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1. Introduction

1.1 Report purpose

The purpose of this report is to

- present the key findings from the 'Reducing our waste' engagement
- help council understand community feedback
- provide input to the review of the Materials Recovery Plan

1.2 Project background

Local Governments in Queensland have a legal requirement to have a waste reduction and recycling plan under the *Waste Reduction and Recycling Act 2011 (Qld)*. Ipswich City Council's plan is called the Materials Recovery Plan 2017-2031.

A lot has changed since the Materials Recovery Plan was adopted. This includes international and national bans on exporting recyclable materials, introduction of new schemes such as Containers for Change, the Queensland Government Waste Levy, and adoption by the State and Federal Governments of ambitious waste recycling and reduction targets.

A thorough review was required to ensure that Ipswich's plan for reducing waste will meet both the set targets and the needs of the City of Ipswich.

This project is also one element to a wider review and action on waste-related issues facing Ipswich.

1.3 Engagement purpose and objectives

It is a legislated requirement that councils review their waste reduction and recycling plan on a periodic basis. Ipswich's Materials Recovery Plan is due for review. This engagement goes beyond the legislated requirements with two phases of community input:

- Phase 1: Reducing our waste engagement (November 2020, detailed in this report). Council
 will be reworking the Materials Recovery Plan to include new initiatives. We are seeking
 community ideas and feedback on local initiatives that Ipswich can develop to meet our local
 targets for waste reduction, recycling, and diversion of waste from landfill.
- Phase 2: Materials Recovery Plan feedback (approx. April 2021). Comments received will be considered and the draft Plan finalised. Council will release the draft document for final comment for a minimum period of 28 days.

This report relates to Phase 1 of the engagement. The objectives of the engagement were to:

- Share information: Using a diversity of delivery modes, share information about the project and opportunity to engage, and to educate the community on related topics
- Improve proposal: Ensuring that community input improves the quality of the Plan, and helps council understand behaviours and sentiment, as well as opportunities and risks
- Generate support: Create an understanding in the community for the reasons for change, and a mandate for change to occur
- Assist decision making: To provide valuable input to the draft Materials Recovery Plan, and demonstrate a clear line of sight between community input and decision making
- Manage reputational risk: Engage in a way that builds confidence in council's plan and ensured satisfaction with the process.

2. Engagement approach

2.1 Engagement activities

A structured survey was developed for council's community engagement digital platform Shape Your Ipswich. This was open for slightly more than 3 weeks, from Wednesday 4 November to Sunday 29 November 2020.

The online survey also captured data from the contributor:

- Suburb
- Year of birth
- Gender
- · Cultural background and
- Connection with Ipswich.

Social media posts using similar questions and topics were promoted during the engagement period, which also gathered community feedback in the form of comments.

2.2 Promotion

There were a range of methods used to promote the survey to the public:

- Social media posts
- Push notifications on the Ipswich Bin App
- Ipswich First story
- A-frame signs at the Riverview Refuse and Recycling Centre. These signs had a QR code that connected to the survey page.

2.3 Engagement limitations

Some people may have taken part in the survey and commented on social media, as such their views may have been captured more than once.

Due to limitations associated with COVID, engagement was done on a digital platform. This may have limited participation opportunity for those without access to a computer or access to internet.

While there were a significant number of survey participants, it was not enough to ensure a representative sample of the whole Ipswich community and thus may not be representative of all stakeholders.

3. Participant overview

3.1 Participation

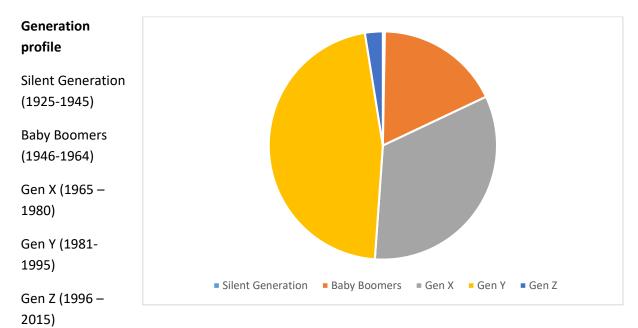
The survey and social media polls were open to the general public.

The Shape Your Ipswich page for 'Reducing our waste' received:

- 6239 visitors
- 351 contributors who provided responses through the online survey
- 254 subscribers to the project who will receive ongoing updates.

There were 6 social posts. Engagement figures for individual posts are shown in the Appendix. Overall 859 comments were received. These have been included in the analysis.

3.2 Profile of Shape Your Ipswich survey respondents





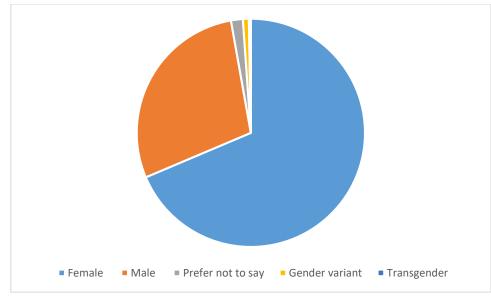
Female

Male

Prefer not to say

Gender variant/non-conforming

Other



Cultural background

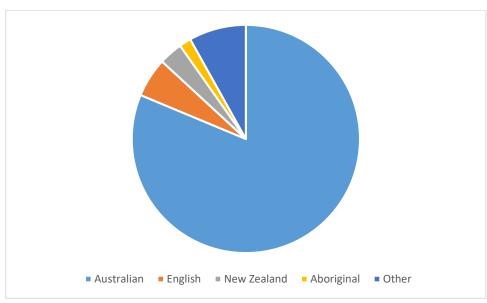
Australian

English

New Zealand

Aboriginal

Other



Top 5 participating suburbs

A total of 56 Ipswich suburbs were represented in the results, plus 4 non-Ipswich suburbs

Redbank Plains: 32 responsesSpringfield Lakes: 26 responses

• Brassall: 18 responses

• Collingwood Park: 15 responses

Springfield: 15 responses

Connection to Ipswich

- More than 95 per cent of respondents live in Ipswich
- Almost two thirds are ratepayers
- More than 40 per cent work in Ipswich
- Almost 10 per cent own a business

4. Key findings

Section 1: Green waste

More than half of respondents said they know food scraps can go in the green waste bin in **Ipswich.** This shows a significant level of awareness of the initiative.

Yet only a quarter said they actually use their green bin for food scraps at home. This may be due to the green bin being an optional service, or because people compost at home instead.

40 per cent said they use their red lid bin for most or all food scraps. This represents a significant number who may be targeted in behaviour change campaigns.

More than half said they compost at home or use their green waste bin for most or all food scraps. This self-driven behaviour shows a level of food waste diversion already taking place in the community and support for sustainable household practices.

Almost 95 per cent supported a three-bin system in Ipswich. The main reasons people felt that way were:

- It avoids sending compostable waste to landfill
- They already had a green waste bin
- It's better for the environment and for sustainability
- It's a simple and effective way for households to divert food waste

58 per cent of people polled on Facebook said they would put their food scraps in the green waste bin from now on. Many of the comments were supportive of three bins, with renters sharing information on how they can also get a green waste bin.

Section 2: Glass waste

A quarter of respondents are still putting glass in the yellow lid recycling bin. 60 per cent are also putting some amount of glass in the red lid bin.

More than 91 per cent support re-introducing glass to the yellow lid recycling bin. This confirms feedback from the Sustainable Ipswich engagement in 2019, in which glass recycling options were a main topic of conversation.

98 per cent of people polled on Facebook said they would support glass recycling back in the yellow lid bin. Glass recycling was a consistent topic raised across all social media posts – even those not related to glass recycling.

Section 3: Large item kerbside collection

A third of respondents donate most or all of their large items. This was the most popular preference. Ordering a skip was the least popular – 75 per cent never use a skip.

Respondents like to deal with their large items in different ways. 45 per cent 'sometimes' take bulky goods to the Recycling and Refuse Centres, 41 per cent 'sometimes' wait for a large item kerbside collection day.

Similarly, there was a fairly even split between keeping the current free two-year bulky collection (51.5 per cent) and switching to a low-cost on-demand service (48.5 per cent).

Section 4: Council recycling and refuse infrastructure

Almost half had used the Recycling and Refuse Centres 1-5 times this year. A third hadn't used the centres at all this year.

More than 60 per cent wanted to travel only 10km to a centre. A third were willing to travel 20km.

38 per cent preferred building a number of small Recycling and Refuse Centres. 24 per cent wanted to build a big centre. Important points raised included; ensuring new centres were cost effective, minimising impact on the environment and not causing odour issues for residential areas.

Section 5: Your ideas

This open comment field returned a variety of responses, but main topics included:

Green waste: Free or discounted green waste bins, community composting initiatives

Plastics: Improving recycling options for soft plastics

Glass: Putting glass in yellow lid bin, more recycling centres

Education: Marketing collateral, workshops, school education, myth busting

Incentives: Tip vouchers or reduced dumping fees, incentives for recycling/waste diversion

Compliance: Bin checks and fines for repeatedly misusing yellow lid bins

Kerbside collection: Change frequency of service, change bin sizes, more bin types

Large items: Tip shop, upcycle centres or workshops, more ways to donate

City support: Businesses to reduce packaging, council support for community initiatives

Zero waste: Recycled content in everything, cloth nappies.

5. Response data

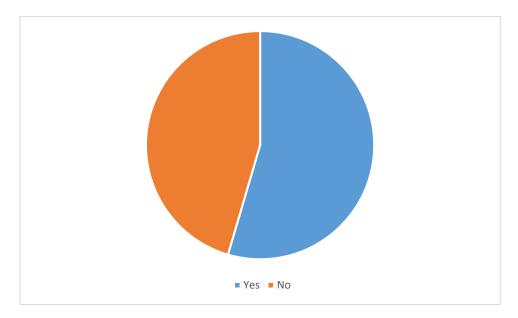
Section 1: Green waste

This section had four questions, preceded by an education slide on the amount and cost of food waste generated by an average household. The questions were to gauge current resident behaviours and to test sentiment towards a change to kerbside collection.

Question 1: Did you know food scraps can go in the optional green waste bin in Ipswich?

Findings: This was a Yes/No question to understand community awareness of FOGO (food organics garden organics).

The results showed a significant level of awareness among respondents, with more than half (54 per cent) saying they knew food scraps could go in the green waste bin.



Yes: 192No: 160

Facebook Poll: What are you going to do with your food scraps?

58 per cent of people polled on Facebook said they would put their food scraps in the green waste bin from now on (1273 responses). Comments included:

- Renters sharing information on how they can also get a green waste bin
- Requests for the green waste service to be provided at no extra cost
- Requests for green waste service to be collected more frequently
- People who already compost at home suggesting alternatives to green bins

Question 2: What do you currently do with your household food scraps and waste?

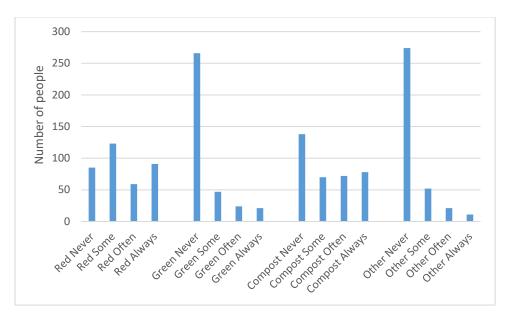
Findings: This provided a scale (Never/Sometimes/Often/Always) for various options. This question was designed to understand community behaviours and the level of waste diversion already taking place within households.

The results showed that only a quarter of respondents actually put food scraps in a green waste bin.

40 per cent said they use their red lid bin for most or all food scraps.

More than half said they compost at home or use their green waste bin for most or all food scraps. This shows a high level of self-driven food waste diversion already taking place among respondents.

From open comments in other questions, 'other' behaviour include feeding scraps to chickens or dogs, or adding scraps to community composting initiatives.

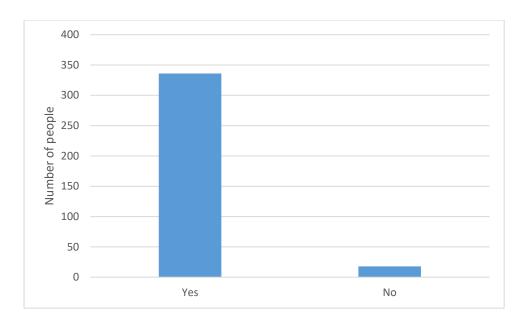


- Red lid bin: Never (85); Sometimes (123); Often (59); Always (91)
- Green waste bin: Never (266); Sometimes (47); Often (24); Always (21)
- Compost at home: Never (138); Sometimes (70); Often (72); Always (78)
- Other: Never (274); Sometimes (52); Often (21); Always (11)

Question 3: Would you support diverting food waste from landfill with a three-bin system in Ipswich. The core bins for each household would be general waste (red lid), recycling (yellow lid) and food/garden organics (lime green lid)?

Findings: This was a Yes/No question to test sentiment towards making green waste bins a compulsory service.

The results showed that almost 95 per cent of respondents supported a three-bin system in Ipswich.



Yes: 336No: 18

Question 4: Why did you feel that way about a three-bin system?

Findings: This was an open short answer question to understand the sentiment behind the previous question.

The results revealed key reasons people supported a three-bin system:

- It avoids sending compostable waste to landfill
- They already pay for a green waste bin service
- It's better for the environment and for sustainability
- It's a simple and effective way to divert household compostable waste

Example comments:

The environment is vital for human survival. We need to nurture not destroy it and recycling, composting is way to go.

I would support anything Ipswich City Council does to reduce our waste going to landfill (even including a fourth bin for glass or other materials.) Food scraps are easily made useful by composting - it makes so much sense to keep them out of landfill.

I already have three bins and now I know I can put food waste in I think we should all do it.

Makes it easier for residents to recycle and divert. Also raises the profile of the issue and gives residents some pride over their city.

The council needs to do more to support this process e.g. by providing a green waste bin at a reasonable cost

Section 2: Glass waste

This section had two questions, preceded by an education slide on glass recycling. The questions were to gauge current resident behaviours and to test sentiment towards a change to kerbside collection.

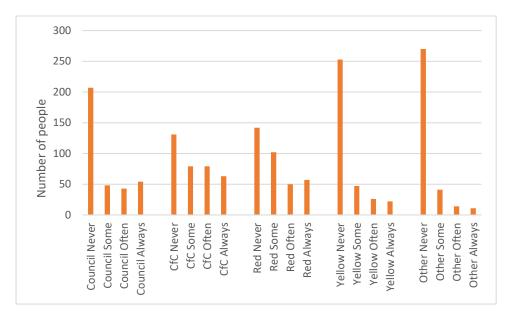
Question 1: Where do you put your household glass waste?

Findings: This provided a scale (Never/Sometimes/Often/Always) for various options. This question was designed to understand community behaviours and the level of waste diversion already taking place within households.

The results showed that almost 60 per cent are still putting some or all glass in the red lid bin. This should reduce if glass is allowed in yellow lid bins again. A quarter of respondents are still putting some or all glass in the yellow lid bin.

40 per cent of survey participants are using council glass collection points. Open comment fields in other questions show that respondents strongly feel there need to be more glass collection facilities, especially in the Springfield area.

Facebook comments on all posts (not just those related to glass recycling) were strongly in favour of more glass recycling options and stations in Ipswich.



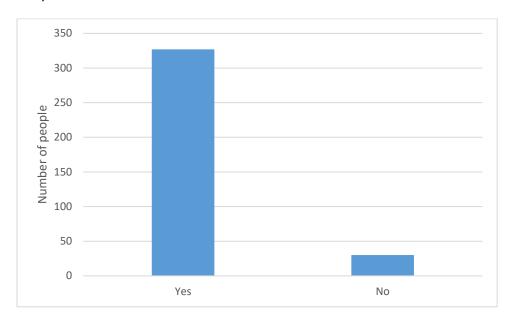
- Council glass collection points: Never (207); Sometimes (48); Often (43); Always (54)
- Containers for Change: Never (131); Sometimes (79); Often (79); Always (63)
- Red lid bin: Never (142); Sometimes (102); Often (50); Always (57)
- Yellow lid bin: Never (253); Sometimes (47); Often (26); Always (22)
- Other: Never (270); Sometimes (41); Often (14); Always (11)

Question 2: Would you support glass being re-introduced as part of yellow lid bin recycling services?

Findings: This was a Yes/No question to test sentiment towards returning glass to the yellow-lid bin for kerbside collection.

NOTE: The Sustainable Ipswich engagement in late 2019/early 2020 gathered information on glass recycling among other topics. It showed a strong community sentiment in support of putting glass back in the yellow lid bin.

The Reducing Our Waste engagement – both on Shape Your Ipswich and via Facebook comments – has reaffirmed that strong sentiment with 98 per cent of respondents wanting glass to be put back in the yellow lid bin.



Yes: 327No: 30

Facebook Poll: Would you support being able to put glass back in the yellow lid bin?

96 per cent of people polled on Facebook said they wanted to put glass back in the yellow lid bin. (1708 poll responses). Comments included

- People unaware that glass was not allowed, and had been putting it in their yellow lid bin
- Requests for more glass recycling stations in the community
- Confusion as to why glass had been removed from yellow lid bins at all
- Issues for homeowners 'hoarding' glass and difficulty in getting to drop off locations
- Requests for bigger recycling bins or dedicated glass bins

Section 3: Large item kerbside collection

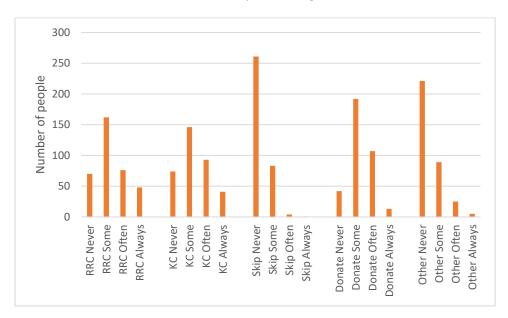
This section had two questions, preceded by an education slide on council's traditional large item kerbside collection service. The questions were to gauge current resident behaviours and to test sentiment towards a change to large item kerbside collection.

Question 1: How do you dispose of your large household items?

Findings: This provided a scale (Never/Sometimes/Often/Always) for various options. This question was designed to understand community behaviours and the level of waste diversion already taking place within households.

A third of respondents donate most or all of their bulky goods. This was the most popular preference. Ordering a skip was the least popular – 75 per cent never use a skip.

45 per cent sometimes take bulky goods to the Recycling and Refuse Centres, 41 per cent sometimes wait for a large item kerbside collection day. This may be due to the 2-yearly nature of the current kerbside collection and the need to dispose of large items in between.



- Recycling and Refuse Centre: Never (70); Sometimes (162); Often (76); Always (48)
- Large Item Kerbside Collection: Never (74); Sometimes (146); Often (93); Always (41)
- Hire a skip: Never (74); Sometimes (146); Often (4); Always (1)
- Donate: Never (42); Sometimes (192); Often (107); Always (13)
- Other: Never (221); Sometimes (89); Often (25); Always (5)

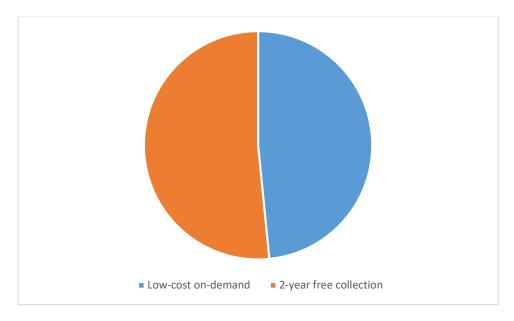
Question 2: When thinking about council's large item kerbside collection service, what would you prefer?

Findings: This question provided two options; a low-cost on-demand service, or the current free two-year service. This tested sentiment towards a change in the model.

The results of this question, and the one previous, showed that respondents like to dispose of large items in different ways. Sometimes they go to a Recycling and Refuse Centre, sometimes they donate, sometimes they wait for a kerbside collection.

Similarly, there was a fairly even split between preferring to keeping the current free two-year bulky collection (51.5 per cent) and switching to a low-cost on-demand service (48.5 per cent). However on Facebook, polling was more strongly in favour of the current two-year service (70 per cent).

The numbers of respondents willing to pay for a collection is noteworthy considering the overwhelming sentiment towards other initiatives, such as green waste bins or home composting units, is that council should offer free or subsidised services and products.



Low-cost on-demand service: 170Current free two-year service: 181

Facebook Poll: Would a low-cost, on demand kerbside pick-up service make your life easier?

70 per cent of people polled on Facebook said they would prefer to keep the current free two-yearly pick-up service (2228 votes). Comments included:

- Desire for large items to be donated, re-used or upcycled rather than go to landfill
- Many along the lines of: "Considering the amount of rates we pay, I would expect at least one free kerbside collection per year. Alternatively provide tip vouchers."
- 'Low cost' to be cheaper than hiring a skip

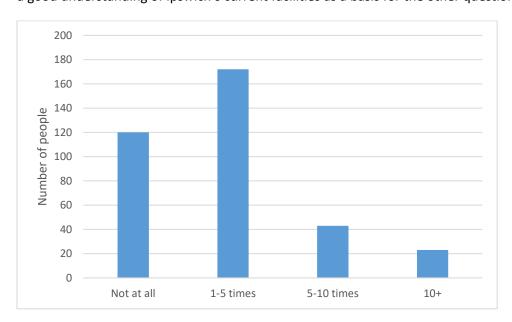
Section 4: Council recycling and refuse infrastructure

This section had three questions, preceded by an education slide on Ipswich population projections and our current infrastructure. The questions were to gauge current resident behaviours and to test sentiment towards future infrastructure options.

Question 1: In 2020, how often did you use the Riverview or Rosewood recycling and refuse centres?

Findings: This provided options (not at all/1-5 times/5-10 times/more than 10 times) to understand behaviours and familiarity with the facilities.

The results showed more than two thirds have used a recycling and refuse centre this year. There is a good understanding of Ipswich's current facilities as a basis for the other questions in this section.



Not at all: 120
1-5 times: 172
5-10 times: 43
10+ times: 23

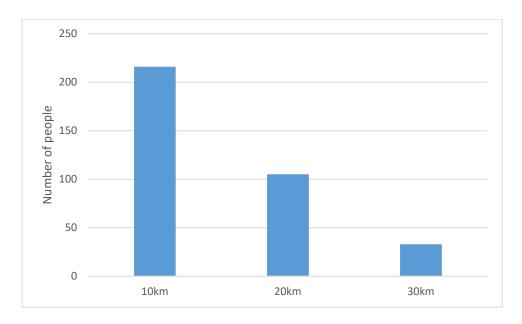
Question 2: How far would you be prepared to travel to a recycling and refuse centre?

Findings: This provided options (10km/20km/30km) to gauge sentiment towards strategic placement of future infrastructure.

More than 60 per cent want to travel 10km to a recycling and refuse centre.

This correlates with open comments where people wanted more small centres to be built to service Ipswich's growing population. The distance to current facilities was seen as a barrier.

This result may be connected to the significant number of survey respondents from high population growth areas in Ipswich's east that are not currently close to a recycling and refuse centre.



- Travel 10km (approx Ipswich CBD to Riverview railway station): 216
- Travel 20km (approx Ipswich CBD to Rosewood town centre): 105
- Travel 30km (approx Rosewood town centre to Springfield Central): 33

Question 3: Council needs to invest in new recycling and refuse facilities to meet the demands of population growth and modern resource recovery standards.

Would you support another sizeable transfer station (like the Riverview facility) in Ipswich, or should a number of smaller centres at key locations be established across the city?

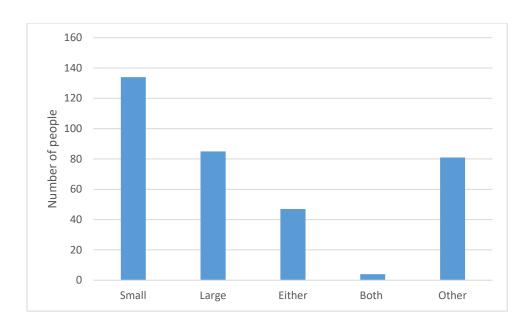
Findings: This was an open short answer question to further understand sentiment towards strategic placement of future infrastructure.

The results showed that the strongest preference was for several smaller centres built in strategic locations.

A number of respondents who nominated a large centre did so because of the economic efficiency of operating one centre.

The most important issues were to ensure new centres were cost effective, minimised impact on the environment and did not cause odour issues in the community.

The 'other' responses included those who left the field blank, or did not want any new centres built, or did not answer the question.



Small centres: 134Large centre: 85Either: 47Both: 4

• Other: 81

Example comments:

Smaller transfer collection stations. Make less barriers for residents to actually use the facilities, not more.

A number of small centres is better - decentralise the service by making it more accessible to more people. If ease of accessibility isn't there, those located further away are disadvantaged by the system.

Large transfer stations would most likely be more cost effective due to economy of scale but smaller centres may be more user friendly and encourage more responsible disposal of waste. Glass recycling should also be made more efficient by a dedicated bin

For large items, prefer one large centre in either an industrial or non-suburban area. Don't want a repeat of our current situation with smell and fumes near houses.

Smaller centres at key locations would be preferable but if this is too costly then another transfer station to service the Greater Springfield and surrounding areas.

Any centre within 10 km I would support - size is not v important but functionality and practicality is.

Smaller centres may allow for better sorting of waste, divert more from landfill and employ more people.

Whatever is most cost effective. If it is the smaller centre, I would support those only if they were still a one-stop refuse centre accepting the same refuse as Riverview.

Section 5: Your ideas

This section had one question, preceded by an education slide on current waste trends and future targets for Ipswich.

Question 1: Do you have ideas on how Ipswich households and council can divert waste and resources from landfill?

Findings: This was an open long answer question. Given the specific nature of the previous questions, it was important to allow respondents an opportunity to share any other thoughts or ideas they had that could contribute to the Materials Recovery Plan.

One comment in particular summed up community feedback for improving waste diversion:

Make it easy, make it simple, make it cheap.

Most comments touched on multiple topics, but the main themes presented were:

- Green waste: Allowing free or discounted green waste bins, composting initiatives
- Plastics: Improving recycling options for soft plastics, working with Redcycle
- Glass: Putting glass in yellow lid bin, more glass recycling locations
- Education: Marketing collateral, workshops, school education, myth busting
- Incentives: Tip vouchers or reduced dump fees, incentives for recycling/waste diversion
- Compliance: Bin checks and fines for repeatedly misusing yellow lid bins
- Kerbside collection: Increase frequency of recycling service, change bin sizes, more bins
- Large items: Tip shop, upcycle centres or workshop events
- City action: Businesses to reduce packaging, council support for community initiatives
- Zero waste: Recycle everything, cloth nappies, ensure recycled content in everything

Example comments:

Everything we throw out can be reused in some way, e.g. hard organic waste could be chipped for mulch, also excess wood waste from new builds could also be chipped. The softer organic waste could be diverted to a large worm farm and the heat generated could produce electricity to feed back into the grid or storage for peak power usage times. Soft plastics (and some hard) can be melted down and converted back to a petrochemical suitable for use in vehicles...and so forth.

Encourage a circular economy - support tip shops, and businesses who repurpose old items or teach others to do so. Makerspaces with an array of tools plus used materials someone to share some expertise in how to make various things, or run workshops might work. You could call them 'remakerspaces' or 'remakeries'

Other councils have successfully implemented individual category collection services to sort waste at the source which would be cost effective and in conjunction with active education would likely reduce consumer apathy and promote increased levels of recycling and reduce recycling material cross contamination.

Provide green bins free of charge or at a reduced fee to ratepayers. Encourage home composting and set up a system to use citizen-provided compost for council-managed vegetation for either a monetary reward or reduction of rates.

Reusable cloth nappies. The average baby/toddler uses between 8-12 nappies a day, that's over 4000 nappies a year or up to 12000 per child! Using reusable cloth nappies means that waste is diverted from landfill. People need motivation and guidance to use cloth nappies, they're easy, but can be seen as a burden. Incentives and training need to be offered like cash back, workshops etc.

Support of recovered materials recycling through purchasing of recycled content including glass, polymer enhanced bitumen, and organics.

Education! People don't know what they don't know. Also giving people an incentive to do the right thing, maybe people who use a green waste bin get a free tip pass every quarter. Bin inspections so people can be informed about what they need to improve on.

Kerbside soft plastics recycling, glass recycling in yellow bins. More frequent recycling bin collection (we often put recyclable waste in the red lid because the yellow bin is full), mandatory green bins for all properties rather than opt in.

Encourage grocery stores to stop using extreme unrecyclable plastic packaging for fresh meat, fruit/vegetables and processed goods. This is where a lot of unnecessary plastic/waste is coming from. So start at the beginning of the problem.

Recycle bin should be weekly and general refuse fortnightly. This might encourage greater participation in recycling

The number of glass collection bins is completely inadequate. There should be bins in parks like Lobely in EACH suburb for glass kitchen jars, wine bottles and other non 10c. Ultimately we should have a GLASS ONLY bin for EVERY house in Ipswich.

Reduce the size of the red lid bin by 70%, supply a green lid bin, empty all x3 bins weekly. People will be forced to use the correct bins for waste because it wouldn't all fit in the red bin. (Possibly X3 small bins emptied weekly)

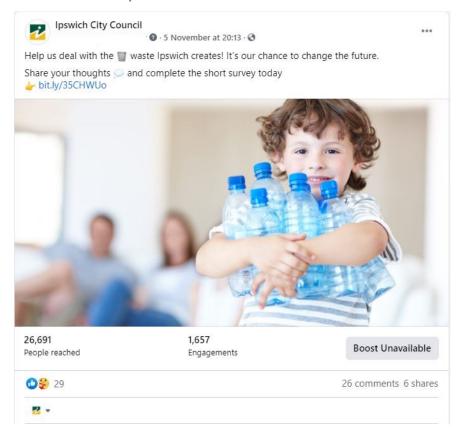
Stop waste at the source. Ban plastics where ever possible.

Education - there is still a lot of confusion about what can be recycled and what can't. Educating people on the affects food scraps have in landfill and simple things they can do to minimise. Educating on contamination of bins and the waste cycle.

Incentivised recycling schemes whereby rate payers get discounts on rates for actively recycling waste.

6. Appendix

Social media posts







Ipswich City Council

② · 6 November at 10:33 · **③**

Did you know the average Ipswich household sends about 1 tonne of waste to landfill each year? Much of that waste could be diverted from landfill.

Ipswich residents are being called on to have their say during November on ways for Ipswich to become more sustainable with its resources and reduce the amount of waste our community sends to landfill.



IPSWICHFIRST.COM.AU

Community input needed to halve what Ipswich sends to landfill - Ipswich First

Facebook Twitter LinkedIn Reddit WhatsApp Share via Email PrintThe average Ipswich househo...

50,577 4,588 People reached Engagements

Boost Unavailable



230 comments 38 shares



Did you know Ipswich is the first and only Queensland council that accepts food scraps in the optin green waste bin?

However Ipswich households send the equivalent weight of 100+ Boeing C-17 Globemaster aircraft X in food leftovers to landfill each year!

Ipswich needs to halve the amount of waste sent to landfill by 2025. What are you going to do with your food scraps? Vote below and have your say here 🔑 bit.ly/2J33Ubz



IPSWICH.QLD.GOV.AU

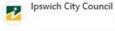
What are you going to do with your food scraps? Food Waste

Learn More





179 comments



Glass is one of the few packaging products that can be 🐧 recycled repeatedly. Ipswich needs to halve the amount of waste sent to landfill by 2025.

Would you support being able to put glass back in the yellow lid recycling bin? Vote below and have your say here 🃗 bit.ly/2J33Ubz



IPSWICH.QLD.GOV.AU

Glass Recycling Food Waste

Learn More



171 comments 2 shares





Ipswich City Council



...

Ipswich's free kerbside collection 🚛 of large items typically runs every two years. But many of us need to dispose of items sooner.

Would a low-cost, on demand kerbside pick-up service make your life easier? Vote below and have your say here 🃗 bit.ly/2J33Ubz



IPSWICH.QLD.GOV.AU

Large item kerbside collection

Learn More



248 comments 3 shares

Shape Your Ipswich page

