

Small Business Cardboard Collection Service Review

We would like your feedback on the weekly cardboard collection service provided to small businesses in the City of Adelaide

Consultation closes 11:59pm, Monday 17 August 2026



**Our
Adelaide**



CITY OF
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Customer Centre
25 Pirie Street, Adelaide
(08) 8203 7203
ouradelaide.sa.gov.au

Small Business Cardboard Collection Service Review



We are reviewing the cardboard collection service to offered to small businesses in the City of Adelaide to better understand how it is currently being used and identify opportunities for improvement.

We would like your feedback to ensure the service we provide meets the needs of small businesses and supports a clean and safe city environment.

Background

The City of Adelaide provides a free cardboard collection service for small businesses to support recycling and reduce waste sent to landfill. Information about this service can be found at <https://www.cityofadelaide.com.au/business/support-resources/waste-recycling-for-business/bins-rubbish-collection-hard-waste/>

As part of our ongoing service improvement and future planning, we are reviewing this service to:

- Understand how the service is currently used and gain insight into business recycling practices
- Identify challenges that impact usage of the service such as storage constraints and collection timing
- Identify compliance issues and their impact on city presentation and safety
- Improve service efficiency, effectiveness and environmental outcomes

Your feedback will inform future improvements to service design, communication, and delivery, ensuring the service continues to meet the needs of businesses and the wider community.

Frequently Asked Questions

Why is the City of Adelaide reviewing this service?

We want to ensure the cardboard collection service meets the needs of small businesses and supports a clean, safe, and sustainable city.

Who can participate in this consultation?

Small businesses within the City of Adelaide are the primary audience. Members of the public can also provide feedback, particularly on how cardboard waste affects city presentation and amenity.

Do I need to currently use the service to participate?

No, feedback from both users and non-users is important to help us understand the effectiveness of the service, awareness of the service, and barriers to participation.

What will I be asked?

You will be asked about:

- Awareness and use of the service

Small Business Cardboard Collection Service Review



- Cardboard volumes and types
- Storage and operational challenges
- Understanding of service requirements
- Suggestions for improvement

How do I provide my feedback?

There are a number of ways in which you can provide feedback:

Online: Visit ouradelaide.sa.gov.au/small-business-cardboard-collection-service-review to complete the online survey.

Paper / Hardcopy Survey: Complete the survey at the back of this information pack.

Email: Email your feedback to ouradelaide@cityofadelaide.com.au

Written Submissions

Submissions can be delivered to the Customer Centre at 25 Pirie Street, Adelaide during business hours, or mailed to:

Community Consultation
Small Business Cardboard Collection Service Review
GPO Box 2252
Adelaide SA 5001

What happens next?

All feedback received will be reviewed and analysed by the project team.

The outcome of the review will be communicated through council channels, including the Our Adelaide website.

For enquires please contact:

Rana Sonkusare

Project Manager, Waste Services

T: (+61) 0401 150 920

E: Rana.Sonkusare@cityofadelaide.com.au

Or visit ouradelaide.sa.gov.au

Small Business Cardboard Collection Service Review



Survey

Do you own or operate a business in the City of Adelaide (5000 or 5006)?

- ☐ Yes → *complete Sections 1–5*
 - ☐ No → *skip to Section 6*
-

Section 1: Awareness & Usage

1. Were you aware of the free cardboard collection service for small businesses?

- ☐ Yes, and I use it
- ☐ Yes, but I don't use it → *skip to question 4*
- ☐ No → *skip to question 4*

2. How often do you place cardboard out for collection?

- ☐ Every week
- ☐ Fortnightly
- ☐ Monthly
- ☐ Rarely

3. What is most important to your business when managing cardboard waste? (Rank the following options from 1 to 4, with 1 being the most important)

- ☐ Cost
- ☐ Convenience
- ☐ Flexibility
- ☐ Environmental outcomes

4. If you do not use the cardboard collection service, how do you currently manage your cardboard disposal? (Select all that apply)

- ☐ On-site council provided recycling bin
- ☐ Private waste collection contractor
- ☐ Shared building waste disposal facilities
- ☐ Take to recycling centre
- ☐ No cardboard waste generated
- ☐ Other method (please provide details): _____

Small Business Cardboard Collection Service Review

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Section 2: Volume & Type

5. How much cardboard waste does your business produce per week?

- ☐ Less than 1 × 240L bin
- ☐ 1–2 bins
- ☐ 3–4 bins
- ☐ 5+ bins

6. What type of cardboard waste do you mostly generate?

- ☐ Small boxes
- ☐ Large boxes
- ☐ Mixed sizes
- ☐ Bulk/pallet-sized boxes

7. Does your cardboard volume change over time?

- ☐ No, it is consistent
 - ☐ Varies week to week
 - ☐ Increases during busy periods. Please provide details of your busy periods _____
-
-

Section 3: Behaviour & Storage

8. When do you place cardboard out?

- ☐ Day before
- ☐ Before 3pm
- ☐ 3pm–6pm
- ☐ After 6pm
- ☐ Varies

9. Why do you place it at that time? *(Select all that apply)*

- ☐ Staff availability
- ☐ Limited storage
- ☐ Business closed on collection day
- ☐ To avoid disruption on the street
- ☐ Not aware of when it should be put out
- ☐ Convenience
- ☐ Other reason (please provide details): _____

Small Business Cardboard Collection Service Review



10. Do you experience cardboard waste storage challenges?

- ☐ Yes
- ☐ No → skip to Section 4

10a. What are the challenges? (Select all that apply)

- ☐ Limited space
 - ☐ Safety/fire risks
 - ☐ Pests/smell
 - ☐ Operational inconvenience
 - ☐ Other (please provide details): _____
-

Section 4: Understanding & Compliance

11. Were you aware of the following? (Select all that apply)

- ☐ Volume limit (0.25m³ per week)
- ☐ Set-out time (3–6pm)
- ☐ Placement locations
- ☐ Cardboard preparation requirements (flattened, bundled & tied, or placed inside another cardboard box)
- ☐ Materials not accepted e.g. wax/soiled boxes, plastic etc
- ☐ Safety requirements e.g. keep the footpath clear
- ☐ Non-compliance enforcement (expiation notices)

12. Have you experienced issues with the service? (Select all that apply)

- ☐ Missed collection
 - ☐ Wind scattering cardboard
 - ☐ Confusion about service eligibility and/or requirements
 - ☐ No issues
 - ☐ Other (please provide details): _____
-

Section 5: Service Improvements

13. How well does the service meet your needs?

- ☐ Very well
- ☐ Adequately
- ☐ Not well

Small Business Cardboard Collection Service Review



14. What would improve the service? (Select up to 2 options)

- ☐ More frequent collection
- ☐ Cardboard bins provided
- ☐ Clearer guidance of regulations
- ☐ Better communication about service
- ☐ Stronger enforcement of adherence to regulations
- ☐ Self-managed cardboard collection
- ☐ No improvement needed
- ☐ Other (please specify) _____

15. What is your level of agreement to the following service changes?

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree
More frequent collection					
Cardboard bins provided					
Clearer guidance of regulations					
Stronger enforcement of adherence to regulations					
Discontinuation of the service					

16. What would help your business to effectively manage cardboard recycling? (select all that apply)

- ☐ List of private cardboard recycling providers
- ☐ Recycling information/education
- ☐ Shared bins
- ☐ Nothing needed

→ **Skip to Section 7**

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- ☐ I own a property in the City of Adelaide
- ☐ I live in the City of Adelaide
- ☐ I study in the City of Adelaide
- ☐ I work in the City of Adelaide
- ☐ I visit the City of Adelaide

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Small Business Cardboard Collection Service Review



Contact Details (optional)

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	☐ Business Owner/Operator
☐ Study	☐ Tourist	☐ Play (e.g. leisure, recreation, entertainment, dining)	
Please indicate your main areas of interest (tick all that apply):			
☐ Our Community	☐ Our Economy	☐ Our Environment	☐ Our Places
Please indicate the locations that are of interest to you (tick all that apply):			
☐ East End	☐ North Adelaide	☐ South East	
☐ South West		☐ West End	

OurAdelaide.sa.gov.au 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 sign up to Our Adelaide to receive the monthly newsletter and be notified of new projects that match your interests?

☐ Yes* ☐ No **Please provide your email address above*