	30 September 2011
	Assist Melton Men's Shed in the provision of excess bicycles, discarded but re-usable timber and building products for their respective activities.	Waste Services Co-ordinator	30 September 2011
	Greater utilisation of excess clothing deposited at Melton Re-Sale Centre (eg- clothing swap days)	Waste Services Co-ordinator	30 September 2011
	Improve current tea/conference room at Re-Sale Centre to cater for school/community groups for waste educational purposes.	Waste Services Co-ordinator MRF Operator	31 January 2012

Waste Service description	Action required	Who	Target
<b>Melton Recycling Facility (continued)</b>	Review current service provisions and operator's performance and either extend current contract using contract extension provisions or tender a new service contract. Report to Council.	Manager - Operations	31 December 2015
<b>Public Place Recycling Collection</b>	Continue roll out of additional quantities of PPR bins throughout the shire	Waste Services Co-ordinator	From 1 July 2012
<b>Public Place Recycling Collection</b>	Enhance service specifications to provide greater flexibility in service provision and easier introduction of service innovations. Tender and award a new service contract with contract to commence on the 1 <sup>st</sup> July 2013	Manager - Operations	31 December 2012
<b>Public Place Recycling (Sporting Facilities)</b>	As part of the new service contract commencing 1 July 2013, progressively implement Public Place Recycling services at Sporting venues throughout the municipality	Waste Services Co-ordinator	1 July 2013
<b>Roadside Litter Collection</b>	Reduction of volumes of dumped rubbish to landfill via sorting of materials at Melton Recycling Facility where practicable.	Waste Services Co-ordinator	1 July 2013
<b>Internal Waste Management</b>	All Council run facilities to be provided the suite of waste services consistent with the kerbside residential collection services.	Waste Services Co-ordinator / Environmental Educator	1 July 2012
	Campaign to reduce paper usage and to reduce rubbish from meals. (e.g. - Rubbish Free Lunch).	Environmental Educator	1 July 2012

Waste Service description	Action required	Who	Target
<b>Internal Waste Management (continued)</b>	Introduction of organics separation and recycling/composting allowing the removal of individual rubbish bins from desks and the containment of rubbish in central areas	Environmental Educator	1 July 2012
	Establish an alternate disposal option to replace the large skip at the Melton Civic Centre.	Waste Services Co-ordinator	31 October 2011
	Initiate and undertake annual audits of waste & recycle bins at Melton / Caroline Springs Civic Centre's	Waste Services Co-ordinator / Environmental Educator	From 1 July 2012
<b>Street and Footpath Sweeping</b>	Sweeper operators to accurately record volumes of materials disposed and potable water usage as part of sweeping activities undertaken.	Waste Services Co-ordinator	From 1 July 2011
	Enhance the Street and Footpath sweeping service through pro-actively promoting the "Clean City" patrol initiative	Waste Services Co-ordinator	August 2011 and on-going.
	Recycling of street sweepings to be transported to regional organics processing facility	Waste Services Co-ordinator	2012 / 2013 financial year (subject to commissioning of the regional organics facility).
	Review current service provisions and operator's performance and either extend current contract using contract extension provisions or tender a new service contract. Report to Council.	Manager - Operations	31 December 2015

Waste Service description	Action required	Who	Target
<b>Litter Education and Enforcement</b>	Subject to outcomes of grant application, establish a fulltime Litter Education & Prevention Officer position within Council charged with the development and delivery of a litter education and prevention strategy.	Waste Services Co-ordinator	30 June 2012
	Subject to the outcomes of grant application, development of a Litter Education and Prevention Strategy for Melton Shire Council	Proposed Litter Education and Prevention Officer	31 December 2012
	Subject to the outcomes of grant application, undertake after hours/weekend patrols of known dumped rubbish "Hot Spots"	Proposed Litter Education and Prevention Officer	From 1 July 2012
	Subject to the outcomes of grant application, actively communicate with residential/commercial construction industry in relation to littering from construction zones through "Clean Site" forums	Proposed Litter Education and Prevention Officer	From 1 July 2012
<b>Waste Education</b>	Prepare a budget submission as part of the 12/13 budget process for an increase in the annual Community Education budget from \$15K to 67K to reflect annual Waste Education initiatives as set out in this strategy.	Manager - Operations	February 2012
<b>Disused Ferris Road Landfill</b>	Develop new service specification and procure contract services for the monitoring of the Melton Landfill.	Waste Services Co-ordinator	31 December 2011



Waste Service description	Action required	Who	Target
<b>Waste disposal contracts</b>	Actively participate with the MWMG in the review and procurement of landfill service contracts.	Manager - Operations	From July 2011
<b>Advocacy</b>	Actively participate in the Metropolitan Waste Management Forum and advocate to the state government the need for reinvestment of the landfill levy into the municipal solid waste sector and in particular local government waste programs and initiatives.	Council	31 December 2011
<b>Planning Provisions</b>	As part of the Melton Strategic Statement and Melton Planning Scheme review process, develop and include planning provisions relating to waste management for multi unit developments.	Planning	30 July 2012

## 7 FINANCIAL RESOURCE PLAN

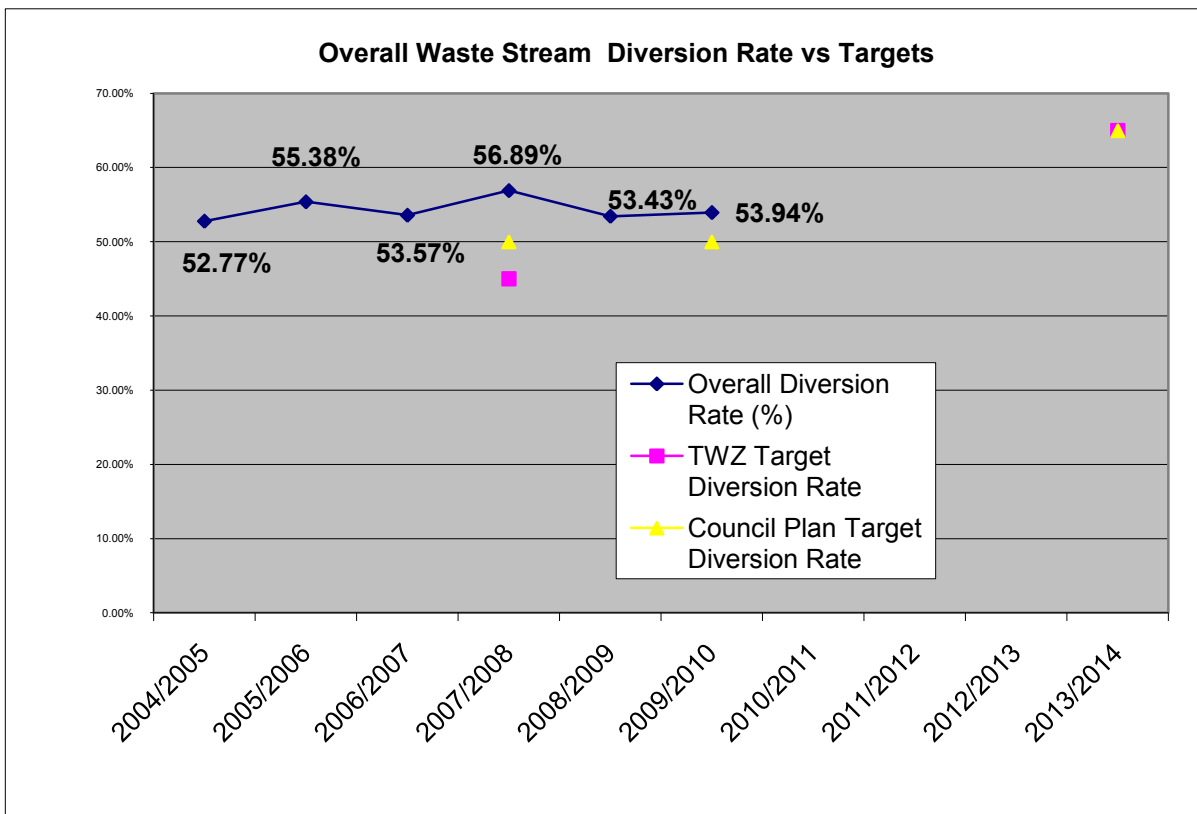
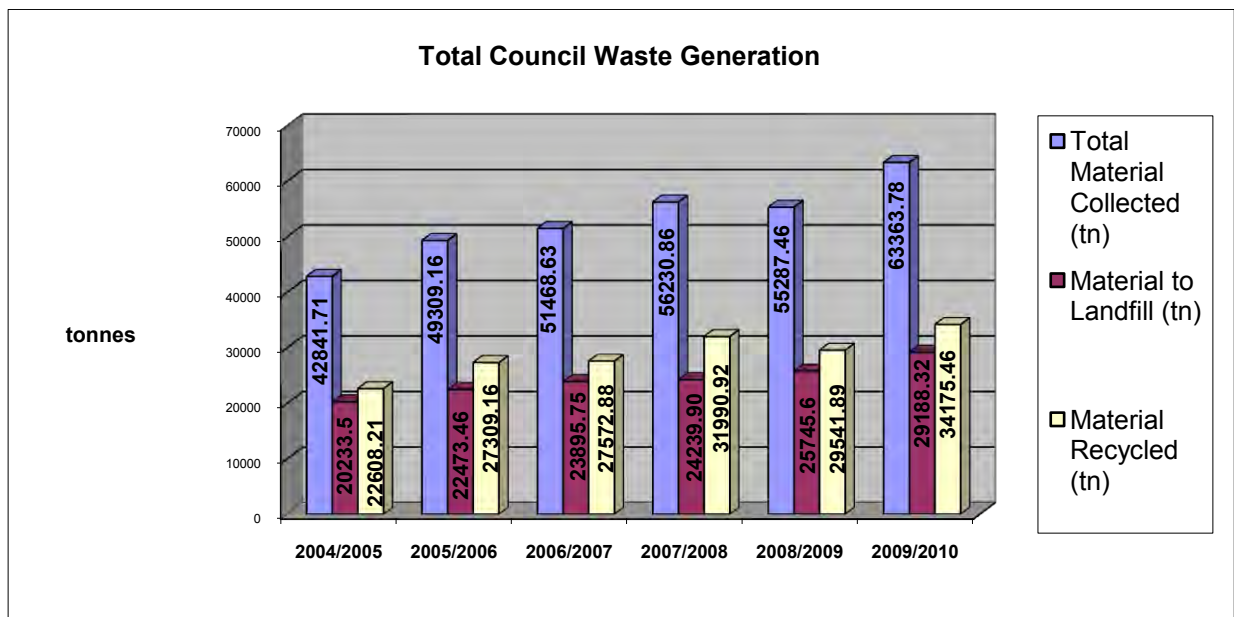
The following table (27) documents the proposed financial implications relating to the provision of waste services within the municipality. These projections include consideration of the effects of a staged introduction of food organics collection service using the current green organics bin from the 2013/2014 financial year.

Action/Issue	Current Annual Cost (2011/2012)	Period Payable (FYE)				Projected Total Cost July 2011 to June 2016
		2013	2014	2015	2016	
Waste Management Administration/Supervision	\$302K	\$ 315K	\$326K	\$338K	\$350K	\$ 1,631K
Residential Kerbside Collection	\$3,640K	\$4,243K	\$5,500K	\$5,770K	\$6,056K	\$25,029K
Purchase of Kerbside Bins	\$230K	\$240 K	\$1,250 K	\$ 260K	\$270K	\$2,250K
Recycling Receipt and Processing Services	\$0	-\$450k	-\$468K	-\$486K	-\$506K	-\$1,910K
Landfill Disposal (includes state levy increases up to 2015)	\$1,856K	\$1,987K	\$2,126K	\$1,593K	\$1,650K	\$9,212K
Organics Receipt and Processing Services (includes food organics from 13/14)	\$240K	\$380K	\$650K	\$1,330K	\$1,410K	\$4,010K
Public Place & Litter & Recycling Collection	\$1,000K	\$1,035K	\$1,138K	\$1,177K	\$1,218K	\$5,568K
Hard Waste Collection	\$385K	\$398K	\$417K	\$431K	\$450K	\$2,081K
Street & Footpath Sweeping	\$906K	\$952K	\$967K	\$982K	\$997K	\$4,804K
Melton Recycling Facility Operation (includes gate takings)	\$2,285K	\$2,558K	\$2,798K	\$2,932K	\$3,017K	\$13,590K
Melton Landfill Management	\$26K	\$28K	\$29K	\$30K	\$31K	\$144K

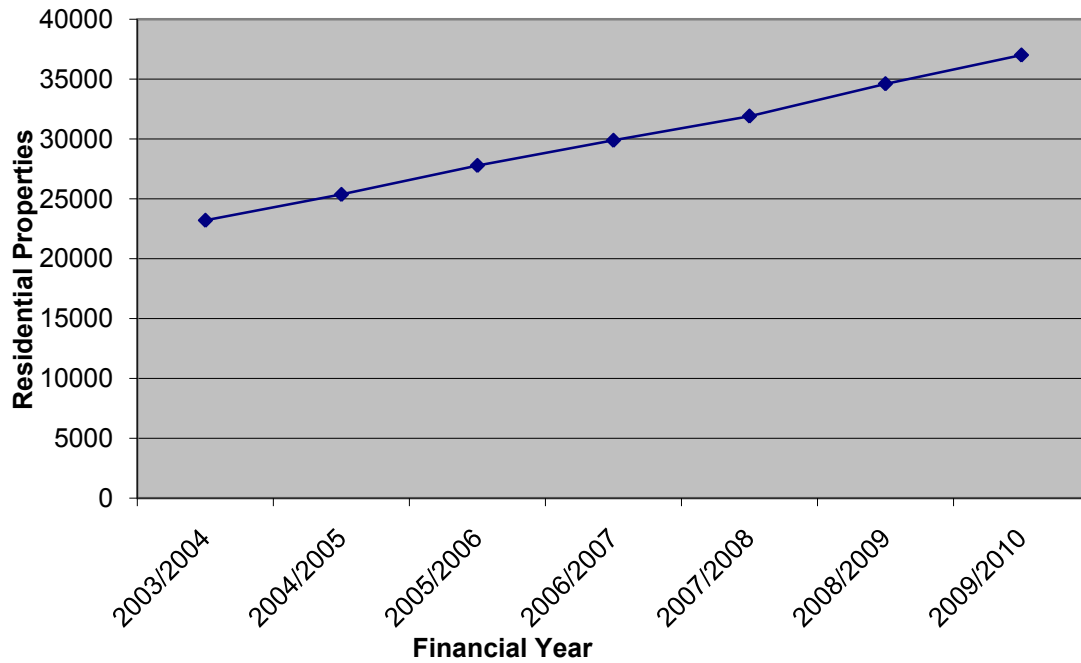
**Table 27 Financial Projections (GST excluded)**

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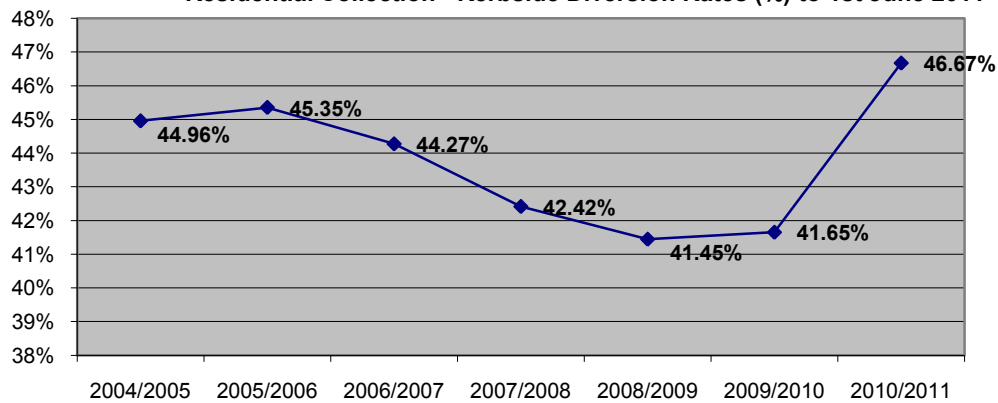
## APPENDIX A – STATISTICAL INFORMATION



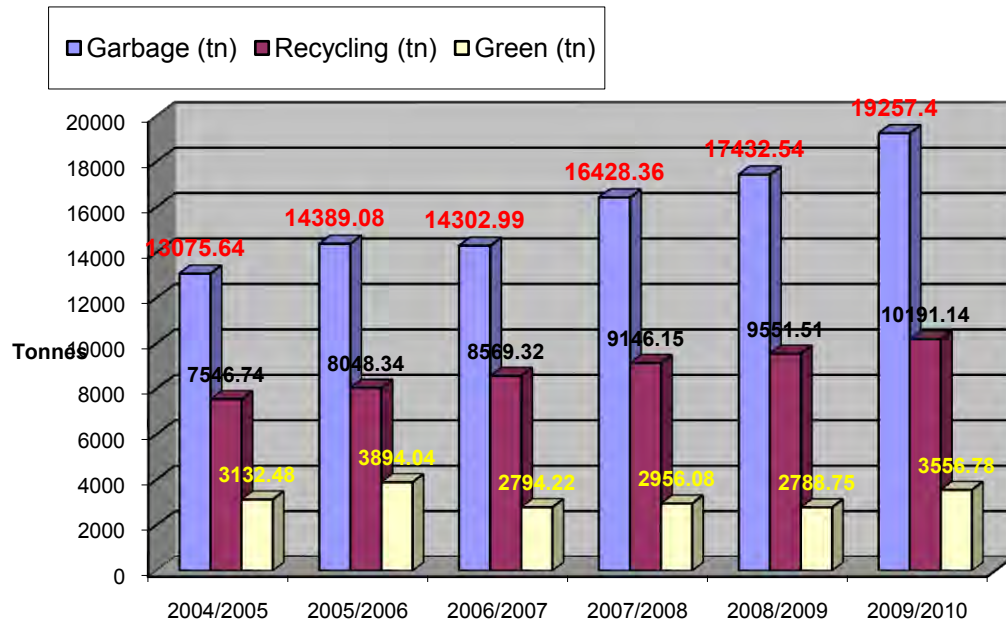
**Kerbside Collection - Serviced Properties to 30th June 2010**

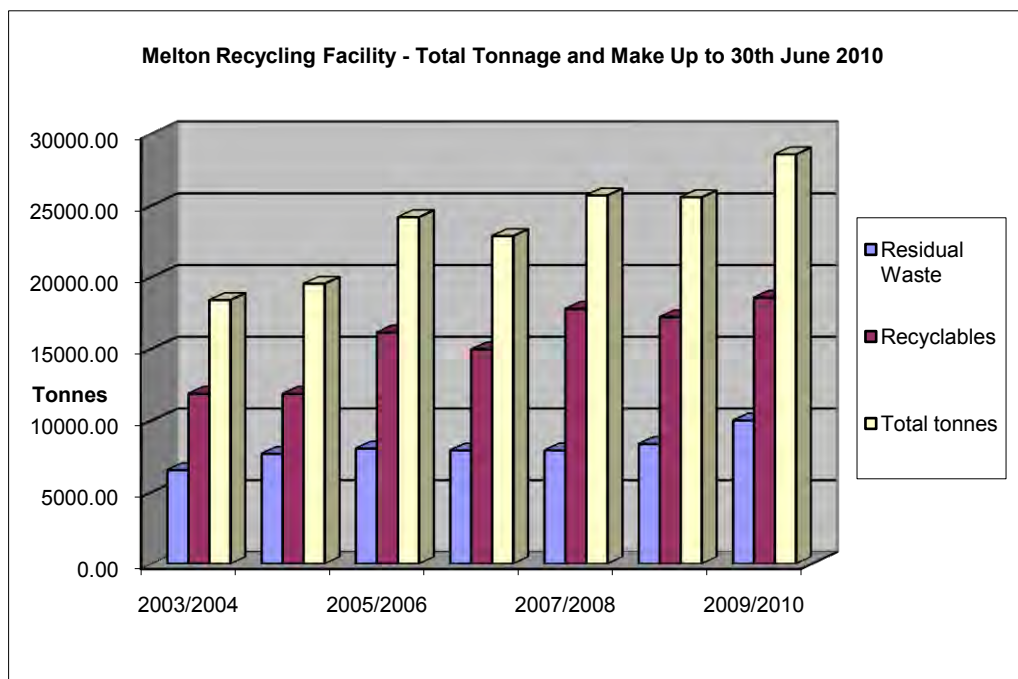
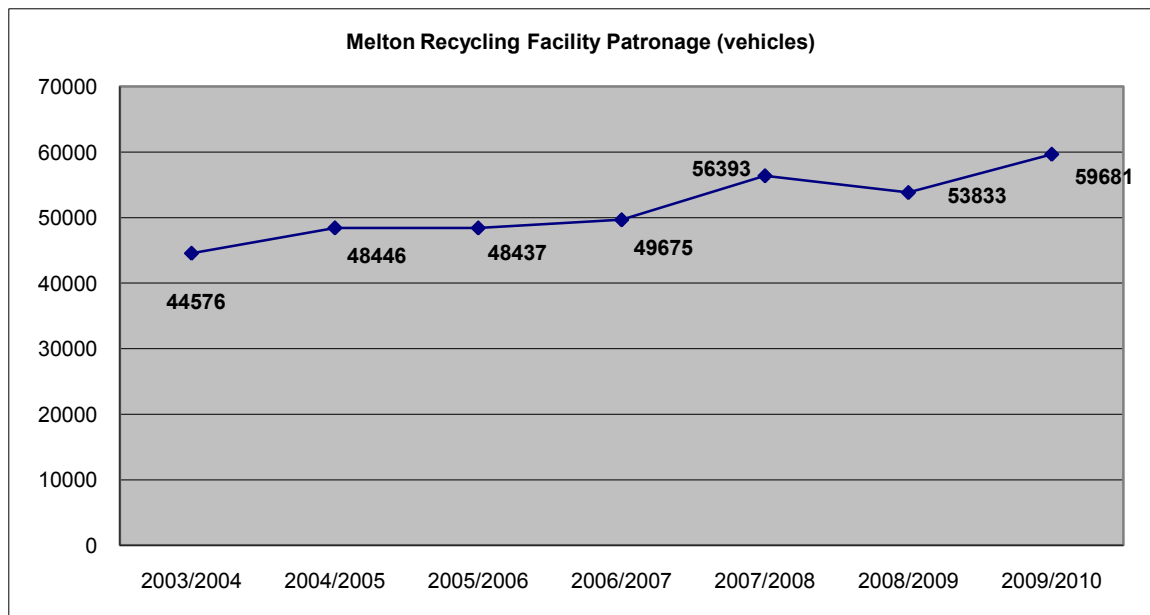


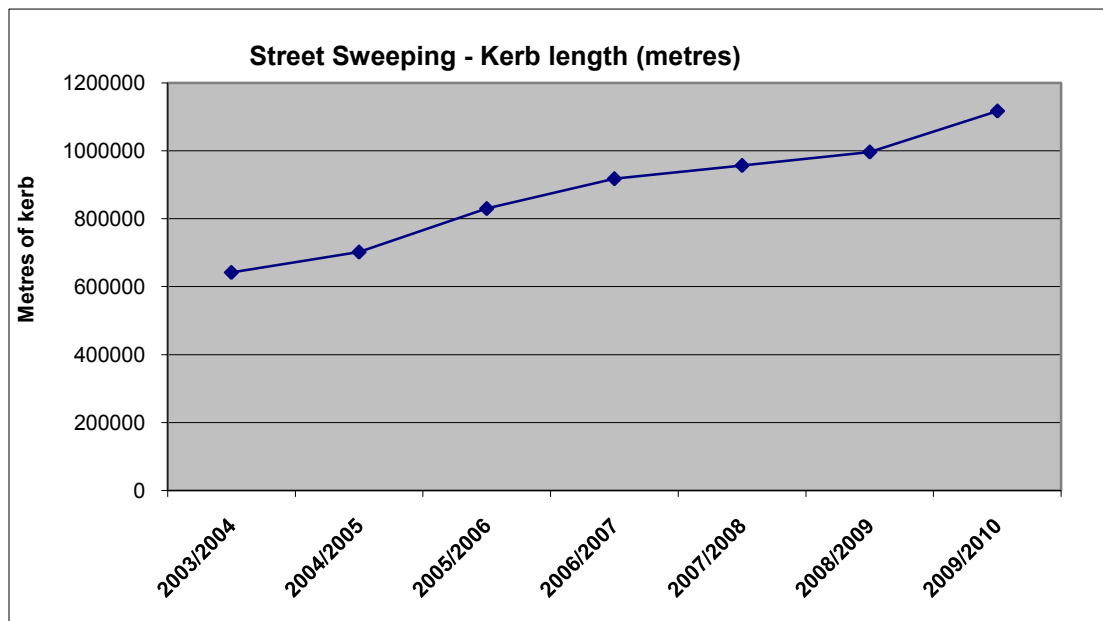
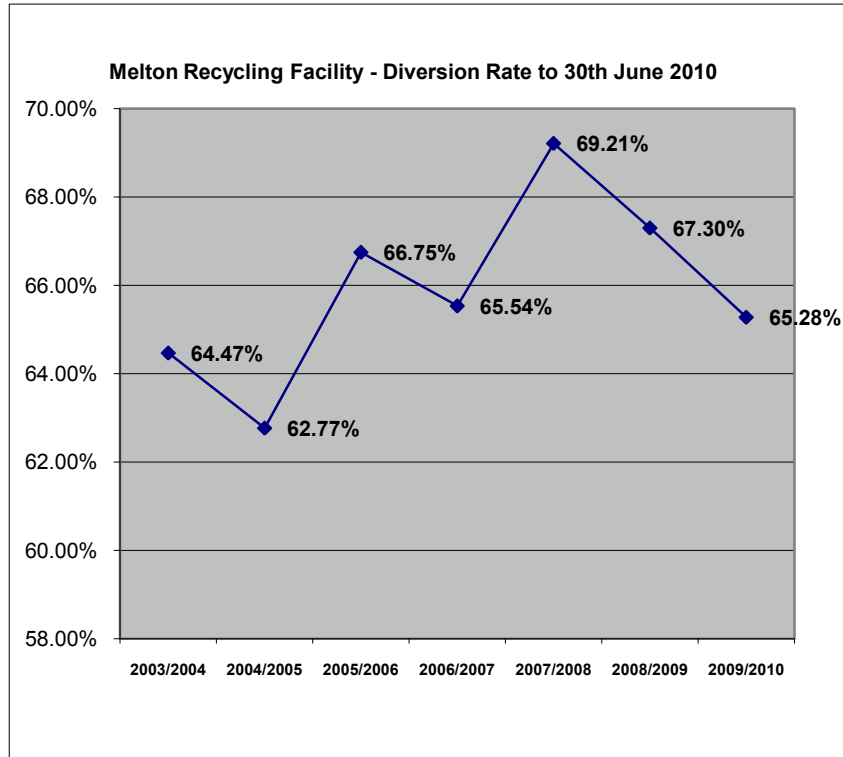
**Residential Collection - Kerbside Diversion Rates (%) to 1st June 2011**



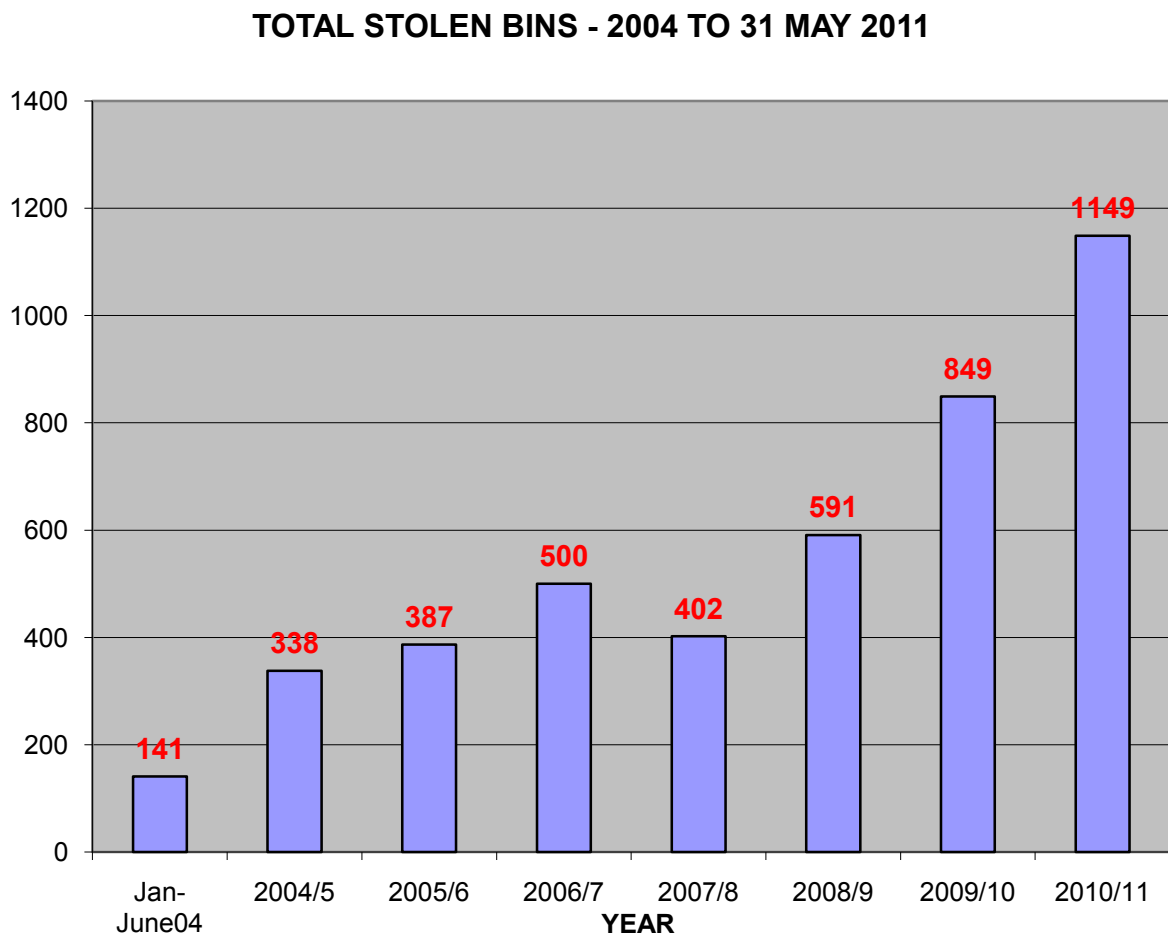
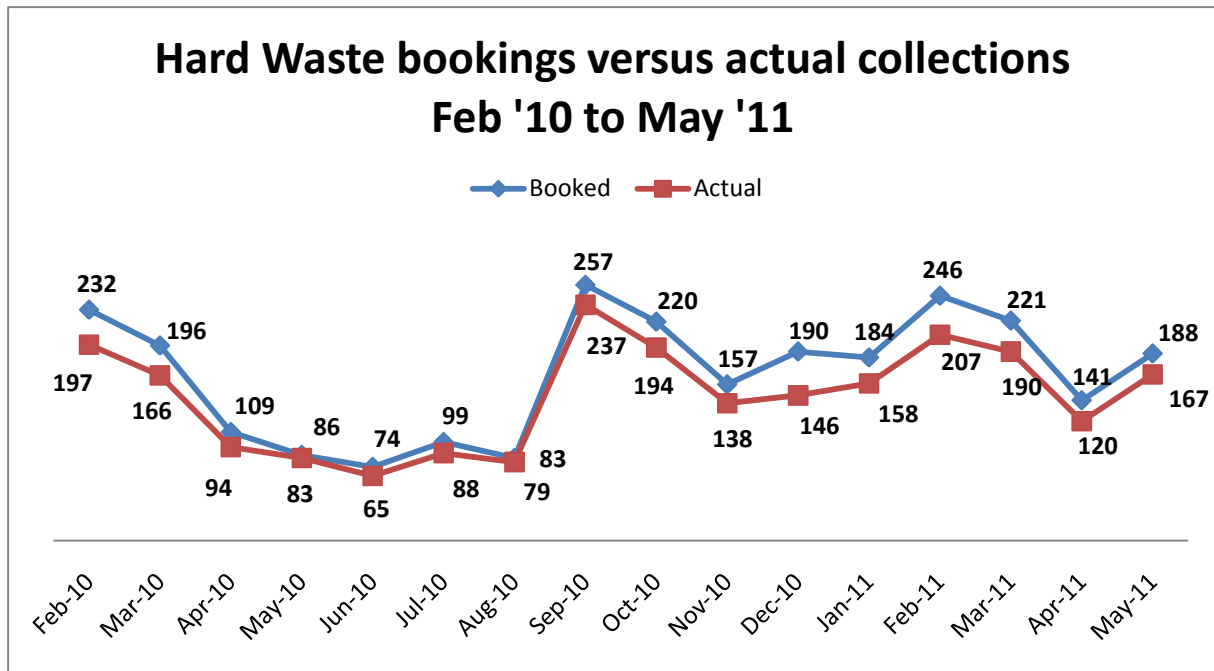
Residential Kerbside Collection Tonnages Per Annum

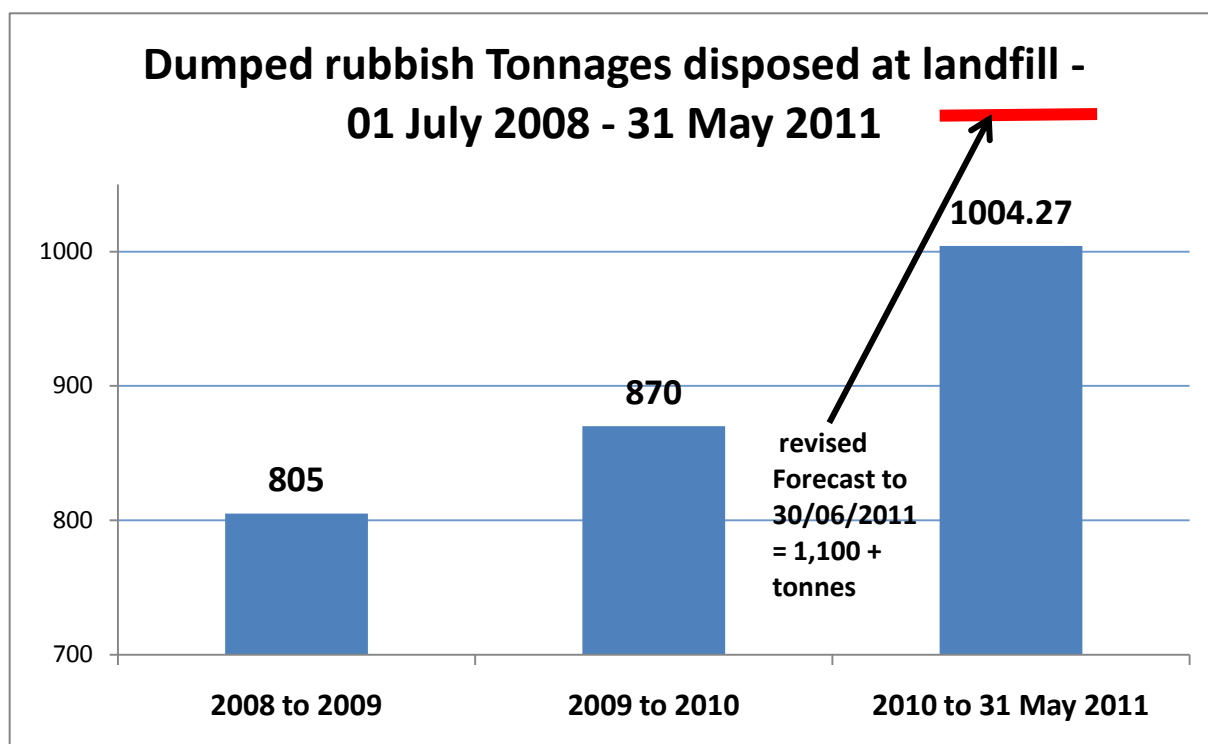










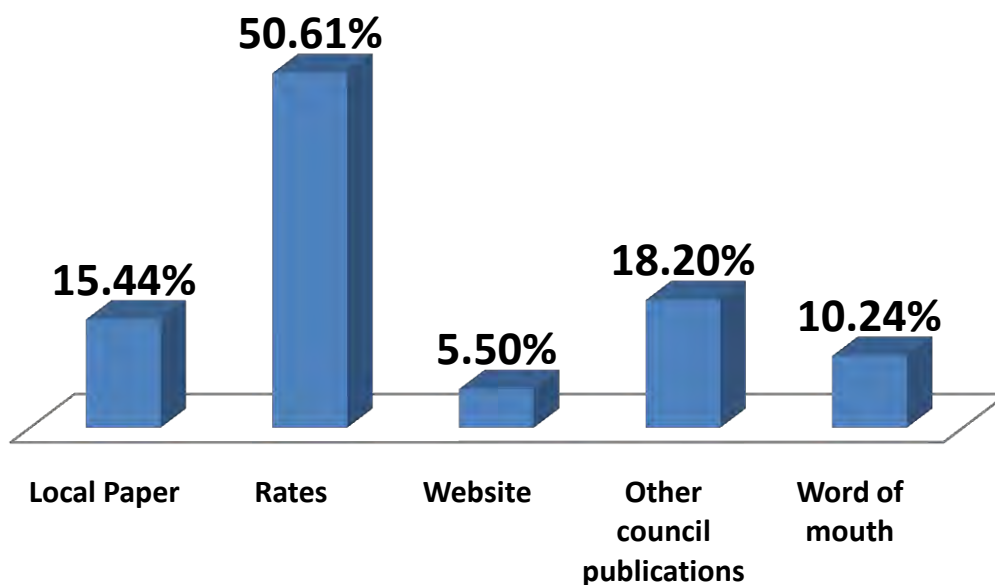


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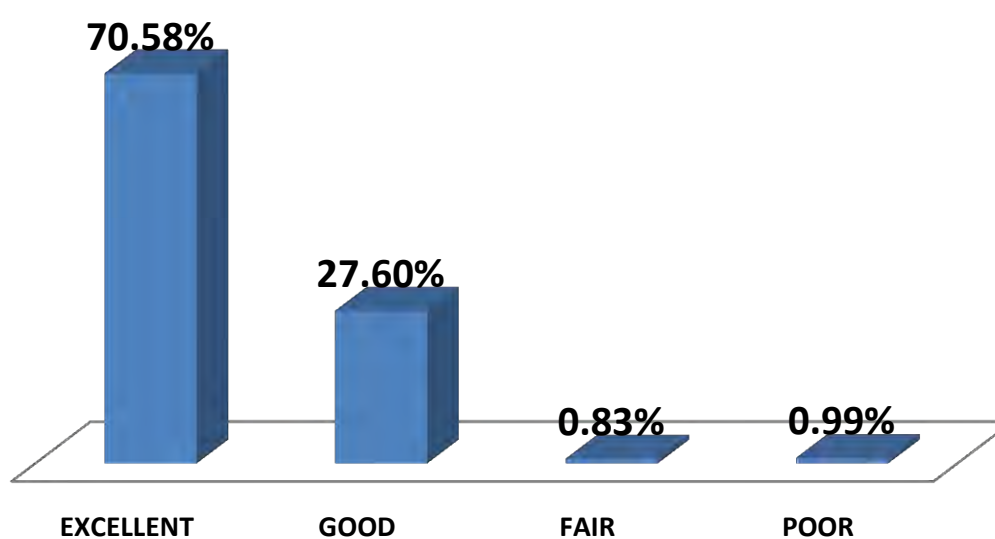
## APPENDIX B – COMMUNITY CONSULTATION RESULTS

## APPENDIX B1 - AT- CALL HARD WASTE SERVICE USER SURVEY

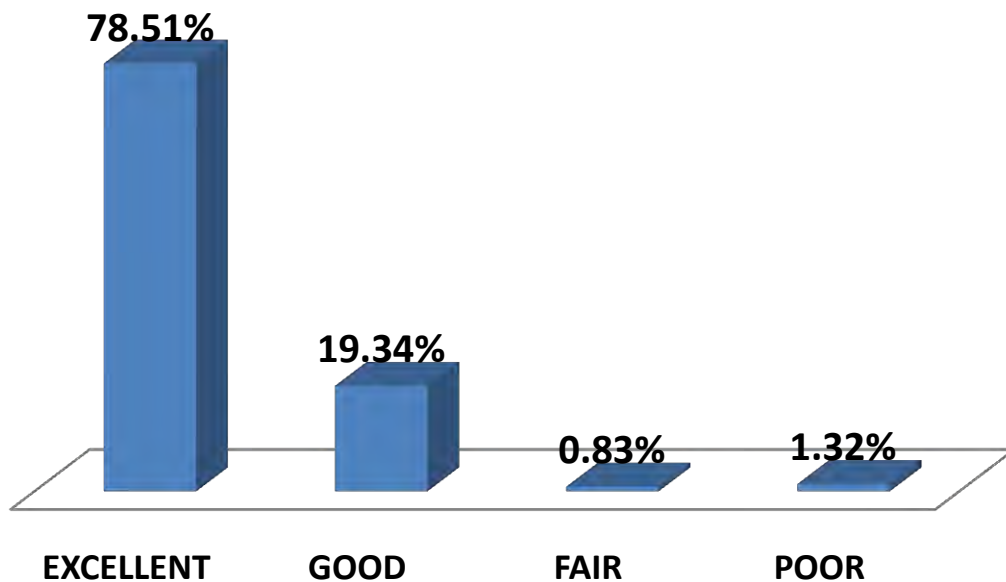
### Hard Waste feedback form - Q1 - How did you find out about the service ?



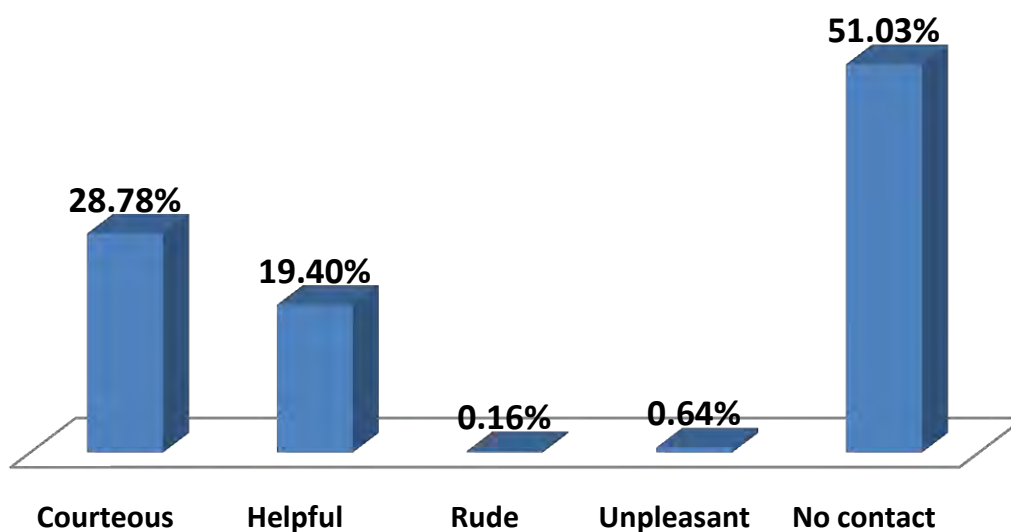
### Hard Waste feedback form - Q2- How would you rate the quality of information kit ?



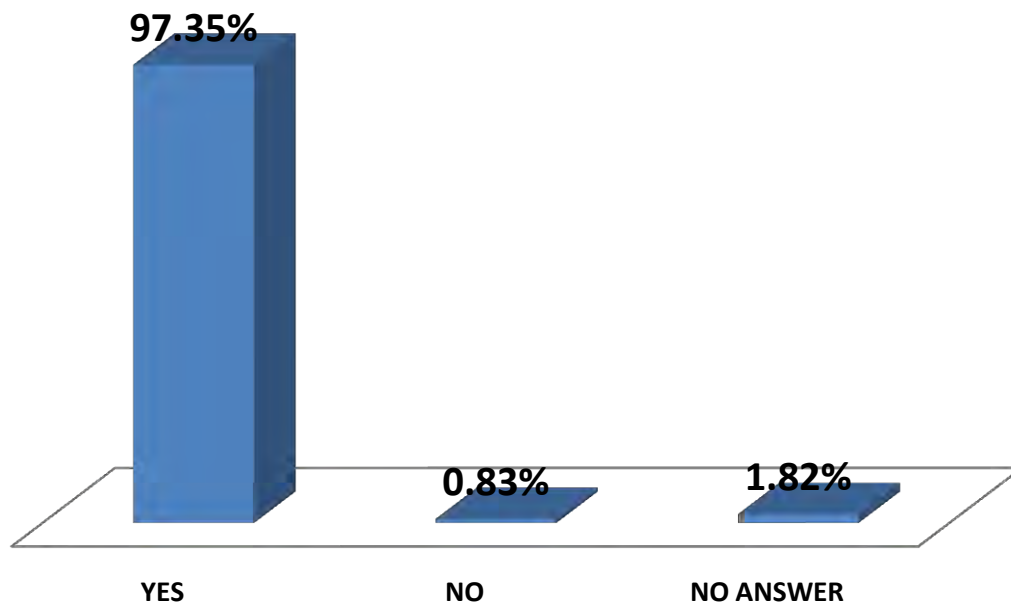
**Hard Waste feedback form - Q3 - How did you find rate the contractor's service ?**



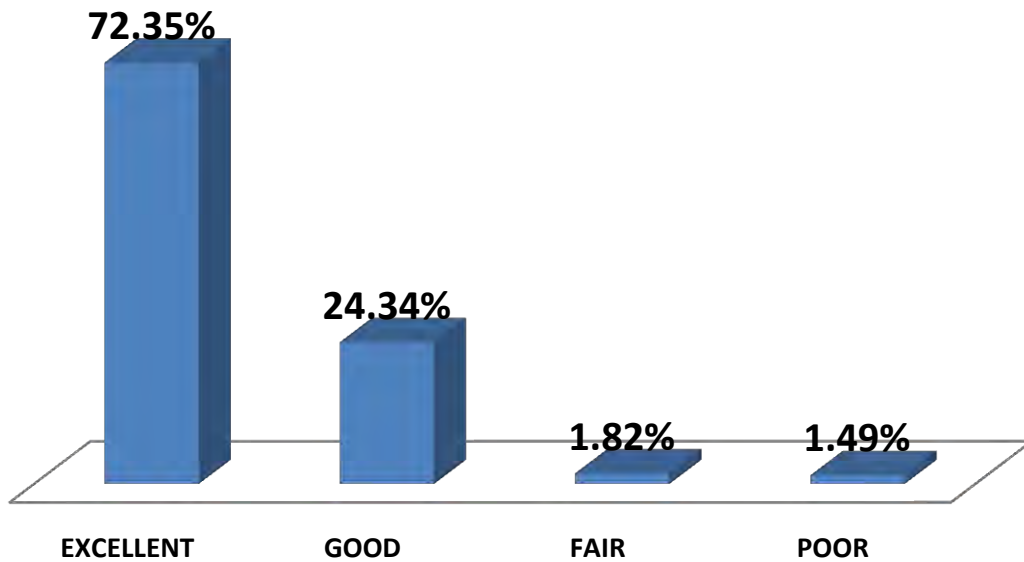
**Hard Waste feedback form - Q4 - How did you find the hard waste collection workers ?**



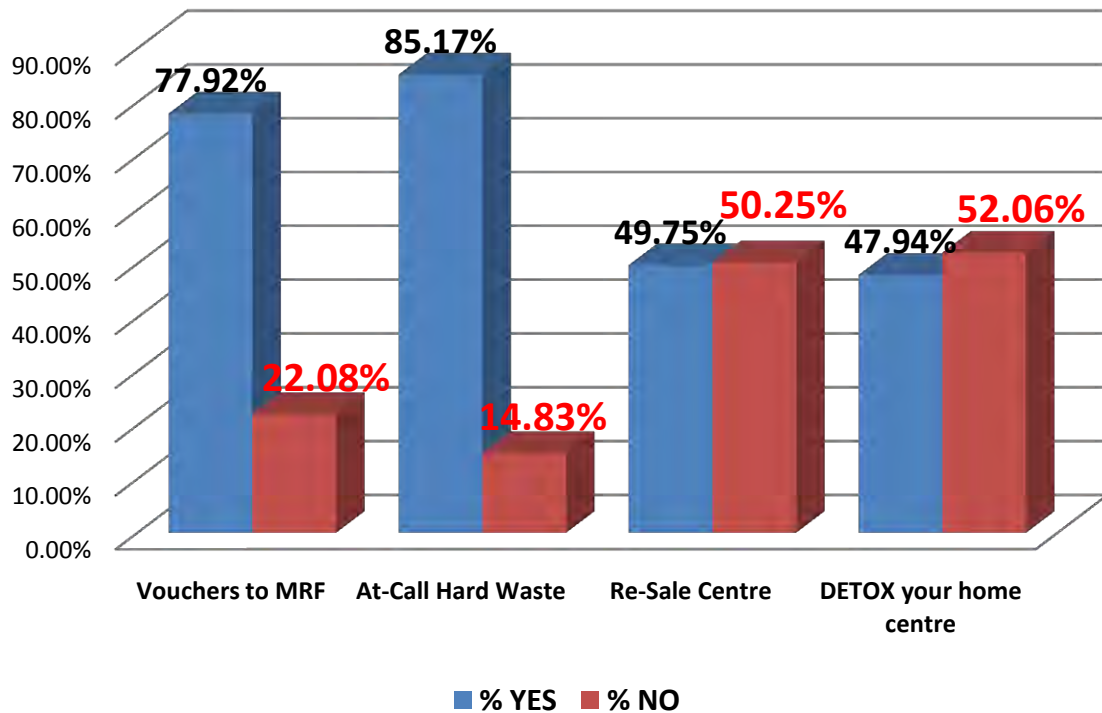
**Hard Waste feedback form - Q5- Would you use the hard waste service again ?**



### Hard Waste feedback form - Q 6 Overall Service satisfaction



### Did you know of the following disposal options?



## APPENDIX B2 – ONLINE COMMUNITY SURVEY CONDUCTED APRIL / MAY 2011

### Waste Strategy Survey 2011 Melton Shire Council



#### 1. What is your age group

	Response Percent	Response Count
0-18	0.0%	0
19-50	56.7%	51
51-65	34.4%	31
Over 65	7.8%	7
I prefer not to answer	1.1%	1
answered question		90
skipped question		0

#### 2. What is the postcode of your current address?

	Response Percent	Response Count
3023	15.6%	14
3030	0.0%	0
3037	5.6%	5
3335	1.1%	1
3337	50.0%	45
3338	21.1%	19
3427	3.3%	3
None of the above	3.3%	3
Other (please specify)		1
answered question		90
skipped question		0







### 3. Please tell us about your current residence

		Response Percent	Response Count
I own/am purchasing my home	<input type="checkbox"/>	83.3%	75
I rent my home	<input type="checkbox"/>	4.4%	4
I prefer not to answer	<input type="checkbox"/>	12.2%	11
answered question			90
skipped question			0





### 4. Council provides a range of waste disposal options as listed below. How satisfied are you with the following:-

	Did not know about it	Don't use	Not very satisfied	Satisfied	Very satisfied	Response Count
Weekly kerbside waste (garbage bin) collections	1.1% (1)	1.1% (1)	2.2% (2)	47.2% (42)	48.3% (43)	88
Fortnightly kerbside collection of recyclables	0.0% (0)	1.1% (1)	4.4% (4)	44.4% (40)	50.0% (45)	90
Fortnightly kerbside collection of green waste	0.0% (0)	28.1% (25)	1.1% (1)	34.8% (31)	36.0% (32)	88
*At Call* Hard Waste collection	9.0% (8)	58.4% (52)	7.8% (7)	11.2% (10)	13.5% (12)	88
Melton Recycling Facility	3.4% (3)	21.3% (19)	6.7% (6)	44.9% (40)	23.8% (21)	88
Melton Re-Sale Centre	10.3% (9)	44.8% (39)	0.0% (0)	28.7% (25)	16.1% (14)	87
Melton Detox Your Home Centre	25.0% (22)	40.9% (36)	1.1% (1)	19.3% (17)	13.8% (12)	88
If you don't use these services please let us know why						39
answered question						90
skipped question						0

### 5. What would help you to increase the amount you and your household recycle?

		Response Percent	Response Count
Nothing		43.8%	39
A larger recycling bin		29.2%	26
A larger green waste bin		23.6%	21
Other (please specify)		24.7%	22
answered question			89
skipped question			1



### 6. What would help you decrease the amount of rubbish (garbage) you and your household put into your garbage bin?

		Response Percent	Response Count
Having a compost bin or worm farm		47.8%	33
Having less advertising material delivered		50.7%	35
Reducing the size of my garbage bin from 120 to 80 litres		5.8%	4
Further information from Council on how to reduce waste		29.0%	20
Other (please specify)			17
answered question			69
skipped question			21



**7. The State Government requires all councils to increase recycling to 65% by 2014. Melton Shire is considering several initiatives to help us reach this target. Would you support the following?**

	Yes	No	Response Count
Provision of a larger recycling bin (360 litres)	76.7% (66)	23.3% (20)	86
Weekly recycling collection services	82.6% (71)	17.4% (15)	86
Allow food waste to be put in the green organics bin	56.8% (50)	43.2% (38)	88
		answered question	90
		skipped question	0



**8. Council is considering introducing a 360 litre recycling bin as an option for residents. Would you use such a service?**

		Response Percent	Response Count
Yes		64.4%	58
No		35.6%	32
		answered question	90
		skipped question	0




**9. Would you be worried about fitting a 360 litre recycling bin on your property?**

		Response Percent	Response Count
Yes		30.0%	27
No		70.0%	63
		answered question	90
		skipped question	0



10. Would you be concerned about moving a 360 litre recycling bin because of the extra weight?

		Response Percent	Response Count
Yes		47.7%	42
No		52.3%	46
answered question			88
skipped question			2

11. If you are interested in a 360 litre recycling bin would you be willing to pay extra for such a bin?

		Response Percent	Response Count
No I would not be interested in a 360 litre recycling bin		36.7%	33
I would be interested in a 360 litre recycling bin but not if I have to pay more		53.3%	48
I would be willing to pay more per year for a 360 litre recycling bin		10.0%	9
answered question			90
skipped question			0

12. If council was able to provide it would you be interested in extra recycling services provided over the Festive Season (January) - for example a weekly recycling service?





		Response Percent	Response Count
Yes		78.9%	71
No		21.1%	19
answered question			90
skipped question			0





**13. In the future Council may be able to offer a service for the disposal of food scraps in your green waste bin. Would you be interested in such a service?**

		Response Percent	Response Count
I have a compost bin (worm farm, chickens etc) and do not require the service		33.3%	30
I would be concerned about smells and vermin		32.2%	29
I would want more information		48.9%	44
Not interested		13.3%	12
answered question			90
skipped question			0






**14. If you do not have a compost bin or worm farm what would persuade you to obtain and use one?**

		Response Percent	Response Count
I currently have a compost bin, worm farm, chickens etc		40.9%	36
I would not be interested in using a compost bin or worm farm.		23.9%	21
I would be interested in using a compost bin or worm farm if I had more information about them.		11.4%	10
I would be interested in using a compost bin or worm farm if council subsidised its purchase.		23.9%	21
answered question			88
skipped question			2




15. Melton Shire Council currently has 6 options for kerbside recycling and green waste services that you can choose from. Do you find the number of options available to residents either?

		Response Percent	Response Count
Satisfactory		86.7%	78
Too confusing (i.e. I would like less choices)		13.3%	12
answered question			90
skipped question			0






16. Have you used the Melton Council "At Call" Hard Waste collection service?

		Response Percent	Response Count
Yes		10.8%	9
I have not needed it		54.2%	45
I was unaware of this service		12.0%	10
I would rather take items to the Melton Recycling Facility		20.5%	17
I dispose of hard waste through a private company		2.4%	2
Other reasons you have not used this services			15
answered question			83
skipped question			7

**17. Melton Recycling Facility has free mulch available to residents.**

		Response Percent	Response Count
I was not aware of the free mulch		48.9%	44
I have used the free mulch		16.7%	15
I know about the mulch but do not use it		34.4%	31
answered question			90
skipped question			0

**18. Melton Shire distributes a waste and events calendar each year that outlines what you can put in the three kerbside bins as well as other information about Melton Waste Services.**

		Response Percent	Response Count
I have not received a waste and events calendar		16.7%	15
I generally do not read the waste and events calendar		10.0%	9
I do not find the calendar useful		5.6%	5
I find some useful information in the calendar		37.8%	34
I find the calendar very useful		30.0%	27
answered question			90
skipped question			0

19. Melton Shire Council has a Rubbish and Recycling section on the council web-site. In the last 12 months please describe your access of these web pages:

	Response Percent	Response Count
I do not use the internet	2.2%	2
I use the internet but have not accessed the Melton Shire web-site	7.8%	7
I have accessed the Melton Shire web-site but not the rubbish/recycling pages	58.9%	53
I find the web-site too difficult to navigate (find things that I want)	3.3%	3
I have occasionally accessed the rubbish/recycling pages	25.6%	23
I often access the rubbish/recycling pages	2.2%	2
answered question		90
skipped question		0

20. What additional information would make the rubbish/recycling pages on the website more useful?

	Response Count
	15
answered question	15
skipped question	75






**21. One way of reducing waste is to have a "no junk mail" sticker on your letterbox.**

	Yes	No	Response Count
I have a "no junk mail" sticker already	14.8% (9)	85.2% (52)	81
I would like a "no junk mail" sticker	33.8% (22)	66.2% (43)	85
I like to receive advertising catalogues	80.6% (58)	19.4% (14)	72
answered question			90
skipped question			0



**22. Would you be willing to have a "no junk mail" sticker on your letterbox if you could access advertising catalogues on an internet site?**

	Response Percent	Response Count
Yes	43.3%	39
No	42.2%	38
Not applicable	14.4%	13
answered question		90
skipped question		0



23. Melton Shire currently has recycling bins and rubbish bins in the main shopping areas and at Council Facilities and Parks. These enable residents to recycle when they are not at home (Public Place Recycling). Would you like to see?

		Response Percent	Response Count
More recycling and rubbish bins in public places.		76.1%	67
I think there are sufficient recycling and rubbish bins in public places.		14.8%	13
I would like to see rubbish bins and recycling bins at (please describe the location).		9.1%	8
	Location		13
answered question			88
skipped question			2

24. Have you heard of the email group Melton Freecycle (a yahoo group that offers goods for free)?

		Response Percent	Response Count
Yes		18.9%	17
No		81.1%	73
answered question			90
skipped question			0



**25. If you have heard of Melton Freecycle are you a member of this group?**

		Response Percent	Response Count
Yes		11.6%	8
No		88.4%	61
answered question			69
skipped question			21

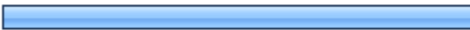

**26. Melton Shire Council provides an extensive program in schools to teach about recycling and waste reduction. This includes supporting the "Rubbish Free Lunch" Program.**

	Yes	No	Don't know	Response Count
Are you aware of these programs?	26.7% (23)	64.0% (55)	9.3% (8)	86
Has your child participated in these programs?	12.2% (9)	74.3% (55)	13.5% (10)	74
answered question				86
skipped question				4



**27. Littering costs Melton Shire ratepayers more than \$280,000 per year to collect dumped rubbish from parks and roadsides. Would you be interested in more information on how to report someone that you see littering?**

		Response Percent	Response Count
Yes		77.4%	65
No		22.6%	19
answered question			84
skipped question			6

**28. Do you think there should be more enforcement of litter issues in the Shire?**

		Response Percent	Response Count
Yes		91.7%	77
No		8.3%	7
answered question			84
skipped question			6

**29. Is cigarette butt litter an issue in any parts of Melton Shire? If "yes" please describe the location.**

		Response Percent	Response Count
Yes		50.0%	38
No		50.0%	38
Location (please specify)			35
answered question			76
skipped question			14

**30. Please detail any additional comments.**

	Response Count
	22
answered question	22
skipped question	68

Page 1, Q4. Council provides a range of waste disposal options as listed below. How satisfied are you with the following:-

1	A kerbside collection for large amounts of green waste would be most helpful for older residents who are unable to transport this themselves ie large tree branches etc.	May 6, 2011 9:50 AM
2	Have not had any need to use the Service	May 6, 2011 9:41 AM
3	Use a private company for garden waste	May 3, 2011 7:46 AM
4	New home. Nothing to detox yet!	May 2, 2011 3:53 PM
5	We find it easier to take a trailer to the tip for our bigger items, and once a year for the At Home collection is not enough. 2 tip trips a year not enough either though! Have not needed to use the Detox Centre.	May 2, 2011 1:51 PM
6	I have no where to leave a hard waste. I keep my gates locked because of my dogs, my husband and I both work full time.	May 2, 2011 8:48 AM
7	use the trailer vouchers instead	Apr 29, 2011 9:24 AM
8	recycling facility is too untidy, nails etc. everywhere, too expensive	Apr 28, 2011 10:42 AM
9	I prefer to use freecycle services rather than "At call" as I prefer to use my free tip tickets.	Apr 27, 2011 5:07 PM
10	The "at call" process seemed overly complicated. Also don't like all the rubbish sitting in the front yard for an extended period.	Apr 27, 2011 12:45 PM
11	Haven't needed these services, but am aware of their existence	Apr 27, 2011 10:25 AM
12	Haven't felt the need to use	Apr 24, 2011 11:53 AM
13	don't have enough rubbish for these services	Apr 23, 2011 12:11 AM
14	Compost all our own green waste	Apr 22, 2011 12:23 PM
15	As I do not drive a car it is difficult for me to get there	Apr 21, 2011 2:57 PM
16	i haven't had a need to use the services thus far.	Apr 21, 2011 2:56 PM
17	Have only recently heard about At Call hard waste collection but planning to use it in future Have not gotten around to the rvisiting the resale centre, but I plan to	Apr 21, 2011 2:15 PM
18	It would be better to have a truck go around once per month picking up hard waste rather than having to call and arrange it. I don't really know what the detox centre is or where it is located exactly.	Apr 21, 2011 11:03 AM
19	We mulch and or compost all our green waste and use it in the garden. When we have prune large trees the heavy wood goes to friends with open fires in their homes.	Apr 20, 2011 2:24 PM
20	Requirement to use Detox Centre hasn't arisen yet	Apr 19, 2011 10:10 PM
21	Use my trailer or car to take things to recycling centre. Recycle own green waste in garden. Nothing to detox (yet).	Apr 19, 2011 9:52 PM
22	Haven't needed to use them as yet.	Apr 19, 2011 7:05 PM
23	haven't had the need to at this stage	Apr 19, 2011 12:00 PM

Page 1, Q4. Council provides a range of waste disposal options as listed below. How satisfied are you with the following:-

24	Up until recently I had alternative means through Latrobe Valley - I am likely to use Melton's services in the future.	Apr 19, 2011 11:23 AM
25	No need to at this stage	Apr 19, 2011 8:58 AM
26	Don't have the need to use them.	Apr 19, 2011 8:42 AM
27	At Call...prefer tickets Re-sale no need	Apr 19, 2011 8:12 AM
28	Green waste not large enough for my property, have to pay for private collection Private collection covers most of the other areas with rest covered by council tip.	Apr 18, 2011 9:00 PM
29	Happy to take things to the tip instead of hard waste collection. Nave had no cause to use Detox Centre.	Apr 18, 2011 5:10 PM
30	Havent needed to	Apr 18, 2011 4:15 PM
31	Haven't needed to yet, but I think that they are VERY WORTHWHILE and should be retained. These services help minimise illegal dumping and pollution of our waterways and remenant veg patches.	Apr 18, 2011 4:04 PM
32	Just haven't had the need, but am happy with the way it works and would be happy to use it.	Apr 18, 2011 4:01 PM
33	I don't need the hard waste collection as I have a trailer. I don't know about the detox your home centre.	Apr 18, 2011 4:00 PM
34	The Detox Centre and Re-sale Centre I don't think about or don't really know enough about to use. The "At Call" Hard waste collection is too complicated for me, i would rather have a list of things i can put out for collection and put them out rather than call and say what i have to be collected and organise a day/time.	Apr 18, 2011 3:42 PM
35	Not needed at this stage.	Apr 18, 2011 3:34 PM
36	Too difficult to get to	Apr 17, 2011 7:46 PM
37	Was not aware that these services were available	Apr 16, 2011 7:27 PM
38	I run a plastics recycling business so I can dispose of hard waste and chemicals through my business connections.	Apr 15, 2011 3:12 PM
39	haven't found the need	Apr 12, 2011 8:51 AM

Page 1, Q5. What would help you to increase the amount you and your household recycle?

1	During Spring and Autumn an increase in green waste collection to weekly	May 9, 2011 11:20 AM
2	Assistance with setting up a compost bin	May 6, 2011 9:41 AM
3	Be able to put other things out maybe once a month. Such as paint tins, wood, bricks etc...things that cannot be recycled in yellow bin or places in red bin.	May 3, 2011 3:33 PM
4	Already recycle where possible	May 3, 2011 7:46 AM
5	Weekly collection instead of fortnightly. Our bin gets full quickly!	May 2, 2011 1:51 PM
6	larger red garbage bin	May 2, 2011 1:42 PM
7	Weekly pick-ups of recycling	May 2, 2011 8:48 AM
8	we do recycle everything we can	May 1, 2011 5:26 PM
9	deposit scheme like they do in South Australia and many overseas countries. Also if industry would use less useless packaging materials, or retailers would be required to take unwanted packaging materials back at point of sale. This was introduced in Germany 15 years ago and well accepted by most consumers.	Apr 27, 2011 12:45 PM
10	Reusable items such as clothing and no longer used household items for either donation to secondary homeless or resale for council projects targeting at need population support	Apr 22, 2011 12:23 PM
11	Can I suggest that you LIMIT the size of the normal bins. Alternatively you can charge specifically for the collection. Recycling would remain 'free' - with stiff fines to avoid abuse. This would encourage recycling as a whole.	Apr 21, 2011 2:57 PM
12	extra hard rubbish days ie 2 per year not one	Apr 21, 2011 10:26 AM
13	Free curbside pick up say twice a year to remove large item we cannot recycle easily. We do not have a trailer or tow bar to take large items to the tip.	Apr 20, 2011 2:24 PM
14	Incentives for people to recycle more plastics and green waste. An example could be - Major discounts for the green and recycle service. If Council was actually interested in a green future, they would provide the Recycle (Yellow) and Green waste service for Free. And Retain the fee for the General Waste (Red) bin.	Apr 19, 2011 11:00 AM
15	As I am forced to use a private collection agency, there is no point in me paying also for a green waste collection service to cover only part of my needs	Apr 18, 2011 9:00 PM
16	Already recycling as much as possible one way or another	Apr 18, 2011 7:27 PM
17	Already recycle as much as possible.	Apr 18, 2011 5:17 PM
18	weekly collection of recycling	Apr 18, 2011 4:29 PM
19	I think a lot of people in my area could do with one of the following as I see so many garbage bins over flowing on non recycle collection weeks containing potential recycling products 1. more education on recycling or 2. weekly recycling collection	Apr 18, 2011 4:13 PM



Page 1, Q5. What would help you to increase the amount you and your household recycle?

20	PLEASE consider broadening organics collection for the home. As the cost of landfill levy is skyrocketing, and the biggest component in landfill bins (by weight) is probably food waste, it makes sense to allow people to put food scraps into their organics collection bins.	Apr 18, 2011 4:04 PM
21	Easier ways to dispose of unwanted but recyclable material. For example, in Europe one can dispose of used batteries as any supermarket. There should be more public recycling bins (eg specifically glass etc) in public places.	Apr 17, 2011 7:46 PM
22	The fortnightly kerbside collections of recyclables should be done weekly so we can recycle more. Cheaper green waste bin as well.	Apr 15, 2011 2:50 PM

Page 1, Q6. What would help you decrease the amount of rubbish (garbage) you and your household put into your garbage bin?

1	Already utilise a compost bin	May 3, 2011 7:46 AM
2	Nothing.	May 2, 2011 1:51 PM
3	having hard waste days like other councils so that we don't need to throw hard wastes in general bins	May 2, 2011 1:42 PM
4	already have my recycling to the minimum	Apr 30, 2011 3:56 PM
5	but my wife likes the junk mail!	Apr 28, 2011 10:42 AM
6	n/a	Apr 27, 2011 5:07 PM
7	If industry would use less useless packaging materials, or retailers would be required to take unwanted packaging materials back at point of sale.	Apr 27, 2011 12:45 PM
8	A free compost bin or a free worm farm to encourage better recycling. Ours is great and all of our food scraps go in....except food scraps for our worm farm.	Apr 21, 2011 6:54 PM
9	See above. Make the users who can't be bothered or have excessive rubbish pay! The more rubbish - the more a household pays.	Apr 21, 2011 2:57 PM
10	Making Cr Mammarella the local member because he gets things done, unlike Don Nardela	Apr 21, 2011 10:26 AM
11	We create very little rubbish. Only half fill small bin.	Apr 20, 2011 4:06 PM
12	If manufacturers produced less packaging on all their products.	Apr 20, 2011 2:24 PM
13	Have a compost bin purchased from the Shire- and this helps heaps	Apr 19, 2011 11:23 AM
14	The first option does not apply to many people, as most items found in compost bins/worm farms are to be put in the Green bin, not the 'Garbage bin'.	Apr 19, 2011 11:00 AM
15	we have a compost bin and no junk mail sticker	Apr 19, 2011 8:58 AM
16	Even with a family of four we rarely fill our garbage bin.	Apr 18, 2011 5:10 PM



Page 1, Q6. What would help you decrease the amount of rubbish (garbage) you and your household put into your garbage bin?

- |    |   |                      |
|----|---|----------------------|
| 17 | Have done all of these already. Maybe consider sharing the stories of people who do this (and can help others) with the community in any waste mail outs? | Apr 18, 2011 4:04 PM |
|----|---|----------------------|

Page 1, Q16. Have you used the Melton Council "At Call" Hard Waste collection service?

- |    |  |                       |
|----|--|-----------------------|
| 1  | Take to Re-Sale Centre   | May 9, 2011 11:20 AM  |
| 2  | Have not yet had time to access this service   | May 6, 2011 9:50 AM   |
| 3  | no. I think there are too many restrictions on how much and what you can put out.  | May 3, 2011 3:33 PM   |
| 4  | I can not use it because they can not access by property.  | May 2, 2011 8:48 AM   |
| 5  | 1. we are required to put hard rubbish on the front lawn; we not have a lawn area available; 2. we are required to put our rates notice with the rubbish with potential loss of this form of tax receipt | Apr 30, 2011 3:56 PM  |
| 6  | I would love to use this service, but I have needed the vouchers for the tip. Not enough vouchers are provided.  | Apr 28, 2011 10:42 AM |
| 7  | seemed to complicated to organise  | Apr 27, 2011 12:45 PM |
| 8  | Will use when I move into my new home in May   | Apr 24, 2011 11:53 AM |
| 9  | Its annoying having to call and arrange it. A regular monthly service (ie. on the 15th of every month) would be preferable.  | Apr 21, 2011 11:03 AM |
| 10 | Don't have a lot of hard waste   | Apr 20, 2011 4:06 PM  |
| 11 | A fantastic service.   | Apr 20, 2011 1:15 PM  |
| 12 | My husband wont throw anything away  | Apr 20, 2011 9:43 AM  |
| 13 | but would not rule out using the service when I do need it.  | Apr 18, 2011 4:23 PM  |
| 14 | i find that having to put items on your front lawn and not on nature strip for collection unsatisfactory   | Apr 18, 2011 4:16 PM  |
| 15 | No I find the system too complicated to use and have resorted to taking items to the Melton Recycling Facility even though i would prefer a hard waste collection.                                       | Apr 18, 2011 3:42 PM  |

Page 1, Q20. What additional information would make the rubbish/recycling pages on the website more useful?

1	Video demonstration on using kerbside collection bins and other info in calendar	May 9, 2011 11:20 AM
2	no opinion	Apr 29, 2011 9:24 AM
3	n/a	Apr 28, 2011 10:42 AM
4	n/a	Apr 27, 2011 5:07 PM
5	Ease of finding days for my street for each service	Apr 22, 2011 12:23 PM
6	A bin photo of a red bin, green and a yellow. Press the bin for the information on each bin fact. A facts page for worm farms, compost bins etc. A "whats free" page from the council...like mulch etc.	Apr 21, 2011 6:54 PM
7	From the website, education on recycling appears to be confined to schools? Is this correct? If so, can it be extended to general members of the public?	Apr 21, 2011 2:57 PM
8	I think it's jst fine as it is	Apr 21, 2011 2:15 PM
9	NB all ad cataloges are now on line, so...	Apr 21, 2011 10:26 AM
10	Hard rubbish collection should be free to ratepayers and not be used as a coupon on the rate notice.	Apr 20, 2011 4:55 PM
11	Hints and tips sheets/pages - recycling, alternative uses, things for kids to make from waste (using PET bottles etc.)	Apr 19, 2011 8:41 AM
12	n/a	Apr 18, 2011 4:23 PM
13	A sticker on the lid of the recycling bin outlining the types of things that are recyclable	Apr 18, 2011 3:51 PM
14	Keep area maps on the page with the calendar and collection dates.	Apr 16, 2011 7:49 PM
15	iPhone app	Apr 15, 2011 2:50 PM

Page 1, Q23. Melton Shire currently has recycling bins and rubbish bins in the main shopping areas and at Council Facilities and Parks. These enable residents to recycle when they are not at home (Public Place Recycling). Would you like to see?

1	Melton Trainb Station and Car Park	May 9, 2011 11:20 AM
2	along the walking teracks in Caroline Springs (Spring lake area)	May 6, 2011 9:41 AM
3	Some where in New Kurunjang	May 2, 2011 3:53 PM
4	Diggers Rest Oval but especially the playground there...just an open lid trash can...garbage still falls out by wind.	Apr 21, 2011 6:54 PM
5	More frequent collections!	Apr 21, 2011 2:57 PM
6	Melton Recreation Reserve	Apr 21, 2011 10:48 AM
7	Melton Botanic Garden	Apr 19, 2011 9:52 PM
8	more rubbish bins along waterways in CS, esp btw Springlake Ave & Rockbank Middle Rd	Apr 19, 2011 12:00 PM
9	Around Caroline Springs Lakes	Apr 19, 2011 11:23 AM
10	near bus stops	Apr 19, 2011 8:58 AM
11	Navan Park	Apr 19, 2011 8:12 AM
12	all parks - have not seen them in 3338	Apr 18, 2011 4:04 PM
13	Eynesbury	Apr 18, 2011 4:01 PM

Page 2, Q29. Is cigarette butt litter an issue in any parts of Melton Shire? If "yes" please describe the location.

1	The occasional butt but the smell of cigarette smoke that's a bigger issue.	May 9, 2011 11:24 AM
2	Everywhere	May 6, 2011 9:52 AM
3	I don't know.	May 2, 2011 3:58 PM
4	Everywhere! I see people throwing them out car windows, at schools. Disgusting.	May 2, 2011 1:52 PM
5	melton-gisborne road area	May 2, 2011 8:52 AM
6	public car parks at CS Square and along Lake Street	Apr 30, 2011 4:02 PM
7	supermarkets	Apr 29, 2011 9:26 AM
8	all areas	Apr 27, 2011 5:07 PM
9	Not that I am aware of	Apr 27, 2011 3:26 PM
10	Navan Park, around the BBQ areas	Apr 27, 2011 12:53 PM
11	But we should have more ashtrays for smokers around town	Apr 27, 2011 10:01 AM
12	Anywhere they are dropped, no specific location	Apr 22, 2011 12:25 PM
13	Diggers rest Oval at the playground facility...especially broken glass everywhere.	Apr 21, 2011 6:58 PM
14	Around bus stops	Apr 21, 2011 2:59 PM
15	in general, everywhere	Apr 21, 2011 2:58 PM
16	Outside Licenced Premises and shopping precinct in High Street Melton between Smith Street all the way down to Station Road/High Street intersection.	Apr 21, 2011 10:53 AM
17	shops schools	Apr 21, 2011 10:27 AM
18	All the shopping areas that don't have butt bins. E.g the back entrance to Foodworks where the staff smoke is bad.	Apr 20, 2011 10:38 PM
19	Hannah Watts Park and around Melton South Football Oval.	Apr 20, 2011 5:01 PM
20	Just generally.	Apr 20, 2011 4:07 PM
21	Melton Botanic Garden near rotundas.	Apr 19, 2011 9:54 PM
22	eg Behind McDonalds & Subway off High Street - back corner of carpark	Apr 19, 2011 11:25 AM
23	High Street shopping precincts	Apr 19, 2011 11:01 AM
24	no specific locations	Apr 19, 2011 8:59 AM
25	Everywhere	Apr 19, 2011 8:43 AM
26	Out front of shops in main street	Apr 19, 2011 8:43 AM
27	High St between clock tower and IGA	Apr 18, 2011 9:12 PM
28	Problem is much reduced from past times	Apr 18, 2011 7:29 PM

Page 2, Q29. Is cigarette butt litter an issue in any parts of Melton Shire? If &quot;yes&quot; please describe the location.

29	Central shoppng area.	Apr 18, 2011 5:15 PM
30	usually around public areas but I cannot think of any in particular that stand out.	Apr 18, 2011 4:25 PM
31	Melton Train Station Car park, waiting bay and platform. I regularly report people that litter from their cars to the EPA - but that train station in particular is disgusting	Apr 18, 2011 4:21 PM
32	Especially outside pubs.	Apr 18, 2011 3:59 PM
33	Caroline Springs Blvd Melton CBD	Apr 18, 2011 3:51 PM
34	Woodgrove Shopping Centre	Apr 17, 2011 7:47 PM
35	Melton park areas and outside Woodgrove shopping centre.	Apr 16, 2011 7:52 PM



Page 2, Q30. Please detail any additional comments.

1	No smoking at train station, outside library and local shops. I visited mailing? Rd Canterbury the other day. No cigarette smell, no graffiti, no litter. No wonder Melton has an image problem. Keep prices low at the Re-Sale Centre.	May 9, 2011 11:24 AM
2	Most Littering occurs because of the High cost of tip fees for some goods and also people in rental properties and public housing do not get tip passes.	May 6, 2011 9:52 AM
3	School children litter around the Caroline Springs library on a daily basis. This should be monitored and stopped.	May 6, 2011 9:42 AM
4	The tip should be a bit cheaper to stop dumping on road sides. My main concern is the dumping on road sides as it happens a lot in our area. I would be willing to pick it up if I had an extra or larger red bin. Maybe this can be an option. We can go on a register for an extra free red bin and then we will patrol our own area.	May 2, 2011 8:52 AM
5	It would be better to have 2 free vouchers available for the recycling centre; or 1 for hard rubbish pick up + 1 for a visit to the centre	Apr 30, 2011 4:02 PM
6	I often see the result of people emptying car ashtrays on the ground	Apr 29, 2011 9:26 AM
7	Perhaps there would be less dumping of rubbish on roadsides etc if it was free (or at a much reduced cost) for residents to use the tip. Those of us who do the right thing are "penalised" by the costs.	Apr 28, 2011 10:52 AM
8	n/a	Apr 27, 2011 5:07 PM
9	Generally happy with the services provided.	Apr 27, 2011 3:26 PM
10	We think making recycling overly complicated and time consuming for consumers does not help the issue. It rather creates negative perceptions and "up yours" mentality. Reduction of packaging materials, deposit schemes for containers, re-usable and smarter containers. Council should not encourage practices to draw vermin and carriers of sickness into the community.	Apr 27, 2011 12:53 PM
11	Please place some dry tolerant plants on roundabouts. Plumpton road and Comodatie-Diggers rest and Diggers rest/vic road exit to Bendigo. Big roundabouts with grass obscuring driving view...PLEASE!!	Apr 21, 2011 6:58 PM
12	I would like a larger green waste bin or a weekly collection of same size bin and would be happy to pay for it	Apr 21, 2011 2:17 PM
13	As stated before hard rubbish collection should be advertised by the Council at least twice a year and left on the nature strip and not behind gates.	Apr 20, 2011 5:01 PM
14	We would like a service of someone able to come to our place which big mulchers to mulch our green stuff instead of having to keep filling the green waste and send it off. Especially in the Autumn when you do a lot of cutting back and pruning.	Apr 20, 2011 4:07 PM
15	I like to receive the local papers so a sticker that read no junk mail - Local Newspapers Only would be a better option.	Apr 20, 2011 2:27 PM
16	A seasonal increase in the Green Waste Collection in Spring/Summer would help with increased volumes in these peak use times.	Apr 19, 2011 10:16 PM

Page 2, Q30. Please detail any additional comments.

17	Chisholm park wetlands are becoming dumping grounds for hard rubbish as well as general rubbish	Apr 18, 2011 7:00 PM
18	-	Apr 18, 2011 4:25 PM
19	Building materials / concrete seem to be a main cause of illegal dumping in the Melton shire and it will only get worse as development continues. Council should be active in constracution site tidiness and EPA has guidelines and regulations around this that builders should be taking into consideration. I would also be interested in seeing the council tackle the dumping of materials down near Arnolds Creek - it is obvious that the volcanic rocks put in place to stop cars accessing the creek along the train line near Conburn Rd is not working - a proper reinforced gate/fence should be put in place. I do not think that the council takes this issue seriously at all and does not seem to be very proactive in stopping illegal dumping.	Apr 18, 2011 4:21 PM
20	Great list of questions. Love the 360 L recycling bin idea, just would not need it. It would be great to offer this bin to people rather than make recycling pick ups weekly - less carbon intensive. Good idea to allow food scraps into organics bins - could help reduce very lragre component of landfill waste - have you been looking at the northern Tasmanian council trial?	Apr 18, 2011 4:09 PM
21	The introduction of a 360 litre recycling bin should reduce council's waste management costs as pick ups can be extended to three weeks instead of the current two. This drops the truck "visits" to 17 from 26 per year. So there shouldn't be a need to increase the rate payers cost to receive a new 360 litre bin.	Apr 15, 2011 3:15 PM
22	The mulch at the tip is full of weeds. I wanted to use it until I saw my neighbour use it. The last time I went to the tip with a trailer load of termite infested wood and weeds, I was told to put the weeds into the green waste and the termite infested wood into the wood section (where it would be mulched). I virtually had to plead with the staff not to put it in (especially the termites) because people will use the mulch near their house. Council should instruct staff at the centre to put weeds and termite timber into the rubbish, this will greatly improve the quality and increase usage of the mulch.	Apr 15, 2011 2:57 PM

# APPENDIX B3 – WASTE AUDIT NOVEMBER 2007 SURVEY RESULTS

## Melton Shire Council Waste Audit - Residents Survey Results

### Appendix IX

Question Number	Question Response	Monday	Tuesday	Wednesday	Tuesday	Friday	Total
	Participated in Survey - Yes	12	16	12	12	11	63
	Participated in Survey - No	68	44	43	58	24	237
1	<i>How often do you place your garbage bin out for collection?</i>						
	Garb bin out - Weekly	12	16	9	10	9	56
	Garb bin out - Fort	0	0	0	1	2	3
	Garb bin out - Other	0	0	3	1	0	4
2	<i>How often do you place your recycling bin out for collection?</i>						
	Recy bin out - Weekly	10	15	10	11	11	57
	Recy bin out - Fort	2	0	0	1	0	3
	Recy bin out - Other	0	1	2	0	0	3
3	<i>Do you ever put recycling items in the garbage bin because your recycling bin is full?</i>						
	Recycling in Garbage bin- yes	2	4	3	2	3	14
	Recycling in Garbage bin- NO	10	12	9	10	8	49
4	<i>What do you believe can be included in the recycling bin?</i>						
	Paper	12	16	12	12	10	62
	Cardboard	12	16	12	12	10	62
	Glass bottles	11	16	12	12	10	61
	Glass jars	11	15	10	10	10	56
	Ceramics	3	4	2	2	4	15
	Pyro ceramics (e.g. Pyrex)	4	4	3	2	5	18
	Plastic containers numbered 1	9	13	6	10	10	48
	Plastic containers numbered 2	9	13	7	10	9	48
	Plastic containers numbered 3	9	12	7	10	8	46
	Plastic containers numbered 4	9	10	7	9	9	44
	Plastic containers numbered 5	9	10	6	9	8	42
	Plastic containers numbered 6	9	12	5	9	6	41
	Plastic containers numbered 7	8	12	4	8	7	39
	Plastics other	8	6	4	5	5	28
	Plastic bags	5	5	4	1	4	19
	Steel cans	7	15	9	9	9	49
	Aluminium Cans	7	13	7	10	10	47
	Nappies	0	0	0	1	1	2
5	<i>Do you have a green waste bin?</i>						
	Have green waste bin - yes	4	8	7	11	6	36
	Have green waste bin - no	8	8	5	1	5	27
6	<i>If yo do not have a green waste bin what prevents you from having one?</i>						
	Too expensive	3	2	2	1	0	8
	Do not need it as we do not have a garden	3	1	0	0	1	5
	No space for third bin	0	0	0	0	1	1
	Never thought about it	1	1	0	0	1	3
7	<i>How often do you place your green waste bin out for service?</i>						
	Every fortnight	1	6	2	2	2	13
	Every second fortnight	2	0	1	5	1	9
	Other	1	2	4	4	3	14



**Melton Shire Council**  
**Waste Audit - Residents Survey Results**

**Appendix IX**

Question Number	Question Response	Monday	Tuesday	Wednesday	Tuesday	Friday	Total
8	<i>What do you believe can be included in the green waste bin?</i>						
	Lawn Clippings	8	14	9	11	8	50
	Plant cuttings and pruning	8	14	9	11	8	50
	Plastic bags	0	0	0	0	1	1
	Plastic plant pots	0	0	0	0	2	2
	Food scraps	1	2	1	1	3	8
	Tea leaves and coffee grinds	1	3	1	1	4	10
	Nappies	0	0	0	0	0	0
9	<i>What items are you unsure of how to dispose of?</i>						
10	<i>Do you home compost and if so what compost method do you use?</i>						
	Yes	3	5	4	5	7	24
	No	9	10	7	7	4	37
	Compost heap	2	3	1	0	2	8
	Compost Bin	1	2	3	5	3	14
	Worm farm	0	0	0	1	2	3
	Food for chickens or rabbits	0	0	0	0	2	2
11	<i>If you do not home compost or worm farm, what is the major barrier to you doing so?</i>						
12	<i>Would you be interested in learning more about worm farming?</i>						
	Yes	1	4	4	3	4	16
	No	11	11	6	9	7	44
13	<i>What ways do you think the community can minimise garbage?</i>						
14	<i>Did you use the free tickets for the Melton Recycling Facility?</i>						
	Yes	4	9	2	7	6	28
	No	7	7	8	4	4	30
15	<i>If you did not use the tickets why not?</i>						
16	<i>What items can you take to the Melton Recycling Facility?</i>						
	Tyres	4	8	4	11	9	36
	Oil	3	7	3	9	6	28
	Green waste	5	9	5	10	8	37
	Computers	1	8	4	8	9	30
	Steel and other metal	3	10	5	11	9	38
	Timber	4	10	5	10	9	38
	Concrete	5	7	4	6	8	30
	Clean fill	5	8	5	6	6	30
	White goods	6	7	4	10	8	35
	Glass	2	6	5	10	7	30
	Plastics	3	6	5	10	7	31
	Cardboard	3	7	5	9	8	32
	Car batteries	2	7	4	10	8	31
17	<i>If you have electronic goods such as computers, TVs and other electronic equipment to be disposed of how would you get rid of these.</i>						
18	<i>How do you dispose of bulk waste from your household?</i>						
19	<i>Any other comments?</i>						

**Melton Shire Council**  
**Waste Audit - Residents Survey Results**

**Appendix IX**

Question Number	Question	Responses
4	What do you believe can be included in the recycling bin? Other	Not sure what plastics 1 to 7 mean No plastic lids Not sure what plastics 1 to 7 mean Not sure what plastics 1 to 7 mean Aluminium trays Not sure what plastics 1 to 7 mean Not sure what plastics 4 to 7 mean Milk and juice cartons Not sure what plastics 1 to 7 mean Not sure what plastics 1 to 7 mean
6	If you do not have a green waste bin what prevents you from having one? Other	We have gardener Compost Not given one Home compost rest to Recycling Facility We have a mitchelle bin that takes everything Use it in Veggie garden We have a friend who tips green waste Have a gardener Use lawn clippings for mulch Have a garden bag Private collector Rural property used on site Recycle into garden
8	What do you believe can be included in the green waste bin? Other	No noxious weeds
9	What items are you unsure of how to dispose of? Specify	Plutonium, uranium & mercury Car batteries, TVs & tyres Nappies Foil & cooking oil Plastic bags & broken toys Old furniture, TVs & couches Plastic bags & broken toys Paint & tins Car batteries & polystyrene Polystyrene If not sure it goes into the red bin Broken glass Mineral oils & paint cans
11	If you do not home compost or worm farm, what is the major barrier to you doing so? Why not	Renters Time No compost bin, no money for that Expensive at this stage Time Never thought to do one No space for compost Smell and possible unwanted pests such as mice Have not thought about it Renting Do not really know how to Time Not much have a gardener Throw straight onto garden Smell & cost I put lawn clippings on garden Never thought about it I have been doing this for 30 years None Just never have Never thought about it Never thought about it

**Melton Shire Council**  
**Waste Audit - Residents Survey Results**

**Appendix IX**

Question Number	Question	Responses
13	<p><i>What ways do you think the community can minimise garbage?</i></p> <p>Ways to Minimise</p>	<p>Recycle</p> <p>Free hard rubbish collection yearly</p> <p>Council should burn rubbish</p> <p>Recycling</p> <p>Giving out free green bin</p> <p>Recycle</p> <p>Not sure never really thought about it</p> <p>Buy less processed food</p> <p>Use environmentally friendly products</p> <p>Recycle as much as possible</p> <p>Less plastic bags in shopping</p> <p>Less unnecessary packaging</p> <p>I am all minimise</p> <p>Make red bin same size as recycling bin</p> <p>Manufacturing needs to reduce packaging</p> <p>Re using items instead of disposing</p> <p>To use stuff with recycling packages</p> <p>Better knowledge of recycling methods</p> <p>Composting</p> <p>Recycling</p> <p>Less use of plastic bags</p> <p>Individual common sense</p> <p>Hard rubbish collections would stop dumping</p> <p>Hard rubbish collections would stop dumping</p> <p>Reinstate MT refunds</p> <p>Hard garbage days to prevent dumping</p> <p>Composting</p> <p>Reduction of plastic bag usage</p> <p>Better use of bins</p> <p>Take it to the tip</p> <p>Education</p> <p>Fines</p> <p>Self respect</p> <p>Council should keep parks and waterways cleaner</p> <p>More education on recycling</p> <p>Reduced packaging will help</p> <p>Recycling as much as possible</p> <p>Use both bins</p> <p>Supermarket should abolish plastic bags</p> <p>Bigger red garbage bins</p> <p>collectors to be more careful in replacing bins on lawn</p> <p>Take time to condense all articles</p> <p>Council to produce a fridge magnet which waste in which bin</p> <p>Recycling collection weekly</p> <p>Put in the garden as compost</p> <p>Less packaging of products</p> <p>More home recycling</p> <p>re-useable shopping bags</p>

Melton Shire Council  
Waste Audit - Residents Survey Results

Appendix IX

Question Number	Question	Responses
15	<p><i>If you did not use the tickets why not?</i></p> <p>Why Not</p>	<p>Renters did not get tickets</p> <p>Had no waste to dispose of</p> <p>I do not have a trailer</p> <p>New house everything new</p> <p>Do not have them</p> <p>We had no need to</p> <p>No trailer</p> <p>Did not receive them</p> <p>Never received</p> <p>I did not check envelope properly</p> <p>Put alert on outside of envelope next time</p> <p>No need</p> <p>Did not get free tickets</p> <p>Had nothing large to dispose of</p> <p>Renting have not seen any tickets</p> <p>Melton too far usually go to Sunbury</p> <p>Never had the opportunity</p> <p>No tow bar, no trailer</p> <p>Too far away</p> <p>Do not receive any tickets else I would use them</p> <p>Distance from Diggers Rest - Do not use</p> <p>Rarely need it</p> <p>Get a skip every 3 years</p> <p>Rent and do not get any</p> <p>Did not live here</p> <p>Did not need the service last year</p> <p>Just have been busy to go</p> <p>Do not have a tow bar</p> <p>Was not necessary</p>

**Melton Shire Council**  
**Waste Audit - Residents Survey Results**

Appendix IX

Question Number	Question	Responses
17	<p><i>If you have electronic goods such as computers, TVs and other electronic equipment to be disposed of how would you get rid of these.</i></p> <p>Disposal of electronic goods</p>	<p>Put out for street collection</p> <p>Take to Melton Recycling Facility</p> <p>Take to tip</p> <p>Haven't needed to yet</p> <p>Hard rubbish</p> <p>Not sure</p> <p>Calling for a bin</p> <p>Recycling Facility</p> <p>Give away</p> <p>Second hand charity</p> <p>Recycling Facility</p> <p>Tip</p> <p>Melton tip</p> <p>Down Salvation Army</p> <p>Second hand store</p> <p>Recycling Facility</p> <p>Bin hire</p> <p>Do not know</p> <p>Do not know</p> <p>Get a skip bin</p> <p>Pay \$100 for a skip once per year</p> <p>Do not know</p> <p>Wait for hard waste collections</p> <p>St Vincents</p> <p>Salvation Army</p> <p>Believe there is a place to dispose of these</p> <p>Take to Melton recycling depot</p> <p>Pass on if possible</p> <p>Check if accepted at recycling depot</p> <p>Take to local recycling plant</p> <p>Not sure</p> <p>The tip</p> <p>At the tip</p> <p>Take to tip</p> <p>Get a skip</p> <p>Take to Melton Recycling Facility</p> <p>Tip</p> <p>To Melton recycling depot</p> <p>Take to tip</p> <p>Tip</p> <p>Depends on how much I have</p> <p>Dispose at Melton Recycling Facility</p> <p>A place across from the golf course</p> <p>Ring council for information on disposal</p> <p>Trade in</p> <p>Melton recycling</p> <p>Do not know</p>



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Question Number	Question	Responses
18	How do you dispose of bulk waste from your household? Other comments	<p>Use a trailer  Recycle  Our bins  Take to tip  Take to Melton Recycling Facility  Hire bin  Tip  Hire skip  Rubbish tip  Give away  Hire a skip  Melton Council does not provide hard waste collection  General waste tip  No bulk waste yet new house &amp; furniture  Bin hire  Melton tip  Skip  Do not have any  Take to tip  Get a large bin in  Really do need an annual hard rubbish collection most other council provide this  Get a skip bin  Mini skip bins  Got none  Bin hire  Take to the tip  Have a garden sack emptied monthly  Take to tip  At the tip  Take to the tip  Do not have any  Get a skip  Trip to tip  Local recycling plant  Metal recyclers  Skip  Hire a skip  Take to tip  Melton recycling  Tip  Garage sales  Ring council for advice  At the Melton Recycling Facility  Skip bin  A mate picks p for me  Tip  At tip &amp; garbage collection</p>
19	Any other comments? Other comments Other comments	<p>Hope this survey is useful  Need separate waste &amp; recycling bins in all community areas  It is time for a new letter to households to explain the dos and don nots  Evaluate families and needs in respect of bin requirements  The red and yellow bins can be too small for some - getting the bin size right can help  Use the internet to do surveys - stop using paper  Council could provide a yearly hard waste collection  Two tickets for tip not enough  Clean out creek through the Brookfield Estate  Educating manufacturers to produce less packaging  More advertising on commercial TV  Kerbside collection once per year  Annual sidewalk pick up  Can councils contractor provide a big hard waste service  Hard waste collection day like Brimbank  Council to introduce yearly hard waste collection  We have never had hard waste collection, why not?  We don't have  Council should have free hard waste collection each year  Rates too high if lower we could spend more on garbage systems</p>