

COMMUNITY ENGAGEMENT SUMMARY

Draft Resource Recovery (Organic, Recycling, Waste) Strategy and Action
Plan 2020–2028

October 2020

DOCUMENT PROPERTIES

Contact for enquiries and proposed changes

If you have any questions regarding this document or if you have a suggestion for improvements, please contact:

Contact Officer:

Title: Amandine Johnson

Program: Economic Development and Sustainability

Phone: (08) 8203 7009

Email: a.johnson@cityofadelaide.com.au

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1.0	13/10/20	A. Stokes	First draft for review by CoA staff
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1. EXECUTIVE SUMMARY

The City of Adelaide (CoA) has prepared a draft *Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020–2028* (the Strategy and Action Plan) and has sought feedback from the community via Council-endorsed consultation.

Community consultation is the final major step in development of the draft Strategy and Action Plan, which has included internal reviews and investigations, a comprehensive waste audit, internal and external engagement with key stakeholders via a pre-consultation draft, consideration of the broader strategic and policy settings, and consideration of other jurisdictions' best practices.

Overview of the draft Strategy and Action Plan

The draft Strategy and Action Plan propose to fulfill the Council-endorsed motion of becoming 'a zero-waste city by 2030 and sets the goal of becoming the first zero-waste city in Australia'.

The City of Adelaide's vision of 'zero-waste by 2030' is measured by five KPIs. These will be achieved through five Priority Items, which are tailored to five Target Areas to ensure that programs and systems support these key user groups.

Engagement purpose and approach

The purpose of the engagement included: to communicate the benefits of waste reduction and resource recovery; to communicate how CoA and the community is doing with waste management; to communicate CoA's new direction to further support the city in waste reduction and resource recovery; to determine whether the direction aligns with community expectations; and to obtain further feedback from the community.

The primary means of engagement was through the Your Say Adelaide online platform. Feedback on the draft Strategy and Action Plan could be provided via an online survey, using a hard-copy survey feedback form, via email, or as a written submission.

Engagement occurred over a 21-day period, commencing on 14 September 2020 and concluding on 5 October 2020.

The engagement was promoted extensively through a variety of channels.

Participants in engagement

A total of 82 submissions were received, comprising 78 Your Say surveys, two email submissions and two written submissions from South Australian government agencies (Green Industries SA and the Environment Protection Authority).

Level of support for goals, Priority Items and Target Areas

The overall level of support for the goals, Priority Areas and Target Areas was very high. This high level of support was consistent, with over 80% of respondents 'strongly agreeing' or 'agreeing' with every goal, Priority Area and Target Area. Many of those who 'disagreed' believed that the ambition was too low (only one respondent expressed strong opposition, citing 'more pressing issues than policing rubbish').

Themes of feedback

Written feedback was invited on challenges, opportunities, unintended consequences of the draft Strategy and Action Plan, and other comments. The following themes were mentioned at least ten times by respondents across all questions (in order from the most frequently mentioned):

- The importance of **education** for improving recycling and resource recovery outcomes, especially to improve understanding and practice of ‘what goes in which bin’
- The diversion and collection of **organics** from the waste stream, and the opportunities if organic waste from all businesses and residences was diverted from landfill
- The suitability of the **current CoA services** in some settings, including storage and impacts of bins in small single dwellings and multi-unit dwellings, amenity and access impacts of bins on collection days, and the lack of provision of green bins to businesses/workplaces
- The importance of providing support to reduce and divert **other materials** from the waste stream, especially soft plastics
- Improved recycling and organics collection in **public places**, for the city’s ‘clean and green reputation’ and to reinforce behaviours that are encouraged elsewhere
- The **frequency of collection** of different bin types, to address issues such as smelly bins that are collected fortnightly and under-utilised bins that are collected weekly
- Desire for **enforcement** for improving recycling and resource recovery outcomes, in the form of penalties, fines or suspension of waste services.

Services to businesses

In accordance with a resolution of Council, respondents were asked whether CoA should consider providing a waste service to businesses that generate more waste than the current standard collection volume (1 x 240L red waste bin weekly and 1 x 240L yellow recycling bin fortnightly). The level of support for this was low: 25% of respondents replied ‘Yes’, whereas 31% replied ‘No’ and 44% replied ‘Don’t know’. Among other comments on this question, CoA was encouraged to focus on assisting businesses to reduce waste.

Submissions from government agencies

The submissions received from GISA and the EPA were both supportive of the direction and general alignment of the draft Strategy and Action Plan with the legislative and regulatory framework. Some specific changes are suggested by those agencies to further improve strategic alignment.

Next steps

The findings from this community engagement will now be used to inform appropriate amendments to the draft Strategy and Action Plan. An amended Strategy and Action Plan will then be presented to Council for consideration to seek adoption.

2. BACKGROUND

The City of Adelaide (CoA) provides a range of waste and recycling services to keep the city's streets and communities clean and safe and to pursue its strategic outcomes of recovering more resources and becoming the first 'zero waste' city in Australia.

To inform these services and strategic outcomes, CoA has prepared a draft *Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020–2028* (the Strategy and Action Plan) for public consultation.

2.1 Approach to development of the Strategy and Action Plan

Development of the draft Strategy and Action Plan was informed by:

- An internal review of services provided
- A comprehensive waste audit of the existing services and their effectiveness to assess what was going well and what could be improved
- Additional investigations into opportunities for service improvement
- Engagement with internal staff and external stakeholders via a pre-consultation draft
- Consideration of South Australian and Australian government strategic and policy positions
- Consideration and review of other jurisdictions' best practices, nationally and internationally.

Public consultation is the final major step in this development process. Engagement submissions will be considered in detail and resultant changes made to the draft Strategy and Action Plan, which will then be presented to Council for consideration to seek adoption.

2.2 Overview of the draft Strategy and Action Plan

The draft Strategy and Action Plan proposes to fulfill the Council-endorsed motion of becoming 'a zero-waste city by 2030 and sets the goal of becoming the first zero-waste city in Australia'.

This is proposed to be achieved by recycling and composting more, reducing the amount of waste we produce, reducing the amount of contamination in recycling and green organics bins, and diverting food waste from the red waste bin and into the green organics bin.

The goal of zero waste is supported by the following five KPIs or goals:

- Divert 75 per cent of residential waste from landfill
- Divert 90 per cent of waste from City of Adelaide activities and events from landfill
- Reduce waste generation by 5 per cent per capita
- Reduce contamination to below 10 per cent in yellow comingled recycling
- Reduce food waste in the kerbside residential waste bin by 50 per cent.

We plan to achieve this through the following five Priority Items:

1. Eliminate food waste: Reduce food waste generation and keep food scraps out of landfill
2. Engage, educate, and inspire: Provide waste and recycling education for all residents, businesses, and users of our city
3. Foster innovation, new technologies, and data collection: Collaborate to develop innovative solutions and data collection methods so that we can make long-lasting improvements

4. Prioritise and centralise resource recovery: Consider the impacts of waste in all the decision-making at Council, including development applications, building plans, product choices, manufacturing, and waste systems design
5. Advocate and align policies, guidelines and practices to the circular economy: Work internally and externally to drive long-term fundamental change in consumption and waste management.

The Priority Items listed above will target a range of target stakeholders to ensure that programs and systems implemented are tailored to these users. The five proposed Target Areas are:

1. Residents and the community
2. Residents in multi-unit dwellings
3. Businesses
4. Public spaces
5. City of Adelaide's own operations.

3. COMMUNITY ENGAGEMENT

An engagement plan was developed by CoA Administration to inform the engagement process.

Although there is no legislative requirement to engage, engagement was undertaken because:

- The provision of waste services by Council is legislated under the South Australian *Environment Protection (Waste to Resources) Policy 2010* (W2R EPP) under the *Environment Protection Act 1993* (EP Act)
- The kerbside waste collection service is one of the primary points of relationship between ratepayers and the Council and is a highly visible service.

3.1 Purpose of engagement

The purpose of the engagement was to:

1. Communicate the benefits of waste reduction, the circular economy and the value of resource recovery initiatives
2. Communicate how the city is doing with regard to reducing waste to landfill and identify areas of improvement
3. Communicate how Council will address these opportunities (through a Strategy and Action Plan) and further support the city in waste reduction and resource recovery
4. Explain how the proposed direction responds to our city and community needs
5. Confirm if our direction, Priority Items and Target Areas align with our community expectations and provide an opportunity to provide comment/feedback/suggestions
6. Build knowledge, networks and channels about waste systems and future changes.

3.2 Engagement approach

The primary means of engagement was through the Your Say Adelaide online platform, from which the draft Strategy and Action Plan and associated material could be downloaded. The 'Draft Resource Recovery Strategy Information Pack' that was available is attached to this report (Appendix 2).

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The community and other stakeholders were able to provide feedback on the draft Strategy and Action Plan via the following platforms:

- Online survey at yoursay.cityofadelaide.com.au
- Hard-copy survey feedback form included as part of the Information Pack
- Email at yoursay@cityofadelaide.com.au
- Written submission.

The online and hard-copy surveys provided an opportunity to respond to a series of fixed questions regarding waste and recycling and the draft Strategy and Action Plan (see Appendix 2), including questions around challenges and opportunities and the level of support for the draft goals, Priority Items and Target Areas.

Engagement occurred over a 21-day period, commencing on 14 September 2020 and concluding on 5 October 2020.

3.3 Promotion of engagement

The engagement was promoted in the following ways:

Channel	Date	Reach
Community centres/library staff via email	14/09/20	Email to the CoA staff for: Community Centres, Adelaide South West Community Centre, Tynte St Library, North Adelaide Community Centre, Box Factory Community Centre, Hutt Street Library, City Library Internal, City of Adelaide, Customer Centre Communication, Media Relations Team
E-news to elected members	14/9/20	Elected members
Your Say subscribers via email newsletter	18/9/20	8247 recipients, 34% open rate
Your Community newsletter database	24/9/20	6075 people, 26.7% open, 17 clicks on the Your Say link
Business - Carbon Neutral Adelaide Partners and business subscribers	22/9/20	775 recipients, 30% open rate
Business - City Business News (enews)	23/9/20	7800 recipients (open rate 22.5%, click through rate to strategy 36 clicks)
Carbon Neutral Adelaide community news subscriber list	1/10/20	1327 recipients
Sustainability Policy team list of teachers and educators	18/9/20	90 recipients
Community Leaders / Living Smart previous participants	18/9/20	70 recipients
South West community newsletter.	18/9/20	100+
Stakeholder list of strata companies, and peak bodies (e.g. hostel and restaurant associations)	21/9/20	40 organisations to share with their clients and customers.
Internal - The Next Edition	16/09/20 30/9/20	800 staff

Channel	Date	Reach
Key stakeholders	17/09/20 22/09/20 23/09/20	Various networks
Social Media		
CoA Facebook	15/09/20 24/09/20 29/09/20 04/10/20	Post Impressions: 9.1K Post Engagement rates: 1.19% Post Reactions: 41 Post Clicks: 20 Top Post (reaction): 21 reactions
CoA LinkedIn	15/09/20 21/09/20 25/9/20 28/9/20 02/10/20	Post Impressions: 5.5K Post Engagement rates: 1.45% Post Reactions: 57 Post Clicks: 43 Top Post (reaction): 34 reactions
CoA Twitter	Various dates	Post Impressions 11.9K Post Likes: 29 Top Tweet: 12 likes
Total social media impressions: 26.5K		

3.4 Participants in engagement

A total of 82 submissions were received.

3.4.1 Your Say engagement platform

There were 678 visits by members of the public to the Your Say website. Engagement documents were downloaded 88 times and the Frequently Asked Questions (FAQ) page was visited 44 times.

In total 78 public Your Say surveys were completed.

3.4.2 Email

Two submissions were received via email from members of the public. These did not address the questions in the engagement questionnaire; therefore, they are not included in the numerical analysis below but are considered in the discussions of themes.

3.4.3 Hard copy

Two written submissions were received from South Australian government agencies: Green Industries SA (GISA) and the Environment Protection Authority (EPA). These did not address the questions in the engagement questionnaire; therefore, they are not included in the numerical analysis below. However, they raise specific suggestions regarding the draft Strategy and Action Plan, and these are discussed separately in this report.

4. KEY FINDINGS

4.1 Profiles of respondents

Several introductory questions collected information on the role of respondents in the city and their interaction with the CoA waste and recycling service. This information enables deeper analysis and detection of patterns in responses. An overview of this background information is provided below.

Of the 78 public respondents via the Your Say website, 46 (59%) identified as female, 30 (38%) identified as male and 2 (3%) identified as other or did not answer.

Are you answering primarily as a resident / business etc? (Question 1)

Respondents were asked to indicate their role in the city. The results are shown in Figure 1. Note that some respondents selected more than one of the possible categories, therefore the number of responses (95) to this question exceeds the number of survey respondents (78).

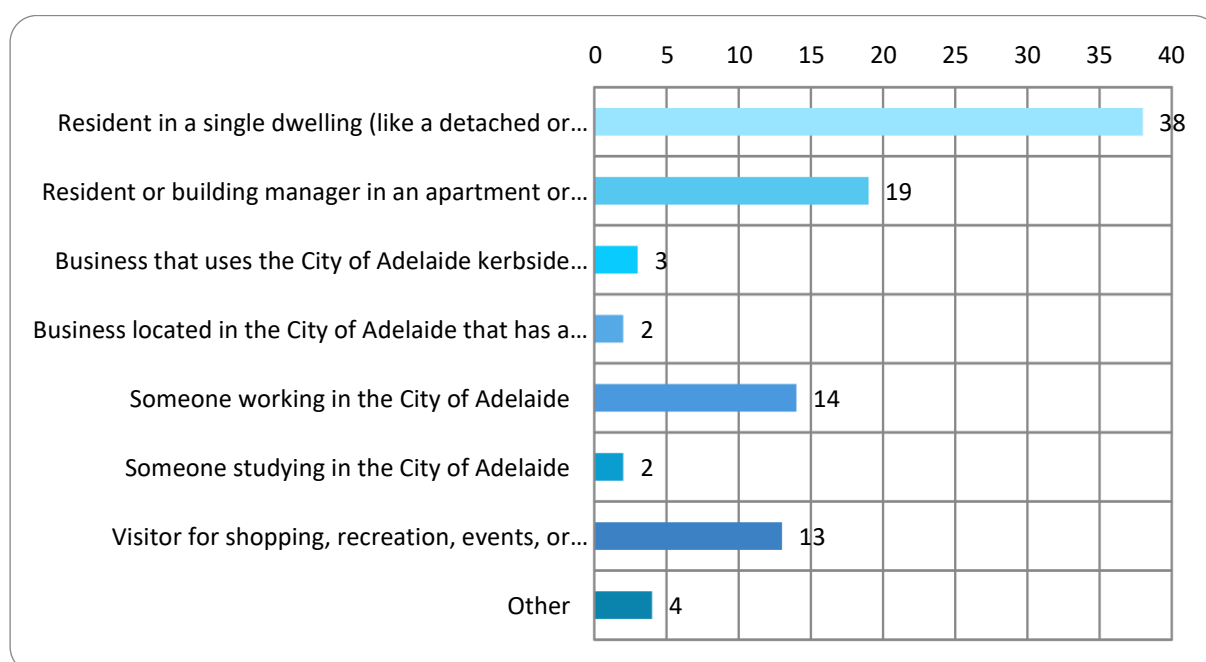


Figure 1: Distribution of responses to Question 1 ('Are you responding primarily as a ...?')

Of the 78 public respondents via the Your Say website:

- 57 identified as a resident and five identified as a business in the CoA
- 53 (68%) are located in CoA, the remainder are located outside the CoA boundary
- 33 (42%) are CoA ratepayers, 44 (56%) are not CoA ratepayers, and one did not answer.

Which City of Adelaide ward are you located in? (Question 2)

Residents and business owners who responded were located in CoA wards as follows:

Ward	Respondents
North	20 (25%)
Central	14 (18%)
South	25 (31%)
Not applicable	21 (26%)

Do you have a City of Adelaide kerbside service bin? (Question 3)

Of the 78 respondents, 51 (65%) had a kerbside bin; of the 57 respondents who identified as a resident, 49 (86%) had a kerbside bin.

What day is your kerbside collection? (Question 4)

Table A1 in Appendix 1 presents the responses to this question.

Which waste and recycling services do you have? (Question 5)

Figure A1 in Appendix 1 presents the responses to this question.

4.2 Level of support for goals, Priority Items and Target Areas

Respondents were asked to indicate their level of support for or agreement with the draft goals (also referred to as Key Performance Indicators (KPIs) in the Strategy), Priority Items and Target Areas, and to provide additional comments regarding these. This section shows the levels of support and identifies common themes from the comments.

Please select your level of support for our goals (Question 8)

Figure 2 shows the level of support averaged across the responses for the five goals. Of the 78 Your Say submissions, the mean number of 'Strongly agree' responses was 70.2 (82%), the mean number of 'Agree' responses was 6.4 (8%), and the mean number of 'Strongly disagree' and 'Disagree' responses combined was only 2.8 (4%). This is a very high level of support for the draft goals.

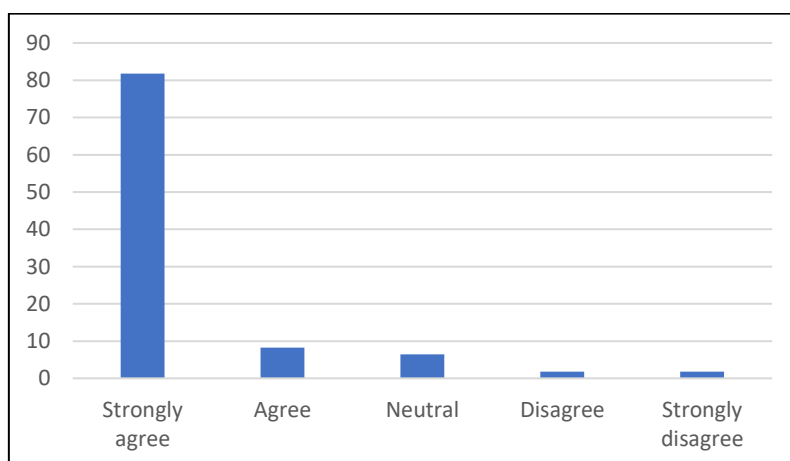


Figure 2: Mean level of support across the five goals (percentage of responses)

The responses to each of the five goals are summarised in Table 1, which shows the percentage of responses for each goal in three categories: agree or strongly agree, neutral, and disagree or strongly disagree. A high level of support is apparent for each goal.

Table 1: Support for the five goals: percentage of responses in three categories

Goal	% agree or strongly agree	% neutral	% disagree or strongly disagree
Divert 75 per cent of residential waste from landfill	91	5	4
Divert 90 per cent of waste from City of Adelaide activities and events from landfill	91	6	3
Reduce waste generation by 5 per cent per capita	85	10	5
Reduce contamination to below 10 per cent in yellow comingled recycling	95	4	1
Reduce food waste in the kerbside residential waste bin by 50 per cent	89	6	5

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From analysing the comments made by respondents regarding the goals, the following observations are made.

- Of those that agreed:
 - many expressed enthusiasm for the goals
 - four suggested the goals could be more ambitious
 - some indicated that the goals were 'fine' but would not be achieved without education, better recycling behaviour, and greater diversion of organics.
- Of those that disagreed:
 - two disagreed because they considered the goal(s) too low.

Are our Priority Items correct? (Question 9)

Figure 3 shows the level of support averaged across the responses for the five Priority Items. Of the 78 Your Say submissions, the mean number of 'Strongly agree' responses was 56.8 (73%), the mean number of 'Agree' responses was 10.8 (14%), and the mean number of 'Strongly disagree' and 'Disagree' responses combined was only 2.6 (3%). This is a very high level of support for the draft Priority Items.

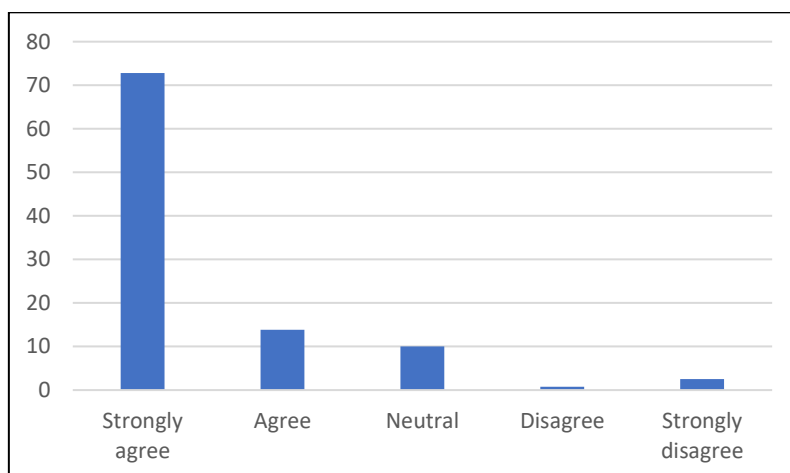


Figure 3: Mean level of support across the five Priority Items (percentage of responses)

The responses to each of the five Priority Items are summarised in Table 2, which shows the percentage of responses for each Priority Item in three categories: agree or strongly agree, neutral, and disagree or strongly disagree. A high level of support is apparent for each Priority Item.

Table 2: Support for the five Priority Items: percentage of responses in three categories

Goal	% agree or strongly agree	% neutral	% disagree or strongly disagree
Eliminate food waste	90	6	4
Engage, educate, & inspire	88	8	4
Foster innovation, new technologies, and data collection	86	12	2
Prioritise and centralise resource recovery	83	14	3
Advocate for and align policies, guidelines and practices to the circular economy	86	10	4

From analysing the comments made by respondents regarding the Priority Items, the following observations are made.

- Of those that agreed:
 - CoA was urged to lead by example in recycling and the circular economy, to collaborate with city-based businesses, and to ‘provide social proof to residents and workers’ by demonstrating the use or promotion of products made with recycled content
 - CoA was encouraged to ‘Do what you need to do to get it happening!’
 - education was considered important, including making it ‘in your face’, such as with stickers on green bins.
- Of those that disagreed:
 - two found some or all of the Priority Items ‘vague’ or ‘fluffy’
 - one believed that the proposed directions would lead to increased illegal dumping.
- One respondent who selected ‘Neutral’ for all Priority Items questioned the effectiveness of education and suggested that ‘policy and service settings’, ‘moral pressure’ and ‘cost pressure’ are more important.

Are our Target Areas correct? (Question 10)

Figure 4 shows the level of support averaged across the responses for the five Target Areas. Of the 78 Your Say submissions, the mean number of ‘Strongly agree’ responses was 57.6 (74%), the mean number of ‘Agree’ responses was 8.6 (11%), and the mean number of ‘Strongly disagree’ and ‘Disagree’ responses combined was only 2.2 (3%). This is a very high level of support for the draft Target Areas.

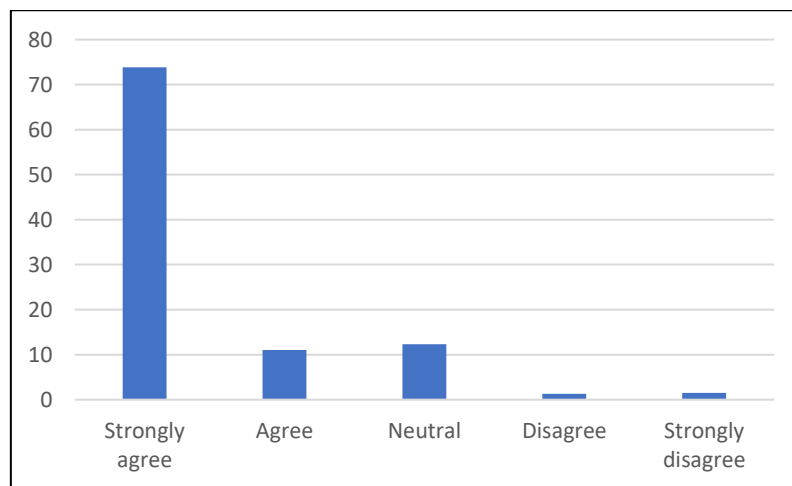


Figure 4: Mean level of support across the five Target Areas (percentage of responses)

The responses to each of the five Target Areas are summarised in Table 3, which shows the number of responses for each Target Area in three categories: agree or strongly agree, neutral, and disagree or strongly disagree. A high level of support is apparent for each Target Area.

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Table 3: Support for the five Target Areas: percentage of responses in three categories

Goal	% agree or strongly agree	% neutral	% disagree or strongly disagree
Target Area 1: Residents and the community	87	10	3
Target Area 2: Residents living in multi-unit dwellings	85	11	4
Target Area 3: Businesses	88	9	3
Target Area 4: Public Spaces	81	15	4
Target Area 5: City of Adelaide own operations	83	15	1

From analysing the comments made by respondents regarding the Target Areas, the following observations are made.

- Of those that agreed:
 - it was suggested that all Target Areas should be of equal priority rather than in an order of importance
 - various suggestions were made regarding how to achieve better waste management by businesses, including incentives and assistance, and CoA providing green bins
 - observations were made about frequent poor recycling outcomes by businesses and negative impacts by businesses on public place amenity and access (e.g. presentation of cardboard for collection)
 - public place recycling and organics collection was considered important for a 'clean and green reputation' and to reinforce behaviours that are being encouraged elsewhere
 - events were identified as a 'valuable engagement opportunity for relationship building and education for multiple diverse stakeholders and reflect Council values and commitment'.
- Of those that disagreed:
 - one respondent supported the Target Areas but considered that businesses should have been higher in the priority order (rather than being Target Area 3) because they can 'lead the way for residents and the bigger community'.

4.3 Key themes from comments and suggestions

Text responses from respondents for Questions 6, 7, 12 and 13 were analysed using the Text Analysis tool in the Your Say software. Each comment was assessed and 'tagged' with one or more tags to capture themes within the comments. The comments could then be filtered and sorted to assist with the identification of patterns and recurring themes.

Table A2 in Appendix 1 provides lists of all 'tags' for these four questions, sorted from the most to least commonly occurring. Table A2 also shows the most frequently occurring themes across all of these four questions.

This section presents the results of the analysis of recurring themes and important messages.

What is the biggest challenge that you experience with waste/recycling in your home/businesses/event, etc.? Any suggestions or solutions? (Question 6)

The four most common themes mentioned by respondents with regard to challenges are presented below (with the number of 'mentions' by different respondents in parentheses).

- The importance of **education** for improving recycling and resource recovery outcomes (30 mentions)
 - seeking more information and resources on what goes in which bin
 - frustration at others contaminating bins either through lack of knowledge or disinterest
 - communicating effectively with culturally and linguistically diverse communities
 - specific suggestions regarding how education could be delivered included that it should be proactive and ongoing, multi-faceted, with multiple accessible resources, in-person initiatives, tours, challenges, and via an app.
- The diversion and collection of **organics** from the waste stream (21 mentions)
 - organics are being 'wasted' and going to landfill; many respondents, especially residents in apartments or units and people who work in the city, said that they do not have access to a green bin
 - multi-unit dwellings: 'huge amount of green waste generated in our apartment block that goes into the red bin because green bins are not easy for apartment residents to arrange'
 - suggestions include central location or community garden for green waste collection, and shared bins in multi-unit dwellings/townhouses.
- The suitability of the **current CoA services** (14 mentions)
 - three bins not suitable in some small single dwellings due to limited storage space (includes amenity impacts on properties and streets); two respondents suggested that smaller bins would help
 - impacts on amenity, access and safety when bins are presented and collected on streets and in other areas
 - issues with effectiveness and practicality of bulk bin systems in multi-unit dwellings and with getting recyclables and kitchen scraps to bins.
- Support to **divert other materials** from the waste stream (10 mentions)
 - respondents wanted support with 'getting rid of waste that doesn't belong in either of the red, yellow and green bin'
 - soft plastics was mentioned six times and the lack of a collection point in the city was noted
 - other materials mentioned included batteries, coffee pods, paint, chemicals, light bulbs, e-waste, and large volumes of cardboard (residential – consider kerbside collection?)
 - many expressed the wish for a more convenient collection option for these.

Other challenges of importance that were raised (see Table A2) included:

- The **frequency of collection** of different bin types (discussed further in Section 4.6)
- **Enforcement** for improving recycling and resource recovery outcomes (discussed further in Section 4.6)
- Limited options available for avoiding or disposing responsibly of **non-recyclable packaging**
- Improved recycling and organics collection in **public places** (discussed further under Questions 7, 10, 12 and 13).

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When analysing the responses by respondents in different categories, the following observations can be made:

- Residential: there is some frustration about the suitability of CoA's current services in small single dwellings and in multi-storey multi-unit dwellings
- Business: there is frustration about the lack of green bins for businesses, at workplaces and at food outlets
 - respondents described taking green waste from the office kitchen to their home green bins.

What do you think is the single biggest issue or opportunity for waste management in the City of Adelaide? (Question 7)

The four most common themes mentioned by respondents with regard to opportunities are presented below.

- The importance of **education** for improving recycling and resource recovery outcomes (21 mentions)
 - one respondent believes that CoA needs to 'transform the communication/messaging' because there is widespread indifference, especially in businesses
 - 'hearts and minds – it always is. If we can have more context around our rubbish as is laid out in the plan – costs, benefits, extra costs, effect on council rates'.
- The diversion and collection of **organics** from the waste stream (18 mentions)
 - 'capturing and sending for processing organic waste from all businesses and residences in the City of Adelaide'
 - 'encouraging more people to use kitchen caddies and green bins for composting – we are the only house on our street who has this collected'
 - 'recycling and green waste solutions for apartment buildings. Green kitchen caddies should be given to all residents – leave them on their doorstep in a once off drop'.
- The suitability of the **current CoA services** (8 mentions)
 - improved recycling and waste diversion outcomes from improved services, especially in small single dwellings and multi-unit dwellings.
- Improved recycling and organics collection in **public places** (5 mentions)
 - more recycled bins in the streets (waste, organics etc)
 - recycling on Rundle Mall was mentioned twice.

When analysing the responses by respondents in different categories, the following observations can be made:

- Residential: overall there was a high level of support for education and improved organics diversion to improve outcomes
- Business: three comments were provided, each of which encouraged greater organics diversion.

Are there any unintended consequences from our Strategy and Action Plan? (Question 12) and Please provide any further comments on the draft Strategy and Action Plan (Question 13)

The four most common themes mentioned by respondents with regard to these two questions are presented below.

- The importance of **education** for improving recycling and resource recovery outcomes (13 mentions)
 - education will be essential to achieving the plan's goals: 'I think the action plan will need to be backed up with good education strategies'
 - 'convey your action plan in non-technical terms'.
- Improved recycling and organics collection in **public places** (4 mentions)
 - 'I believe that Target 4 [Public Spaces] is essential to deliver asap to minimise recycling bin contamination and avoid valuable organic/food/compostable items to go to landfill'.
- Improved organics and recycling **services for businesses** (5 mentions)
 - 'in 2009, San Francisco made recycling and composting a requirement for all businesses and I believe Adelaide could do the same'.
- Improved food diversion at **food outlet facilities** (3 mentions)
 - opportunities for diversion of very large amounts of food waste from landfill.

When analysing the responses by respondents in different categories, the following observations can be made:

- Residents
 - other suggested unintended consequences of the Strategy and Action Plan included increased cost, increased illegal dumping, and doubts about the equity of ratepayers paying for business services.
- Business
 - 'the sooner we can get green waste collection accessible in the CBD the more impact we can have on landfill and climate change!'.

Services to businesses (Question 11)

In accordance with a resolution of Council, respondents were asked the following question:

Council currently provides kerbside waste services (1x 240L red waste bin weekly and 1x 240L yellow recycling bin fortnightly) to businesses that generate similar volumes of waste as residents.

Do you think that Council should consider providing businesses that generate more than 1x 240L red waste bin weekly and 1x 240L yellow recycling bin fortnightly worth of waste with a Council waste service, noting that current servicing would need to be altered and additional costs may incur?

The responses to this question are as follows:

Response	Respondents
Yes	20 (25%)
No	24 (31%)
Don't know	34 (44%)

Only 25% of respondents responded favourably. Comments were provided by 34 respondents and these are summarised as follows:

- Should instead focus on encouraging and assisting businesses to reduce waste

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- Waste management should be a cost of doing business
- Could consider only providing a yellow (recycling) bin
- They may also need a green (organics) bin to improve their waste diversion
- Could consider charging businesses, possibly by weight collected
- A benefit of providing a service is that CoA has better control and understanding of the waste in the city.

When analysing the responses by respondents in different categories, the following observations can be made:

- Of residents, 17 selected 'Yes', 17 selected 'No', and 23 selected 'Don't know'
- Of the four business respondents, three selected 'No' and one selected 'Don't know'; none selected 'yes'
 - Two comments were received from business respondents, one that 'this is a contradiction of the plan and goals' and the other that CoA should 'prioritise adding green bins'.

4.4 Negative responses

Across the survey, there was a small number of consistently negative responses:

- One respondent selected 'Disagree strongly' for each of the goals, Priority Areas and Target Areas and wrote three times that 'there were more pressing issues ... than policing rubbish'
- One respondent considered the Strategy and Action Plan to be 'written poorly, ... rushed and not well thought out', the consultation to not be meaningful and the survey to have leading questions.

4.5 Submissions from government agencies

Green Industries SA (GISA)

The submission by GISA is provided in Appendix 3. In its submission, GISA:

- Commends CoA on its 'ambitious actions' in regard to food waste and identified Priority Items to guide community and business action
- Supports the alignment of the draft Strategy and Action Plan to the targets and objectives in the draft *South Australia's Waste Strategy 2020–2025*
- Notes the importance of actions to increase household organics collection and support education to achieving kerbside diversion and food waste targets
- Recommends that, for consistency with the draft *South Australia's Waste Strategy 2020–2025*, CoA adopts the statewide target of 'zero avoidable waste to landfill by 2030' rather than 'zero waste by 2028'
 - detailed information is provided to support this recommendation, including the following definition: 'Zero avoidable waste to landfill equates to the diversion of all waste from landfill where it is technologically, environmentally and economically practicable to do so. "Unavoidable" waste therefore refers to wastes for which no other current treatment is available including (but not limited to) asbestos, toxic and quarantine waste'
- Supports CoA's proposed Zero Waste KPIs but suggests that the language be modified (perhaps to refer to them as 'Strategic KPIs') to further improve alignment to the statewide target

- Supports food waste being included as a Priority Item and provides detailed further information on this and associated actions
- Provides detailed information and suggestions regarding the other Priority Items and some associated actions
- Supports CoA aligning practices and policies to the circular economy.

Environment Protection Authority (EPA)

The submission by the EPA is provided in Appendix 4. In its submission, the EPA:

- Welcomes the alignment with the state’s legislative and regulatory framework (specifically the EP Act and W2R EPP)
- Supports the five priorities, particularly that relating to reducing food waste
- Suggests rewording the action ‘provide weekly putrescible waste collections’ to ‘provide a weekly general kerbside waste collection service (other than for recyclable waste or vegetative matter)’, to be consistent with the W2R EPP
- Requests that some statements regarding the EP Act and W2R EPP be corrected to improve accuracy
- Suggests some additions to the lists in the Strategy sections ‘Influences and regulations’ and ‘How does this apply to our everyday consumer life?’.

4.6 Final summary

Support

The overall level of support for the goals, Priority Areas and Target Areas was very high. This high level of support was consistent, with over 80% of respondents ‘strongly agreeing’ or ‘agreeing’ with every goal, Priority Area and Target Area. Many of those who ‘disagreed’ believed that the ambition was too low or expressed opposition to CoA ‘policing rubbish’.

In summary, the support was strong for the directions proposed in the draft Strategy and Action Plan.

Themes of feedback

Written feedback covered a wide variety of themes, as summarised in Table A2. The following themes were mentioned at least ten times by respondents across all questions (in order from the most frequently mentioned, with the total number of ‘mentions’ by different respondents in parentheses).

- The importance of **education** for improving recycling and resource recovery outcomes (64 mentions)
 - the most common theme was the need for education around ‘what goes in which bin?’
 - this included both the wish to improve personal waste management outcomes and frustration at others contaminating bins either through lack of knowledge or disinterest.
- The diversion and collection of **organics** from the waste stream (43 mentions)
 - there was a high level of awareness among respondents that organics are being ‘wasted’ and going to landfill
 - strong support for ‘capturing and sending for processing organic waste from all businesses and residences in the City of Adelaide’.

Community Engagement Summary

- The suitability of the **current CoA services** (24 mentions)
 - three bins not always suitable in small single dwellings (includes amenity and access impacts on properties and streets)
 - issues with effectiveness and practicality of bulk bin systems in multi-unit dwellings and with getting recyclables and kitchen scraps to bins.
- Support to divert **other materials** from the waste stream (17 mentions)
 - many respondents wanted help ‘getting rid of waste that doesn’t belong in either of the red, yellow and green bin’ and noted the lack of convenient collection options in the city for these
 - soft plastics was the most frequently mentioned ‘other material’.
- Improved recycling and organics collection in **public places** (12 mentions)
 - this was considered important for a ‘clean and green reputation’ and to reinforce behaviours that are encouraged elsewhere
 - several respondents wanted more recycling and organics bins in public places.
- The **frequency of collection** of different bin types (11 mentions)
 - several respondents raised issues with the frequency of collection of different bin types, especially the fact that organics bins are collected fortnightly and can become smelly during that time (especially during summer) and that the red (waste) bin is collected weekly, which is too frequent for those who are successfully diverting most of their waste from landfill.
- **Enforcement** for improving recycling and resource recovery outcomes (10 mentions)
 - some respondents considered some form of enforcement should be used to try to achieve higher rates of compliance with waste management, especially around the correct use of bins
 - suggestions for penalties included fines and suspension of waste services.

Submissions from government agencies

The submissions received from GISA and the EPA were both supportive of the direction and general alignment of the draft Strategy and Action Plan with the legislative and regulatory framework. CoA should consider the specific changes suggested by those agencies to further improve strategic alignment.

Value of the consultation

This consultation has yielded useful information to inform the final stages of development of the Strategy and Action Plan. The combination of quantitative information on support for the goals, Priority Items and Target Areas and qualitative information that enabled respondents to write free text to communicate their ideas has resulted in a rich evidence base for informing policy and service development.

Next steps

The findings from this community engagement will now be used to inform appropriate amendments to the draft Strategy and Action Plan. An amended Strategy and Action Plan will then be presented to Council for consideration and adoption.

This report will be made available on the Your Say Adelaide website.

The City of Adelaide thanks all those who responded to this engagement for their generosity in spending time contributing to this survey. Every submission has made a valuable contribution to our aims to provide high-quality services and achieve our goal of becoming the first zero-waste city in Australia.

APPENDIX 1: ADDITIONAL FIGURES AND TABLES

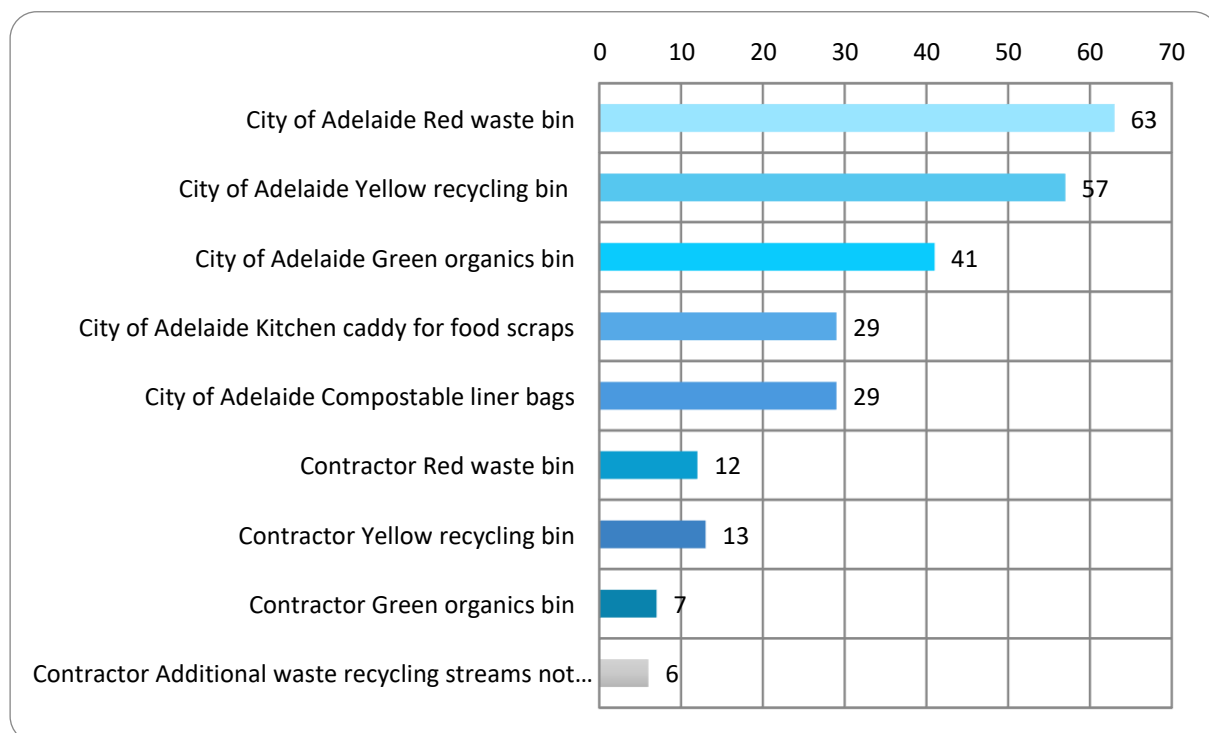


Figure A1: Responses to Question 5 ('Please select all the waste and recycling services you currently have')

Table A1: Responses to Question 4 ('What day is your kerbside service collected on?')

Collection day	Respondents
Monday	20 (29%)
Tuesday	19 (27%)
Wednesday	5 (7%)
Thursday	14 (20%)
Friday	12 (17%)

Table A2: Themes in question responses and the number of mentions in submissions

Theme	Mentions
<i>Question 6: What is the biggest challenge that you experience with waste/recycling in your home/businesses/event, etc.?</i>	
The importance of education for improving recycling and resource recovery outcomes	30
The diversion and collection of organics from the waste stream	21
The suitability of the current CoA services	14
Support to divert other materials from the waste stream	10
The frequency of collection of different bin types	9
Enforcement for improving recycling and resource recovery outcomes	4
Issues with storage of bins	4
Issues with non-recyclable packaging	3
Improved recycling and organics collection in public places	3
Improving diversion at food outlet facilities	3
CoA's business waste and recycling service	3
Promotion of 'zero-waste products'	1
Separation of waste streams	1
Scavenging of refundable items from bins	1
Incentives for improving recycling and resource recovery outcomes	1
Coordination between businesses of waste management on a premises	1
Low CoA support for waste and recycling	1
Disposable coffee cups	1
Differential bin pricing	1
Advocacy for laws	1
<i>Question 7: What do you think is the single biggest issue or opportunity for waste management in the City of Adelaide?</i>	
The importance of education for improving recycling and resource recovery outcomes	21
The diversion and collection of organics from the waste stream	18
The suitability of the current CoA services	8
Improved recycling and organics collection in public places	5
Support to divert other materials from the waste stream	5
Incineration/waste to energy	4
Issues with single-use plastics	3
Low CoA support for waste and recycling	3
Incentives for improving recycling and resource recovery outcomes	3
Issues with non-recyclable packaging	2
Impacts on access from bins and other waste being presented for collection	2
Enforcement for improving recycling and resource recovery outcomes	2
Transparency regarding the actual outcomes of recycling	2
Issues with storage of bins	2
Importance of separation of waste streams in premises	2
Promotion of 'zero-waste products'	1
Illegal dumping	1

Community Engagement Summary

Theme	Mentions
Product recovery from waste	1
CoA's hard waste service	1
The need for a city recycling facility	1
Disposable coffee cups	1
Improving diversion at food outlet facilities	1
CoA's business waste and recycling service	1
The frequency of collection of different bin types	1
<i>Question 12: Are there any unintended consequences from our Strategy and Action Plan?</i>	
The importance of education for improving recycling and resource recovery outcomes	6
Doubts about plan and implementation	3
Increased waste management costs for CoA	2
Enforcement for improving recycling and resource recovery outcomes	2
The diversion and collection of organics from the waste stream	2
Emissions from providing waste management service	1
Issues with non-recyclable packaging	1
Illegal dumping	1
Impacts on access from bins and other waste being presented for collection	1
The suitability of the current CoA services	1
Issues with storage of bins	1
Inequity in service provision	1
Product recovery from waste	1
CoA's business waste and recycling service	1
Collaboration with other bodies	1
<i>Question 13: Please provide any further comments on the Strategy and Action Plan</i>	
The importance of education for improving recycling and resource recovery outcomes	7
Improved recycling and organics collection in public places	4
Improved waste and recycling services for businesses	4
Improving diversion at food outlet facilities	3
Enforcement for improving recycling and resource recovery outcomes	2
Issues with non-recyclable packaging	2
Other waste streams	2
Incineration/waste to energy	2
The diversion and collection of organics from the waste stream	2
Considering waste management during planning and design	2
Issues with single-use plastics	1
Incentives for improving recycling and resource recovery outcomes	1
Renewable energy	1
Negative amenity impacts	1
The frequency of collection of different bin types	1
Decline incorrectly filled bins	1
Advanced waste processing	1
The suitability of the current CoA services	1

Theme	Mentions
Scavenging of refundable items from bins	1
Issues with storage of bins	1
Pay as you throw	1
Importance of separation of waste streams in premises	1
Mandatory recycling and recovery	1
<i>Themes mentioned more than ten times across Questions 6, 7, 12 and 13</i>	
The importance of education for improving recycling and resource recovery outcomes	64
The diversion and collection of organics from the waste stream	43
The suitability of the current CoA services	24
Support to divert other materials from the waste stream	17
Improved recycling and organics collection in public places	12
The frequency of collection of different bin types	11
Enforcement for improving recycling and resource recovery outcomes	10



APPENDIX 2: ENGAGEMENT INFORMATION PACK



DRAFT RESOURCE RECOVERY STRATEGY

Resource Recovery Strategy and Action Plan (Organics, Recycling and Waste) 2020-2028

Consultation closes **11:59pm on Monday 5 October 2020**

PROJECT INFORMATION

Have your say on the future of resource recovery and waste management in the city of Adelaide.

Waste is something that we all interact with. Whether we are out at the shops, in our streets, at our favourite café, at work or at home, waste is something that needs to be managed.

Council provides a range of waste and recycling services to keep the city of Adelaide streets and communities clean and safe.

Council is developing a new resource recovery and waste strategy to support our community in reducing waste, recovering more resources and helping to reach our goal of becoming the first zero-waste city in Australia.

We are asking for feedback from our community to ensure that we haven't missed anything and that our services and programs meet our community's expectations.

Background

Current Services

Council provides several waste and recycling services. Residents and some eligible businesses are provided with a regular kerbside collection. Multi-unit dwellings can use a contractor, the Council kerbside collection or if eligible, can be provided with Council bulk bins that are shared by the residents. Waste and recycling bins are placed in public spaces for the convenience of users and to ensure our beautiful city remains clean and safe.

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Draft Resource Recovery Strategy and Action Plan (Organics, Recycling and Waste) 2020-2028

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Why Waste Matters

- Waste is expensive to collect and dispose of. Councils are charged \$143 per tonne of waste that is sent to the landfill. Therefore, it makes financial sense to reduce our waste and recycle as much as we can.
- Waste is a resource when separated into similar materials and processed for recycling. Worldwide, there is a growing movement to capture more waste and turn it into products, so we can reduce reliance on raw materials. When fully considered this is called the circular economy.
- Waste, such as plastics materials that are sent to landfill does not go away. It remains in the environment for hundreds of years.
- Resource recovery is good for our economy. For example, for every 10,000 tonnes of waste recycled, we create 9.2 jobs, compared to only 2.8 jobs when waste is sent to landfill. Programs targeting resource recovery, like composting, will also continue to demonstrate Council's leadership in sustainability by gaining better value from our resources.
- Organic materials in the landfill creates methane – a powerful greenhouse gas that contributes to climate change. Diverting organic material like garden waste and food scraps from the landfill helps to reduce our greenhouse gas emissions and is good for our soil.

How We Are Doing:

A comprehensive waste audit was conducted on City of Adelaide's waste services in August 2019 so that we could better understand how we are doing and develop programs to better support our community.

What we do well

- Council provides a regular three-stream collection service for residents. Council also provides a regular two-stream collection service and cardboard collection service for businesses;
- Council sends collected green organic material to a local composting facility;
- Residents are effective at separating some recyclable materials like glass and cardboard from waste;
- People who use the green bin, kitchen caddy and compostable liner bags for food scraps demonstrated low contamination rates. The green bin is well-used for garden clippings.

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What we could improve

- More of the materials that we put in the red waste bins could be recovered and reused by placing them into the green organics bin or yellow recycling bin;
- There is opportunity to improve resource recovery in public places;
- There is room for improvement in knowing how to recycle correctly so that we reduce the level of contamination in the recycling and organics streams;
- There is low up-take of the residential green organics bin. Those that do use the green organics bin could divert more materials by placing their food scraps into this bin. Likewise, many businesses do not have a contracted organics collection. Increasing these services would result in more material diverted from landfill.
- Single-use packaging is a problem for our environment. There is plenty of opportunity to replace plastic packaging with reusable packaging or compostable options.

Further details about our service offering and our audit results are found in [Attachment A](#).

Strategy Overview:

The draft *Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020-2028* proposes to fulfill the Council-endorsed motion of becoming 'a zero waste City by 2030 and sets the goal of becoming the first zero waste city in Australia'.

This is proposed to be achieved by recycling and composting more, reducing the amount of waste we produce, reducing the amount of waste materials that should not go in the recycling or compost streams and diverting food waste from the red waste bin and into the compost bin. The City of Adelaide's 'Zero-Waste Key Performance Indicators' (KPIs) are:

- Divert 75 per cent of residential waste from landfill;
- Divert 90 per cent of waste from City of Adelaide activities and events from landfill;
- Reduce waste generation by 5 per cent per capita;
- Reduce contamination to below 10 per cent in yellow comingled recycling;
- Reduce food waste in the kerbside residential waste bin by 50 per cent.

We plan on achieving this through 5 Priority Items including:

1. Strive to eliminate food waste and keep food scraps out of landfill.
2. Provide waste and recycling education for all residents, businesses, and users of our city.
3. Foster innovation, new technologies, and data collection so that we can make long-lasting improvements.

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4. Consider the impacts of waste in all the decision-making at Council, including development applications, building plans, product choices, manufacturing, and waste systems design.
5. Advocate for circular economy practices and align our own policies towards this long-term change.

The 'Priority Items' listed above will target a range of target stakeholders to ensure that programs and systems implemented are tailored to these users. Our proposed 'Target Areas' include:

Target Area 1: Residents & the Community Support residents and the community using the residential kerbside collection to achieve zero-waste at home.	What are we considering? • Making it easier to divert food waste from the landfill; • Providing an extensive and multi-lingual education program to help reduce waste and recycle more, including information about waste management best practices specially for apartments and building managers; • Improving our data collection, and communicating the cost of waste; • Improving waste management in new developments in both the building and occupancy phases; • Supporting communities and event organisers with more tools and resources for waste-free events.
Target Area 2: Residents in Multi-Unit Dwellings Tailor supportive services to residential multi-unit dwellings (including apartments, low-rises, high rises) in development through to occupancy.	What are we considering? • Investigating the provision of green organics collection service to City of Adelaide serviced businesses; • Developing information tailored for businesses and business owners and staff; • Encouraging waste reduction and resource sharing to support a circular economy; • Establishing robust resource management plans as part of business-as-usual.
Target Area 3: Businesses Expand support for businesses eligible for kerbside collection.	What are we considering? • Investigating improving resource recovery in public places;
Target Area 4: Public Spaces	

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Establish public space like streets and Park Lands as conduits for resource recovery.

- Ensuring that the systems we do implement make it easy for people to divert materials from landfill;
- Investigating technological innovation that can help us capture more resources;
- Considering the long-term waste effect from our decisions when designing new infrastructure like street upgrades, or street furniture.

Target Area 5: City of Adelaide Operations
Establish the City of Adelaide's operations, businesses, facilities and events as visible leaders in exceptional waste avoidance and management

What are we considering?

- Mandating diversion of food waste and supporting tenants and staff to do this;
- Making resource recovery part of the workplace culture in all buildings, and leased facilities and establishing resource recovery ambassadors to help drive this;
- Collecting more detailed data about waste generation and resource recovery so we can see how we are doing over time;
- Reviewing how we are doing every year, and allocating funding to support our KPI's;
- Driving programs and initiatives that position the City of Adelaide as a leader in resource recovery;
- Advocating for improvement in relevant policy and legislation to support reducing waste, recycling more and developing a circular economy.

See the proposed strategy matrix in [Attachment B](#).

You may also wish to read the full [Draft Resource Recovery Strategy \(Organics, Recycling and Waste\) 2020-2028 by clicking here](#) and the [Draft Resource Recovery Action Plan \(Organics, Recycling and Waste\) 2020-2028 by clicking here](#).

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Draft Resource Recovery Strategy and Action Plan (Organics, Recycling and Waste) 2020-2028

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Timeline

Community consultation for the Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020-2028 will open on Monday 14 September 2020 and will close at 11:59pm on Monday 5 October 2020.

To have your say, please ensure your submission is received by the closing time.

Frequently Asked Questions

What is best practice waste management?

This is a term used in the waste industry to describe how waste will be dealt with for the best of outcomes for our community and environment. It is generally accepted that this means minimising the amount of waste that is sent to landfill and maximising the amount that is sent for composting and recycling.

Will it cost more?

A part of the strategy includes investigation to examine financial implications, efficiency/efficacy of service and overall value of the proposed programs.

Why the focus on food?

- Food waste is expensive for residents and businesses, costs council and ratepayers to dispose of and harms the environment when it is sent to landfill.
- Food scraps make up the highest proportion of material that could be recovered from the red bin and kept out of landfill.
- When food scraps (and other organic wastes) are put in the green organics bin they are collected and then composted by a local South Australian company. This helps to stimulate our local economy, create local jobs, and build a product that can be used to grow food and other plants in our backyards and farms.

Where does my food and garden waste (put in the green organics bin) end up?

When food scraps (and other organic waste like garden clippings, and compostable packaging) are put in the green organics bin they are collected and then composted by Jeffries, a local South Australian company. This helps to stimulate our local economy, create local jobs, and build a product that can be used to grow food and other plants in our backyards and farms.

Where does my recycling placed in the yellow recycling bin end up?

The City of Adelaide sends its recycling to Northern Adelaide Waste Management Authority (NAWMA)'s material recovery facility where it is sorted, processed and baled. It is collected by our new contractor Cleanaway (new contract commenced 1 July 2020).

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Will you be emptying my bin(s) more, or less, often?

- There are currently no changes to bin collection days or frequency.
- We will be working with our community to improve messaging to help users put more of the correct items in the green organics and recycling bins. These items can then be treated as resource for composting and recycling companies and become a new usable product such as garden compost or a glass jar.

How will waste services to businesses change?

At this stage they will not change but we will be working with our business community to improve messaging to help users put more of the correct items in the correct bins.

Will there be recycling bins in public places, like parks and streets?

Our waste audit data shows that these bins are being used but unfortunately there is a lot of contamination, meaning, the materials are not recyclable, or they become damaged by liquids and food and cannot be recycled.

The proposed strategy will investigate the best way to divert more materials from the landfill. We are considering what types of recycling we encourage in public places, if this could include food waste for composting, and how we best explain to our community what goes into these bins.

How are apartment buildings doing with waste?

Our waste audit shows that there is opportunity for improvement in resource recovery in apartments and multi-unit dwellings.

How can I contribute to better waste management and resource recovery?

You can do your part by reducing the amount of waste you throw in the red waste bin (which goes to landfill) by recycling more, like putting food scraps in the green organics bin. If you would like more information please visit our [website](#) for helpful tips, or visit Whichbin.sa.gov.au to find out which bin to put your waste and recycling in!

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How do I provide my feedback?

There are several ways in which you can provide feedback:

Feedback Form (attached to this information pack)

Online

yoursay.cityofadelaide.com.au

Contribute your feedback via the [Online Survey](#).

Email your comments to yoursay@cityofadelaide.com.au.

Written Submissions

All written submissions must be received by 11:59pm on Monday 5 October 2020 and should be addressed to:

Community Consultation
Resource Recovery Strategy
GPO Box 2252, Adelaide SA 5001

What happens next?

Feedback provided will help to inform the final Strategy and Action Plan. Feedback will also be consolidated into a report and this will be shared in an upcoming Council Committee meeting followed by a Council meeting where the decision to adopt the final strategy will be made.

This report will also be made available on yoursay.cityofadelaide.com.au.

For enquires please contact:

Amandine Johnson

Waste Project Manager

T: (08) 8203 7009

E: a.johnson@cityofadelaide.com.au

Or visit yoursay.cityofadelaide.com.au

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FEEDBACK FORM

Feedback closes at **11:59pm on Monday 5 October 2020**.

This form can also be completed online at yoursay.cityofadelaide.com.au.

Q1. Are you answering primarily as a (please select all which apply):

- a) ☐ Resident in a single dwelling (like a detached or semi-detached house, town house, terrace home) located in the City of Adelaide
- b) ☐ Resident or building manager in an apartment or unit located in the City of Adelaide
- c) ☐ Business that uses the City of Adelaide kerbside collection system
- d) ☐ Business located in the City of Adelaide that has a private waste contractor
- e) ☐ Someone working in the City of Adelaide
- f) ☐ Someone studying in the City of Adelaide
- g) ☐ Visitor for shopping, recreation, events, or appointments, etc.
- h) ☐ Other, please specify:

Q2. If you are a resident or a business owner, which City of Adelaide ward are you located in? (Please select all which apply)

- a) ☐ North Ward
- b) ☐ Central Ward
- c) ☐ South Ward
- d) ☐ Not applicable

Q3. If you are a resident or a business owner, do you have a City of Adelaide kerbside service bin?

- a) ☐ Yes
- b) ☐ No
- c) ☐ Not applicable

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Q4. If you do have City of Adelaide kerbside service, what day is it collected on? (Please select all which apply)

- a) ☐ Monday
- b) ☐ Tuesday
- c) ☐ Wednesday
- d) ☐ Thursday
- e) ☐ Friday
- f) ☐ Not applicable

Q5. Please select all the waste and recycling services you currently have (please select all which apply):

- a) ☐ **City of Adelaide** Red waste bin
- b) ☐ **City of Adelaide** Yellow recycling bin
- c) ☐ **City of Adelaide** Green organics bin
- d) ☐ **City of Adelaide** Kitchen caddy for food scraps
- e) ☐ **City of Adelaide** Compostable liner bags
- f) ☐ **Contractor** Red waste bin
- g) ☐ **Contractor** Yellow recycling bin
- h) ☐ **Contractor** Green organics bin
- i) ☐ **Contractor** Additional waste recycling streams not listed above. Please specify:

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Q6. What is the biggest challenge that you experience with waste/recycling in your home/businesses/event, etc.? Do you have any suggestions or solutions?

Q7. What do you think is the single biggest issue or opportunity for waste management in the city of Adelaide?

Q8. Please select your level of support for our goals (please circle):

Divert 75 per cent of residential waste from landfill:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Divert 90 per cent of waste from City of Adelaide activities and events from landfill:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Reduce waste generation by 5 per cent per capita:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Reduce contamination to below 10 per cent in yellow comingled recycling:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Reduce food waste in the kerbside residential waste bin by 50 per cent:

Strongly Agree Agree Neutral Disagree Strongly Disagree

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Comments

Q9. Are our Priority Items correct? (Please circle)

Eliminate food waste:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Engage, Educate, & Inspire:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Foster innovation, new technologies, and data collection:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Prioritise resource recovery for proactive results:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Advocate for and align policies, guidelines and practices to the circular economy:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments

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Q10. Are our Target Areas correct? (Please circle)

Target Area 1: Residents and the community:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Target Area 2: Residents living in multi-unit dwellings:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Target Area 3: Businesses:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Target Area 4: Public Spaces:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Target Area 5: City of Adelaide own operations:

Strongly Agree Agree Neutral Disagree Strongly Disagree

Comments

Q11. Council currently provides kerbside waste services (1x 240L red waste bin weekly and 1x 240L yellow recycling bin fortnightly) to businesses that generate similar volumes of waste as residents.

Do you think that Council should consider providing businesses that generate more than 1x 240L red waste bin weekly and 1x 240L yellow recycling bin fortnightly worth of waste with a Council waste service, noting that current servicing would need to be altered and additional costs may incur?

a) ☐ Yes

b) ☐ No

c) ☐ Don't know

Customer Centre - 25 Pirie Street, Adelaide – (08) 8203 7203
yoursay.cityofadelaide.com.au



CITY OF
ADELAIDE

Draft Resource Recovery Strategy and Action Plan
(Organics, Recycling and Waste) 2020-2028

Your Say
Adelaide

Comments:

Q12. Are there any unintended consequences from our strategy and action plan?

Q13. Please provide any further comments on Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020-2028:

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CITY OF
ADELAIDE

Draft Resource Recovery Strategy and Action Plan
(Organics, Recycling and Waste) 2020-2028

Your Say
Adelaide

Providing contact details in a feedback form is optional. However, we ask for this information because we want to know a little more about who you are and how you use the City to ensure we get a higher quality of data to go along with your feedback. The data will help us analyse feedback from specific groups (e.g. age, gender, City users), which in-turn will provide a richer and more valuable response to help Council make decisions.

First Name:		Last Name:	
Email Address:			
Address:			
Business/Organisation Name (if applicable):			
Gender:	☐ Male ☐ Female ☐ Other Identity	Year of Birth:	
Are you a City of Adelaide Ratepayer?	☐ Yes ☐ No		
Please tell us how you participate in city life (tick all that apply):			
☐ Work	☐ Live	☐ Shop	☐ Play (e.g. leisure, recreation, entertainment, dining)
☐ Study	☐ Tourist	☐ Own a Business	
Please indicate your main areas of interest (tick all that apply):			
☐ Council Services & Programs	☐ Open Space & Recreation	☐ City Design, Planning & Development	☐ New & Future Projects
☐ Social & Community Issues	☐ Policy, Budget and Management Plans	☐ Environmental Issues	☐ Arts & Events in the City
Please indicate the locations that are of interest to you (tick all that apply):			
☐ North Ward	☐ Central Ward	☐ South Ward	

[Your Say Adelaide](#) is Council's online consultation website. It is your chance to be kept up-to-date and provide feedback on areas of the City that interest you. Would you like to be signed up to Your Say Adelaide online and be emailed when there is an opportunity to have your say on areas that are of interest to you?

☐ Yes ☐ No

Please Note: If you've ticked Yes, you will receive an email to your nominated e-mail address above to confirm your new account.

Customer Centre - 25 Pirie Street, Adelaide – (08) 8203 7203
yoursay.cityofadelaide.com.au



APPENDIX 3: GREEN INDUSTRIES SA SUBMISSION



Government of South Australia
Green Industries SA

our ref: 79/1609
DLM: Public

Community Consultation
Resource Recovery Strategy
The City of Adelaide
GPO Box 2252
ADELAIDE SA 5001

Via email: A.Johnson@cityofadelaide.com.au

ABN 76 149 388 126

Level 4
81-95 Waymouth Street
Adelaide SA 5001

GPO Box 1047
Adelaide SA 5001

Tel +61 8 8204 2051
Fax +61 8 204 1911

www.greenindustries.sa.gov.au

Dear Ms Johnson,

Re: City of Adelaide's Consultation Draft Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020-2028

Thank you for the opportunity to provide formal feedback on the City of Adelaide's *Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020-2028*.

Green Industries SA (GISA) commends The City of Adelaide's ambitious actions in regard to food waste and identified priority items to guide community and business action to achieve waste management objectives. GISA has reviewed the documents and provides feedback for your consideration at **Attachment 1**.

Central to GISA's response are the two State-wide strategies recently released for consultation: the draft *South Australia's Waste Strategy 2020-2025* and draft Food Waste Strategy, *Valuing our Food Waste: South Australia's strategy to reduce and divert household and business food waste*, which GISA notes are two influencing strategies for City of Adelaide's Strategy and Action Plan. As identified in both of the draft strategies, coordination and support for their implementation is shared across governments, business, industry and the community.

Overall, GISA supports the alignment of the draft Strategy and Action Plan to the proposed South Australian Government targets and objectives in the draft *South Australia's Waste Strategy 2020-2025*. We note that progressing actions to increase delivery of organics collection systems to households and supporting education will be important to achieve City of Adelaide's residential kerbside diversion and food waste reduction targets.

Should City of Adelaide have any queries regarding the information provided or would like to discuss GISA's feedback further, please do not hesitate to contact Jessica Wundke, Principal Adviser, Policy and Projects at jessica.wundke@sa.gov.au.

I wish you well in finalising the *Strategy and Action Plan* and GISA looks forward to continuing to work with City of Adelaide to further develop the resource recovery area of the circular economy.

Yours sincerely

Vaughan Levitzke
Chief Executive
Green Industries SA

Date: 8 October 2020

Attachment 1

Resource Recovery Strategy (Organics, Recycling and Waste) 2020-2028

Our vision for resource recovery and Key Performance Indicators.

Appendix C: 'Zero-Waste' in other organisations and cities

GISA notes the Key Performance Indicators for measuring the City of Adelaide's vision of 'zero-waste' by 2028 are comparable to the draft *South Australia's Waste Strategy 2020-2025*.

GISA recommends that rather than adopting a new policy of this nature, that The City of Adelaide adopts the state-wide zero avoidable waste to landfill 2030 target as detailed within the draft *South Australia's Waste Strategy 2020-2025*. This will ensure that council's goals are consistent with the overarching state target and does not duplicate this. It is important to note that in the draft Strategy's target, that the following will underpin the target. Providing these important legislative qualifying definitions are considered vital when proposing such a bold target.

Zero avoidable waste to landfill equates to the diversion of all waste from landfill where it is technologically, environmentally and economically practicable to do so. 'Unavoidable' waste therefore refers to wastes for which no other current treatment is available including (but not limited to) asbestos, toxic and quarantine waste.

This target aims to stimulate action towards a circular economy. In meeting this target, principles and requirements of the Green Industries SA Act 2004, the Environment Protection Act 1993 and its subordinate legislation, including the Environment Protection (Waste to Resources) Policy 2010 should be upheld, including:

- *The **waste management hierarchy**, ensuring that materials are separated as close as possible to their point of generation and safely used for their highest order purpose. Some materials, including asbestos, certain toxic and quarantine waste, once generated, should be removed from circulation as soon as possible, noting that some of these wastes may be suitable for processes that are higher than landfill on the waste management hierarchy, such as energy from waste.*
- *Ensuring that principles of **ecologically sustainable development** and avoiding environmental harm are upheld as new mechanisms for design, use and recovery are promoted and pursued.*
- *Ensuring that the use of **waste-derived materials** is beneficial and genuine, not posing a risk of environmental harm or undermining resource recovery markets.*
- *Ensuring efforts to reduce impacts of **greenhouse gas emissions**.*

To support achieving the overarching target, The City of Adelaide's proposed KPIs are supported however, GISA cautions referring to these as '**Zero Waste** Key Performance Indicators'. It is suggested that language be modified (perhaps simply refer to them as Strategy KPIs) to indicate that these seek to take progressive action towards the overarching state target.

Priority Item 1: Eliminate Food Waste

GISA supports food waste being included as a Priority Item in alignment with the draft *South Australia's Waste Strategy 2020-2025* and the draft *Valuing our Food Waste: South Australia's strategy to reduce and divert household and business food waste*.

Actions 1.1 and 1.2

Effective segregated collection systems are critical to support diversion of organic waste from landfill to enable this material to be used at its highest level.

It is understood that only 20% of serviced premises in The City of Adelaide currently have a green organics bin (Resource Recovery Strategy, page 30), with a smaller percentage of these premises using a kitchen caddy. Access to a kerbside organics bin is required to enable households to divert food and other organic waste, including paper towels, compostable single-use service ware, cut flowers etc.

Increasing provision of green organics bins to residents alongside provision of food waste systems (ventilated kitchen caddy, compostable bags and education materials) will be essential to achieving Priority Action 1 and Key Performance Indicators, in particular, 'Divert 75% of residential waste from landfill' and 'Reduce food waste in the kerbside residential waste bin by 50%'.

The housing density in City of Adelaide may require alternative bin service offerings for not only MUDs, but where small land sizes do not accommodate the current standard bins provided (140L general waste, 240L comingled recycling, 140/240L organics).

Actions to improve waste and recycling systems for multi-unit dwellings through tailored collections and education is noted and supported. In *Valuing our Food Waste* Green Industries SA has proposed an action to pilot and evaluate models of alternative bin and collection systems for high-density dwellings where little or no garden waste is generated and would invite City of Adelaide to discuss opportunities to partner on projects to progress this.

Providing a kitchen caddy, compostable bags and education materials to all households with access to an organics bin service area-wide overcomes simple barriers to participation and supports increased recovery of organics thereby reducing volumes in the residual waste bin. Funding support to roll out area-wide food waste diversion systems is available through GISA.

Action 1.3

Businesses that currently utilise Council kerbside collected comingled recycling and general waste services will generally have increased waste and recycling costs if a commercial organics service is put in place as there is no opportunity to balance the cost of a privately serviced organic waste collection through reduced general waste service costs. For smaller businesses that are using Council kerbside collection services, the introduction of an organics service in this offering will provide the opportunity to divert food, compostable service ware and other organic material for sites that may not otherwise separately contract these services.

Investigating opportunities for organics waste diversion from businesses, such as precinct servicing options, is supported, with consideration needed as to how this may impact on existing commercial waste and recycling service arrangements.

Action 1.4

Green Industries SA has provided financial support for the development of the City of Adelaide *Sustainable Event Guide*. In 2021, GISA will be releasing an updated *Waste Management Guide for Events and Venues* promoting segregated three-bin systems, particularly for events and venues providing food and drink service, and use of reusable and compostable service ware.

Community Engagement Summary

With City of Adelaide's involvement in the Plastic Free SA program through the Adelaide Central Market and Adelaide Central Market Arcade, there is likely to be a higher proportion of compostable food service ware disposed in these areas. Installing and trialling organics bins co-located with recycling and general waste bins with comprehensive signage is an option which may be considered.

Priority Item 2: Engage, Educate and Inspire

Actions 2.1 and 2.2

GISA strongly recommends that the *Which Bin?* branding is used across all residential education and communications campaigns to encourage consistent, cohesive education. *Which Bin?* has achieved quantifiable reach and impact and City of Adelaide can leverage off the significant investment in *Which Bin?* branding and delivery.

GISA works with Councils to customise *Which Bin?* resources, including translation to other languages or for specific applications such as multi-unit dwellings.

A statewide brand provides an easy to understand set of messages and brand assets, which are robustly tested and measured independently for their engagement with householders and for likability and cut through.

The Strategy identifies opportunity to support repair cafes and lending libraries. This is supported and GISA suggests that there is an existing opportunity to further engage with the community and business sector through the Makerspace located in the City of Adelaide in Franklin Street. Green Industries SA has provided \$300,000 over two years under its 'Shared Fabrication Spaces' grant program to support the establishment of this unique community facility as it builds its membership and support base, as the first of its kind in South Australia. City of Adelaide could support development of this facility through a range of approaches, including rate reductions, direct funding via grants or corporate sponsorship, and by becoming a customer of the space through commissioning work or purchasing memberships. Makerspace Adelaide intends to both run a city based repair café (previously hosted by the Adelaide Sustainability Centre) and establish a tool library, as it has received donations of tools worth over \$10,000.

Action 2.4

GISA supports provision of consistent segregated bin systems and infrastructure for households and the community to support recycling and diversion of organic materials. This extends to other sites used by the community such as events, venues and public areas.

The waste audits conducted by City of Adelaide on public space bins in streets and parklands provide informative data on the level of recoverable waste disposed in these locations. While there are recognised challenges with managing contamination in public place recycling bins, the level of recoverable material, particularly organics, disposed in public areas suggests that a trial of co-located bins with suitable signage have merit in some locations.

Any trial of co-located organics bins in the parklands to capture the 51.6% of organic material disposed needs to be accompanied with provision of compostable bags for pet waste given the significant amount disposed in these locations. It is suggested that a trial include consideration to appropriate bin infrastructure and collection frequencies alongside clear messaging and auditing of contamination.

Priority Item 3: Foster innovation, new technologies, and data collection

Action 3.4

As a destination for residents from across the metropolitan area for business and recreation, City of Adelaide is in a unique position to engage with both its residents and the wider community. There are

opportunities to promote systems and its vision for resource recovery to a wider audience, highlighting progress in event waste management, Plastic Free SA precincts and other collaborative partnerships and extend into circular economy actions, such as lending libraries and maker spaces.

As other states have introduced container deposit legislation, automated container deposit technology as an alternative to depots have been installed. These systems are not common in South Australia, however there is currently no container deposit depot or return system within City of Adelaide. Consideration to an automated reverse vending machine in a high profile location such as Rundle Mall or a Container Deposit depot location within the City of Adelaide would support promotion of South Australia's leading recycling systems to residents, the visiting community and also tourists.

Priority Item 4: Resource recovery is central and proactive.

In the final version, consistency in wording of Priority Action 4 is recommended as there are currently minor variations in the Strategy and Action Plan.

Action 4.1

GISA recognises the central role of reliable data and an evidence base to shape waste management and the importance for councils to publicly report on their waste management performance.

GISA collects data to monitor kerbside waste and recycling quantities and services which helps to guide activities and programs, and monitor the progress of South Australia against metropolitan waste targets in the Waste Strategy. This data has been highly useful to examine waste streams collected in municipal kerbside bins (specifically residual waste, recycling and organics) in more detail, to enable issues to be addressed through community education and to ensure that the quality of the end resources are maintained.

Action 4.2

Ensuring that waste and recycling collection systems are addressed and included during design, development and phases, is central to achieving desired outcomes when the site is occupied and GISA welcomes the inclusion of this Action.

For new developments, requiring sufficient area to store and access minimum three-bin segregated waste and recycling systems to be included as part of planning and development approvals supports improved waste management outcomes for the site.

Valuing our Food Waste also proposes to update the 2014 *Better Practice Guide for Waste Management in Residential and Mixed Use Developments* in consultation with state government agencies and local government to provide guidance for planning and development applications to incorporate segregated waste management systems, and sufficient and safe access for collection vehicles in these types of developments.

Priority Item 5: Advocate and align policies, guidelines and practices to the Circular Economy

Transitioning to a circular economy is a priority action in the draft *South Australia's Waste Strategy 2020-2025* and a guiding principle of GISA policy and programs. GISA supports City of Adelaide including alignment of practices and policies to the circular economy as a Priority Item across all target areas in the draft Strategy and Action Plan.

APPENDIX 4: ENVIRONMENT PROTECTION AUTHORITY SUBMISSION



Environment Protection Authority
GPO Box 2607 Adelaide SA 5001
211 Victoria Square Adelaide SA 5000
T (08) 8204 2004
Country areas 1800 623 445

Community Consultation
Resource Recovery Strategy
GPO Box 2252, Adelaide SA 5001
Via email: yoursay.cityofadelaide.com.au

To Whom It May Concern

Thank you for the opportunity to provide feedback on the Adelaide City Council's (ACC's) *Draft Resource Recovery Strategy (Organics, Recycling and Waste) 2020-2028* (the strategy).

The Environment Protection Authority (EPA) is South Australia's primary regulator for waste and polluting activities. The EPA plays a key role in administering the *Environment Protection Act 1993* (EP Act) and *Environment Protection (Waste to Resources) Policy 2010* (W2R EPP), and in providing the right regulatory settings for their successful implementation.

The EPA acknowledges that strategy recognises the EPA Act (such as in the *Priority Item 5 Overview* and *Appendix B Strategic and policy context*) and W2R EPP (in *Influences and regulations*) and welcomes the strategy's alignment with both the Objects of the EP Act and the W2R EPP.

Key Objects of the EP Act include to:

- Protect, restore and enhance the environment
- Promote the principles of ecologically sustainable development
- Promote the circulation of materials through the waste management process
- Promote the waste management hierarchy
- Support a strong market for recovered resources

The W2R EPP promotes the implementation of the waste management hierarchy, improved resource recovery and reduced waste going to landfill.

The EP Act and the W2R EPP, in addition to the *Green Industries SA Act 2004*, provides the regulatory underpinning for *South Australia's Waste Strategy* and *South Australia's Food Waste Strategy – Valuing our Food Waste*. The EPA is a partner agency to Green Industries South Australia (GISA) for implementing these strategies.

The EPA therefore also supports the strategy's five priorities working within the state and national framework, including the *National Food Waste Strategy* (2017), *National Waste Policy* (2018) and *National Waste Policy Action Plan* (2019), with the first priority to 'reduce food waste generation and increase diversion of food scraps from landfill by 50%'.

The strategy raises the potential for regulatory changes namely under Priority 5

....the City of Adelaide is required to provide weekly putrescible waste collections for its residents under the *South Australia Environment Protection (Waste to Resources) Policy 2010* under the *Environment*

Protection Act 1993. While this policy addresses health and sanitation, it also prioritises collection of waste to landfill versus any other form of material recovery. Without flexibility of servicing, transformation change is limited.

and the key action relating to businesses is

5.3 Advocate for improvements in policy and legislation related to business and industry which support the circular economy.

The term *putrescible waste* is not consistent with the W2R EPP, rather clause 10(2) requires that

a metropolitan council must provide a weekly general kerbside waste collection service (other than for recyclable waste or vegetative matter) in respect of residential premises within its area.

The EPA suggests changing *provide weekly putrescible waste collections to provide a weekly general kerbside waste collection service (other than for recyclable waste or vegetative matter).*

Secondly, as highlighted in the above paragraphs, the Objects of the Act, the W2R EPP as well as the state waste strategies all promote a circular economy and resource recovery in accordance with the waste management hierarchy.

Clause 11(3) of the W2R EPP states

A person must not dispose of waste to which this clause applies at a landfill depot unless the waste results from, or has been subject to, resource recovery processes carried out.

The W2R EPP also recognises that the kerbside waste collection services of council that include a separate kerbside waste collection services for recyclable waste and vegetative matter, is to support sustainable waste management by applying the waste management hierarchy consistent with the principles of ecologically sustainable development, as set out in section 10 of the Act.

The EPA therefore requests that any statements that the EP Act or the W2R EPP *prioritise the collection of waste to landfill versus any other form of material recovery* should be corrected.

In light of the South Australian regulatory framework described above and in the strategy, the following are additional suggested modifications:

1. On page 7, under the heading *Influences and regulations* add the following:
 - *Environment Protection Act 1993*
 - *Green Industries SA Act 2004*
 - *South Australian Waste Strategy*
 - *South Australia's Food Waste Strategy – Valuing our Food Waste*
2. On page 47 under the heading *'How does this apply to our everyday consumer life?'* include the South Australian regulatory regime which requires the promotion of the waste hierarchy:
 - *Environment Protection Act 1993*
 - *State Waste Strategy*
 - *Green Industries SA Act 2004*

I look forward to the ACC implementing the actions to further a circular economy for South Australia.

Community Engagement Summary

For further information on the regulatory framework and the EPA's role in regulating waste and promoting resource recovery within a circular economy please contact me at steven.sergi@sa.gov.au.

Yours sincerely



STEVEN SERGI

**MANAGER REGULATORY REFORM PROJECTS
ENVIRONMENT PROTECTION AUTHORITY**

Date: 2 October 2020