



ENVIRONMENTAL SUSTAINABILITY POLICY COMMITTEE

AGENDA

4 OCTOBER 2022

Notice is hereby given, in accordance with the provisions of the Local Government Act 1993 that an **ENVIRONMENTAL SUSTAINABILITY POLICY COMMITTEE MEETING of ORANGE CITY COUNCIL** will be held in the **COUNCIL CHAMBER, CIVIC CENTRE, BYNG STREET, ORANGE** on **Tuesday, 4 October 2022**.

David Waddell

CHIEF EXECUTIVE OFFICER

For apologies please contact Administration on 6393 8106.

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1 INTRODUCTION

1.1 DECLARATION OF PECUNIARY INTERESTS, SIGNIFICANT NON-PECUNIARY INTERESTS AND LESS THAN SIGNIFICANT NON-PECUNIARY INTERESTS

The provisions of Chapter 14 of the Local Government Act, 1993 (the Act) regulate the way in which Councillors and designated staff of Council conduct themselves to ensure that there is no conflict between their private interests and their public role.

The Act prescribes that where a member of Council (or a Committee of Council) has a direct or indirect financial (pecuniary) interest in a matter to be considered at a meeting of the Council (or Committee), that interest must be disclosed as soon as practicable after the start of the meeting and the reasons given for declaring such interest.

As members are aware, the provisions of the Local Government Act restrict any member who has declared a pecuniary interest in any matter from participating in the discussion or voting on that matter, and requires that member to vacate the Chamber.

Council's Code of Conduct provides that if members have a non-pecuniary conflict of interest, the nature of the conflict must be disclosed. The Code of Conduct also provides for a number of ways in which a member may manage non pecuniary conflicts of interest.

RECOMMENDATION

It is recommended that Committee Members now disclose any conflicts of interest in matters under consideration by the Environmental Sustainability Policy Committee at this meeting.

2 GENERAL REPORTS

2.1 NETWASTE REGIONAL TEMPLATE - CONTAMINATION OF KERB SIDE SERVICES ENGAGEMENT LETTERS

RECORD NUMBER: 2022/1807

AUTHOR: Wayne Davis, Manager Waste Services and Technical Support

EXECUTIVE SUMMARY

During 2021 it was identified through the NetWaste Joint Recycling Contract Management Committee (which consists of 11 participating Councils with kerb side recycling services), that contamination has risen in the dry recycling service. The quality of the material collected must be further improved to reduce contamination. Most Councils have reported some higher contamination of the dry recycling collection service over the last 2 years. It has been difficult to pinpoint the cause, however, it has become apparent that more cross regional messaging and alignment is required to lower the current state of contamination, in both dry recycling and food and organics collections.

This unified messaging will enable bordering Councils that share similar services, to have the same messaging regarding managing kerb side contamination. This will enable more targeted stakeholder engagement, mirrored education, and more consistent information from their respective Council to the customer shared across participating Councils.

The purpose of this report is to seek Council's endorsement to a singular shared document set of informative warning letters regarding contamination. These letters will cover both dry recycling and food and organics collection services, thus improving recovery and reducing contamination. Most larger Councils located across the NetWaste region utilise the contracted services of JR Richards & Sons. The regional template will be implemented as part of their customer service management practices and issued from their service centres. Other Councils that wish to adopt the regional document set can access these documents from NetWaste's Project Coordinator.

LINK TO DELIVERY/OPERATIONAL PLAN

The recommendation in this report relates to the Delivery/Operational Plan strategy "8.3. Promote the range of recycling services".

FINANCIAL IMPLICATIONS

Nil

POLICY AND GOVERNANCE IMPLICATIONS

The existing kerb side service for Councils requires that contamination is kept to a minimum and within rates stated in the Council collection contracts. Contamination rates within the monthly quantities of recyclables processed by Visy have risen for dry recycling. Extended periods of excessive contamination may trigger excess gate contamination charges.

Food and organics collections have also experienced contamination regionally with plastic bags and other soft plastics and wraps. This also places pressure on the composting process with effort required to cleaning the incoming organics stream prior to processing. It is in

2.1 NetWaste Regional Template - Contamination of kerb side services engagement letters

participating Councils best interests to keep the local and regional product streams as clean as possible prior to processing in both localised and metro bound product markets.

The above points relate to ongoing measures to improve the NSW State's resource recovery efforts as noted in the Waste and Sustainable Materials Strategy 2041 (WASM). Regional Councils are a key delivery partner for the WASM Strategy. The implementation of the regional template demonstrates a regional commitment to achieving waste management and the State's waste diversion targets.

RECOMMENDATION

That Council confirms its acceptance of the shared document set of regional contamination letters, and that they be distributed within the current JR Richards collection system (issued from the JR Richards regional operations team and call centre).

FURTHER CONSIDERATIONS

Consideration has been given to the recommendation's impact on Council's service delivery; image and reputation; political; environmental; health and safety; employees; stakeholders and project management; and no further implications or risks have been identified.

SUPPORTING INFORMATION

The regional contamination issue has been discussed at length between the 11 Councils in the Joint Recycling Committee group, and the issues facing Councils are best addressed with continued educational support rather than bin removal. It was agreed that the letter set does clarify clearly what is required by the resident to present for recycling, and how to address (and take control of) the contaminants found in their bin. See copies of contamination advisory letters attached for endorsement.

ATTACHMENTS

- 1 Contamination Letter 1, D22/55451 [↓](#)
- 2 Contamination Letter 2, D22/55452 [↓](#)
- 3 Contamination Letter 3, D22/55453 [↓](#)
- 4 Contamination Letter 4, D22/55454 [↓](#)

XX Month 202X

The Resident

xx

xx

Dear Resident/s

RE: CONTAMINATED RECYCLING BIN AT YOUR PROPERTY

Your recycling bin has been identified as including contaminated items **from your emptied bin**. Please see below photos showing the contamination **These item(s) identified on XX Month 202X** should not be placed in your kerbside recycling bin at any time.



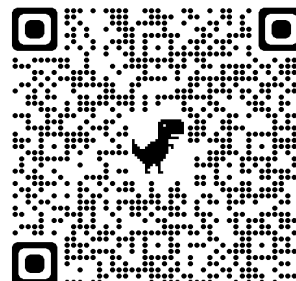
What is recycling contamination and why is it a problem?

Recycling contamination occurs when the wrong materials are placed in the recycling bin. This includes materials that are not currently recyclable, or not recyclable at our facilities (for example polystyrene, soft plastics, plastic bags, nappies, toys, clothing and textiles). It also includes items that belong in your green lidded organics bin (grass cuttings, prunings, leaves, weeds, food scraps, soiled paper and cardboard) or problem wastes that can be taken to your local Community Recycling Centre. Visit cleanout.com.au for more information in relation to Community Recycling Centres. Note that plastic bags, and soft plastic wrappers can be taken to RedCycle at your local Coles or Woolworths stores. Visit redcycle.net.au for more information. Any other items not accepted through the above listed methods can be placed in your red lidded general waste bin.

Recycling contamination affects the safety and efficiency of sorting processes at the Recycling Centre. Contamination contributes to a more dangerous and unpleasant work environment for staff and can lead to recyclable items being landfilled.

What you need to do

When sorting your waste please follow the Kerbside Bin Guide which you can view by scanning the QR code (adjacent) with your phone camera and clicking the link. The below picture provides a basic guide to kerbside recyclable items.



Your Recycling Collection Service

Please place the following items in your yellow lid recycling bin



Visit your local Council website or contact Customer Service for more information

Council appreciates your cooperation in minimising contamination of the recycling bin. If you have any enquiries in this matter, please do not hesitate to contact the **JR Richards Hotline** on:

- XXXX XXX XXX (Recycling / Yellow Lidded Bin)
- XXXX XXX XXX (Organics / Green Lidded Bin).

Yours faithfully

XXXXXXXXXX

XX Month 202X

The Resident

XX

XX

Dear Resident/s

RE: SECOND CONTAMINATED RECYCLING BIN AT YOUR PROPERTY

Your recycling bin has been identified as including contaminated items **from your emptied bin** on a second occasion. Please see below photos showing the contamination. The item(s) identified on **XX Month 202X** should not be placed in your kerbside recycling bin at any time.



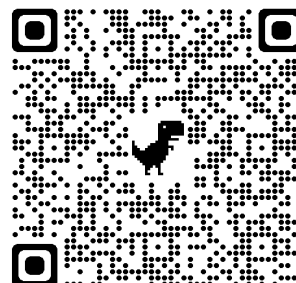
What is recycling contamination and why is it a problem?

Recycling contamination occurs when the wrong materials are placed in the recycling bin. This includes materials that are not currently recyclable, or not recyclable at our facilities (for example polystyrene, soft plastics, plastic bags, nappies, toys, clothing and textiles). It also includes items that belong in your green lidded organics bin (grass cuttings, prunings, leaves, weeds, food scraps, soiled paper and cardboard) or problem wastes that can be taken to your local Community Recycling Centre. Visit cleanout.com.au for more information in relation to Community Recycling Centres. Note that plastic bags, and soft plastic wrappers can be taken to RedCycle at your local Coles or Woolworths stores. Visit redcycle.net.au for more information. Any other items not accepted through the above listed methods can be placed in your red **lidded** general waste bin.

Recycling contamination affects the safety and efficiency of sorting processes at the Recycling Centre. Contamination contributes to a more dangerous and unpleasant work environment for staff, and can lead to recyclable items being landfilled.

What you need to do

When sorting your waste please follow the Kerbside Bin Guide which you can view by scanning the QR code (adjacent) with your phone camera and clicking the link. The below picture provides a basic guide to kerbside recyclable items.



Your Recycling Collection Service

Please place the following items in your yellow lid recycling bin



Visit your local Council website or contact Customer Service for more information

Unfortunately Council has noted that your recycling bin has now been contaminated on at least 2 occasions recently. Further instances of contamination may result in your collection service being stopped. Council appreciates your cooperation in minimising contamination of the recycling bin. If you have any enquiries in this matter, please do not hesitate to contact the **JR Richards Hotline** on:

- XXXX XXX XXX (Recycling / Yellow Lidded Bin)
- or XXXX XXX XXX (Organics / Green Lidded Bin).

Yours faithfully

XXXXXXXXXXXX

XX Month 202X

The Resident

XX

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Dear Resident/s

RE: REPEATED CONTAMINATED RECYCLING BIN AT YOUR PROPERTY

Council has noted that your recycling bin continues to regularly be contaminated. Contamination has been recorded on three occasions. Your recycling bin has been identified as including contaminated items. Please see below photos showing the contamination. The item(s) identified on XX Month 202X should not be placed in your kerbside recycling bin at any time.



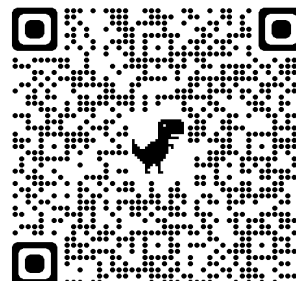
What is recycling contamination and why is it a problem?

Recycling contamination occurs when the wrong materials are placed in the recycling bin. This includes materials that are not currently recyclable, or not recyclable at our facilities (for example polystyrene, soft plastics, plastic bags, nappies, toys, clothing and textiles). It also includes items that belong in your green lidded organics bin (grass cuttings, prunings, leaves, weeds, food scraps, soiled paper and cardboard) or problem wastes that can be taken to your local Community Recycling Centre. Visit [cleanout.com.au](https://www.cleanout.com.au) for more information in relation to Community Recycling Centres. Note that plastic bags, and soft plastic wrappers can be taken to RedCycle at your local Coles or Woolworths stores. Visit [redcycle.net.au](https://www.redcycle.net.au) for more information. Any other items not accepted through the above listed methods can be placed in your red lidded general waste bin.

Recycling contamination affects the safety and efficiency of sorting processes at the Recycling Centre. Contamination contributes to a more dangerous and unpleasant work environment for staff, and can lead to recyclable items being landfilled.

What you need to do

When sorting your waste please follow the Kerbside Bin Guide which you can view by scanning the QR code (adjacent) with your phone camera and clicking the link. The below picture provides a basic guide to kerbside recyclable items.



Your Recycling Collection Service

Please place the following items in your yellow lid recycling bin



Visit your local Council website or contact Customer Service for more information

Council has noted that your recycling bin has now been contaminated on at least 3 occasions recently. **Further instances of contamination may result in your recycling collection service being stopped.** Council appreciates your cooperation in minimising contamination of the recycling bin. If you have any enquiries in this matter, please do not hesitate to contact the **JR Richards Hotline** on:

- XXXX XXX XXX (Recycling / Yellow Lidded Bin)
- XXXX XXX XXX (Organics / Green Lidded Bin).

Yours faithfully

XXXXXXXXXX

XX Month 202X

The Resident

XX

XX

Dear Resident/s

RE: REPEATED CONTAMINATED RECYCLING BIN AT YOUR PROPERTY

Council has noted that your recycling bin continues to regularly be contaminated. Contamination has been recorded on four occasions. Your recycling bin has been identified as including contaminated items. Please see below photos showing the contamination. The item(s) identified on XX Month 202X should not be placed in your kerbside recycling bin at any time.



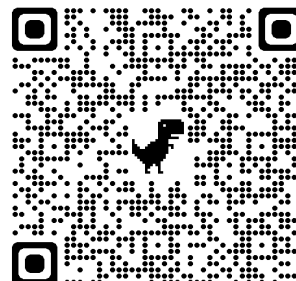
What is recycling contamination and why is it a problem?

Recycling contamination occurs when the wrong materials are placed in the recycling bin. This includes materials that are not currently recyclable, or not recyclable at our facilities (for example polystyrene, soft plastics, plastic bags, nappies, toys, clothing and textiles). It also includes items that belong in your green lidded organics bin (grass cuttings, prunings, leaves, weeds, food scraps, soiled paper and cardboard) or problem wastes that can be taken to your local Community Recycling Centre. Visit cleanout.com.au for more information in relation to Community Recycling Centres. Note that plastic bags, and soft plastic wrappers can be taken to RedCycle at your local Coles or Woolworths stores. Visit redcycle.net.au for more information. Any other items not accepted through the above listed methods can be placed in your red lidded general waste bin.

Recycling contamination negatively impacts the safety and efficiency of the sorting processes at the Recycling Centre. It contributes to a more dangerous and unpleasant work environment for staff, and can lead to recyclable items going to landfill which has negative environmental, social, and economic impacts on our community.

What you need to do

When sorting your waste please follow the Kerbside Bin Guide which you can view by scanning the QR code (adjacent) with your phone camera and clicking the link. The below picture provides a basic guide to kerbside recyclable items.



Your Recycling Collection Service

Please place the following items in your yellow lid recycling bin



Visit your local Council website or contact Customer Service for more information

Please note that your recycling bin service has been ceased as this is now the fourth occasion in 12 weeks that Council has contacted you in regards to contamination of your recycling bin. Please contact the JR Richards Hotline on XXXX XXX XXX (Recycling / Yellow Lidded Bin) or XXXX XXX XXX (Organics / Green Lidded Bin) to discuss how to have your recycling bin service reinstated.

Yours faithfully

2.2 ADDITIONAL WASTE AND RECYCLING SERVICES OVER CHRISTMAS AND NEW YEAR PERIOD

RECORD NUMBER: 2022/1868

AUTHOR: Wayne Davis, Manager Waste Services and Technical Support

EXECUTIVE SUMMARY

The following report outlines costs and measures potentially required to be implemented in order to satisfy Council's resolution made at the Council Meeting of 7 June 2022 to work with J R Richards and Sons to implement increased recycling services over the Christmas and New Year period.

LINK TO DELIVERY/OPERATIONAL PLAN

The recommendation in this report relates to the Delivery/Operational Plan strategy "8.3. Promote the range of recycling services".

FINANCIAL IMPLICATIONS

As the previous Council Resolution (22/230) proposes further investigation into potentially increasing the levels of service surrounding access to recycling and waste services over the 2022/2023 Christmas and New Year period, Council will need to determine should the service levels actually be increased, how the funding of these services will be managed. Waste Services is a full cost recovery operation however, this intended increase of service levels has not been budgeted.

The proposed increased levels of service relate to increasing the domestic recycling service collection frequency from fortnightly to weekly over the Christmas and New Year period and potential for placement of skip bins located within the CBD for waste and recycling. J R Richards have advised the additional cost to provide weekly recycling services over the period of 26 December 2022 to 6 January 2023 will amount to \$27,381.50 plus GST and with the usual contract rise and fall provision applied. The cost of servicing each three cubic metre waste front lift skip bin in a public open space within the CBD would be \$94.75 including GST per lift. If recycling mobile garbage bins are located adjacent to the skip bin(s), the service cost would be \$1.4120 per bin/lift plus GST. Frequency of emptying would be determined by level of use from the general public and therefore, it is very difficult to estimate the cost of providing this service.

Council's Waste Services program currently allows for residents to utilise a "user-pay" ticket service which permits residents to utilise old waste mobile bins allocated from the previous contract period to be utilised for additional waste, recycling and/or organics collection services on their usual service day for the additional cost of \$2 per pick up. Tickets are available from Council's Cashier for purchase and utilisation by residents throughout the year.

If Council was to impose an additional charge to residents on their rates to cover any of the aforementioned other service level increases, then the proposed cost would need to be publicly exhibited for 28 days before being further considered and then applied on the rates system. The timing of this may not align with the implementation over Christmas and New Year.

POLICY AND GOVERNANCE IMPLICATIONS

As levels of service are increased, the cost of these services need to be met from adopted fees and charges.

RECOMMENDATION

That Council notes the report contents and further promotes to residents the free disposal opportunities for recyclable items at the Ophir Road Resource Recovery Centre and the availability to access additional waste, recycling and organics collections by utilisation of privately owned bins with use of the \$2 ticket service offered within the existing Domestic Waste and Recycling Contract.

FURTHER CONSIDERATIONS

Consideration has been given to the recommendation's impact on Council's service delivery; image and reputation; political; environmental; health and safety; employees; stakeholders and project management; and no further implications or risks have been identified.

SUPPORTING INFORMATION

Council provides free recycling drop off facilities for residents and commercial premises at the Ophir Road Resource Recovery Centre. J R Richards also provides increased recycling collections to commercial premises over the festive season.

Any additional packaging wastes collected over the Christmas period can either be squashed and placed within existing recycling mobile waste bins or delivered by the resident at no charge for disposal at the Ophir Road site.

Should residents not have capacity to do either of these options, then there is the existing affordable service provision within the contract for residents to utilise privately owned bins to have surplus waste, recyclables or organics removed from their premises with the use of a ticket for \$2 per pick up on their regular scheduled service day. Residents can access these tickets from Council's cashier at the Civic building.

Council may choose to prefer to increase advertising of this available service provision in the lead up to the Christmas break in order to raise community awareness of these services. This would be a preferred option to making the significant one off change to have the domestic recycling service increased to weekly provision rather than fortnightly over the period 26 December to 6 January. An ad-hoc change to servicing regime often leads to significant confusion and resource implications with little added benefit to enhanced resource recovery which has been the experience of our contractor in locations where this has tried to be implemented. Points in case being Port Macquarie Hastings Shire Council and Wollondilly Shire Council.

Richards' experience has identified when this has tried to be communicated to residents, the messaging is overlooked due to the many other distractions happening at this time of year, including residents taking leave and not being at home to actually utilise the service. Utilisation of well less than 50% of the population base has been their experience and bin volumes being presented less full than usual.

2.2 Additional Waste and Recycling Services Over Christmas and New Year Period

In addition, in these very challenging times with obtaining employees to cater for the additional servicing, recruitment and training would also be extremely problematic. If Council was to insist on having publicly placed bulk skip bins in the CBD area, the most suitable location would be the Kite Street carpark, however, this provision needs to be weighed up against the negative impacts of utilising available car parking spaces, potential litter, potential vandalism and fire risk and most likely a high contamination level within any collected recyclables.

2.3 BULKY WASTE SERVICE REVIEW

RECORD NUMBER: 2022/1906

AUTHOR: Wayne Davis, Manager Waste Services and Technical Support

EXECUTIVE SUMMARY

Council at its meeting of 19 July 2022 considered the outcome report on the 2022 Bulky Waste Service and resolved for staff to look at further options for Bulky Waste Services on how this service may be improved.

LINK TO DELIVERY/OPERATIONAL PLAN

The recommendation in this report relates to the Delivery/Operational Plan strategy “8.3. Promote the range of recycling services”.

FINANCIAL IMPLICATIONS

Bulky Waste servicing is considered an additional level of service to base line kerb side domestic waste, recycling and organics service collection. To deliver this service, residents are levied a charge on their rates for an annual scheduled bulky waste service and can also avail themselves throughout the year to additional servicing using a “user-pay” ticket service.

This report provides Council with another option to deliver the service to only those residents’ that may choose to avail themselves to it at a more convenient level and at a reduced rate to the current “user-pay” ticket service.

POLICY AND GOVERNANCE IMPLICATIONS

Council has previously endorsed an amount of \$11.95 per residential assessment in the 2022/2023 budget for delivery of a scheduled Bulky Waste service in February 2023.

Adoption of an alternative “user-pay” bulky waste service in the 2022/2023 budget year would require adjustment to the residential assessment rate base to reflect removal of the scheduled service charge of \$11.95.

The existing Bulky waste collection "User-Pay" ticket of \$220.25 including GST would be removed from Council’s Fees and Charges.

A new Bulky waste collection "User-Pay" ticket of \$96.72 including GST would be included in Council’s Fees and Charges.

RECOMMENDATION

That Council resolves to:

- 1 Endorse provision of a “user-pay” Bulky Waste service in lieu of the scheduled service for February 2023 and make the necessary adjustment to the residential assessment rate base to remove the scheduled service charge.**
- 2 Advertise the new “user-pay” opt in Bulky Waste Service at the rate of \$96.72 per collection including GST for commencement in the 2022/2023 financial year and monitor the participation use and resource recovery outcomes with the view to maintaining this form of access to Bulky Waste servicing for the duration of the domestic waste contract ending in April 2026.**
- 3 The Removal of the existing Bulky waste collection "User-Pay" ticket fee of \$220.25 including GST.**

FURTHER CONSIDERATIONS

Consideration has been given to the recommendation’s impact on Council’s service delivery; image and reputation; political; environmental; health and safety; employees; stakeholders and project management; and no further implications or risks have been identified.

SUPPORTING INFORMATION

Council will recall that in February 2022, JR Richards and Sons provided the scheduled Bulky Waste service to the 16,838 residential assessments of which 7,604 premises or 45% of the total number of assessments participated in the collection. During consideration of the outcomes report in July 2022, Council wanted to review this service with the view to improving access to the service at mutually convenient times for the resident and contractor.

JR Richards and Sons have undertaken a review of the service offerings available to residents in similar contract arrangements. JR Richards are prepared to offer a new form of “user-pay” bulky waste service which would be an on-call service at any time of the year for a fee of \$96.72 per collection including GST. The service would be available 48 weeks of the year to the resident and would be booked directly by the resident to the JR Richards waste hotline number of 1300 725 415 and rendered within 10 working days. Up to 2 cubic metres of waste would be collected with JR Richards and Sons receiving and managing the on-call requests which includes:

- Advice to residents on what can be presented and the day of collection;
- Collection of the required payment;
- Providing Council with a report of the total number and details of each request on a monthly basis;
- Providing Council with access to requests to monitor status of the user-pay request and its delivery.

The service would consist of a three pass collection whereby mattresses, white goods and scrap metal and mixed household wastes would be collected and allow for maximum resource recovery. Exclusions to the collection would include the usual building wastes, automotive parts and hazardous wastes.

2.3 Bulky Waste Service Review

The cost of offering this service is at a substantially reduced rate to the original tender offering which was at that time offered across the entire region and therefore needed to account for disparity in local Council service numbers, areas of collection and resource sharing implications. The “user-pay” principal is in line with more equitable justification for provision of services to those that only require it and therefore reduces costs to those that have no need for such a service.