

ANNUAL

REPORT

2017-18

newaste
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north east waste

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Foreword

This report outlines the activities and outcomes of North East Waste (NE Waste) for the 2017-18 financial year. NE Waste is a group of seven councils on the far north coast of New South Wales working together towards regional solutions to effective waste management. It's member Councils are Ballina Shire, Byron Shire, Clarence Valley, Kyogle Shire, Lismore City, Richmond Valley and Tweed Shire.

In the 2017-18 year we delivered a suite of projects involving and engaging the community, schools, businesses and government. Our core projects focused on education, food waste reduction, business engagement in more effective waste management, dealing with problem wastes, waste on aboriginal communities, Community Recycling Centres, litter, asbestos disposal and illegal dumping. Other priorities included training, research, regional collaboration and fostering relationships with State Government and the broader waste community.

In developing and funding our programs and advising Councils on the changing waste regulatory landscape we have worked closely with the Environmental Trust and the NSW EPA. The Waste Less Recycle More (WLRM) initiative has funded many of our projects and has allowed for program expansion and the provision of additional infrastructure to our Councils. In 2016 it was announced that WLRM would be extended until 2021, securing NE Waste's funding and allowing for the planned implementation of our new Regional Waste Strategy (2017-21).

NE Waste's vision, to achieve more sustainable waste management and better resource recovery through a proactive and collaborative approach with our member Councils and community, is achieved because of our unique position and approach. Unlike other regional waste groups, our member Councils match our EPA operational funding, enabling a much more intensive engagement in the region. Our high level of success in securing additional grant funding also supports this vision. Our project coordinators and officers are long term, dedicated professionals whose knowledge and passion to improve resource recovery outcomes is well respected across the State, with our programs often duplicated by other Councils in both the metropolitan and regional areas.

Jeanie McKillop
NE Waste Coordinator



We aim to:



1

REGIONAL PROJECTS AND ENGAGEMENT

NE Waste delivers a suite of projects that are participatory and aim to build the social capital required to engage our community in effective waste management. Our projects and programs support our 7 member Councils in their efforts to provide information, services and resources to assist the region in waste avoidance and resource recovery, and implement change where needed.

In 2017-18 NE Waste coordinated 14 projects and successfully secured 5 new grants. The following section outlines the key features and highlights outcomes of each project.

1.1

NE Waste Communication

Aim: Increase the awareness of waste reduction activities across the region and engage the community.

In 2017-18 NEW reviewed and updated our communication plan. Effective media and publicity tools promote our programs and provide consistent messages about waste management and resource recovery in the region. Media campaigns are a core component of many of our projects and print, radio, television and electronic media are well utilised to maximise our reach, and our social media presence continues to expand through Facebook and Instagram and our Councils are closely linked to our programs, utilising the resources we provide for them.

- ▶ Community Recycling Centres, 6 new Social Media clips, advertising for 21 weeks on 10 buses.
- ▶ Litter and Illegal Dumping forum and an asbestos forum were held
- ▶ 1000 garage sales were held in Second Hand Saturday
- ▶ A reach of 150,000 residents through print media
- ▶ Two film screenings for Love Food Hate Waste
- ▶ 25 schools - 7000 participants, were engaged
- ▶ A new music video created with the Muli Muli community and the project was nominated for a Premiers Award
- ▶ Three NE Waste project coordinators presented at the annual Waste Conference



Through the long term delivery of our projects NE Waste has formed many partnerships across the region. This year they included:

- ▶ Local Chambers of Commerce and Industry Groups to reach a wider business audience
- ▶ Positive Change for Marine Life and Mid-Richmond Neighbourhood Centre for plastic waste and litter reduction
- ▶ The regional waste educators group to collaborate on the development and delivery of regional projects
- ▶ Boomerang Alliance for plastic waste avoidance and reduction
- ▶ Six other Regional Waste Groups to produce a State wide campaign
- ▶ Local Government NSW to promote asbestos awareness and make policy submissions
- ▶ Four Aboriginal Lands Councils and their communities



WEBSITES

HOUSEHOLD ASBESTOS DISPOSAL IN THE NORTHERN RIVERS

Are you renovating?

NE Waste is working in collaboration with six northern rivers Councils to offer Household Asbestos Disposal Kits to assist householders to safely and legally remove bonded asbestos in small home renovations (under 10m² of sheets of fibro).

The Household Asbestos Disposal Kits are partially funded by your Local Council to reduce the costs associated with handling asbestos.

GENERAL INFORMATION

View all landfill in our region are licensed to accept asbestos for disposal.

Part of the landfill in the northern rivers accept asbestos. You can use any of the participating landfills as long as you live with in one of the participating council areas.

Conditions for accepting asbestos at a landfill:

- Asbestos must be sealed in before arriving at the landfill gate. Where numbers are based in the table above.
- Asbestos must be sealed in plastic, wrapped in the back is completely contained. All safety gear used in the process of removing asbestos must be included in the parcel.

Waste Warriors

waste wise business smart

1000 TONNES

of our valuable resources going to landfill.

Welcome to Waste Warriors for Business!

"Recycling more really does make good business sense. Did you know that recycling is often cheaper than landfilling your waste?"

GETTING STARTED

We have made it really easy for you to get started. You can create your own toolkit, with everything you need for your business. Or request our FREE waste saver service where we do the work for you!

DIY Toolkit - Get factbooks for your business type and find out what services are available by your area. You can even download great resources like bin signage and promotional tool.

Let us help... - Get FREE personalised support for your business or workplace. Just fill out the contact information and we will be in touch.

ILLEGAL DUMPING

It's a crime

UP TO \$5000 ON THE SPOT

WHAT IS IT?

The above are all examples of illegal dumping.

Illegal dumping is the placement of waste onto private or public land where no license or approval exists to accept such waste. It ranges from small bags of rubbish in an urban environment to large scale dumping of materials in isolated areas, such as bushland. Illegal dumping of waste has many social, financial and environmental implications for local councils. Councils spend in the excess of \$50,000 per annum cleaning up and disposing of dumped waste.

Every reasonable attempt will be made by local authorities to locate the owner of the illegally dumped materials. Your help in reporting information relating to illegally dumped materials is important.

REPORT IT

Help stop illegal dumping in your area, by reporting any incidents here on-line or by calling your local Council. Illegal dumping is a crime and those caught could be fined.

Please select your preferred method below:

Report illegal dumping ONLINE OR **Report illegal dumping by PHONE**

INFORMATION

- What's happening in the north coast region of NSW
- Environmental Costs of Illegal Dumping
- Where can I dispose of my waste legally?
- What are the fines for illegal dumping?
- For further information on illegal dumping

HEY TOSSER!

It's a dirty look

Hey Tosser! Litter Prevention Campaign

By 2016, NSW aims to have the lowest litter count per capita in Australia. This is a reduction of approximately 40 per cent in the number of littered items based on 2011-12 data.

The NSW EPA's research about littering behaviour, shows that people know that littering is wrong. They know it is socially unacceptable. That is why, if people litter, they tend to do it when no one is looking.

The Hey Tosser! campaign tells litterers they are being watched and that no one likes what they do.

What is littering?

- Throwing food wrappers or cigarette butts from a vehicle
- Leaving a food container under a park bench
- Slipping a cigarette onto a footpath
- Leaving a plastic water bottle on the beach
- Leaving soil, sand or garden waste to blow from a moving vehicle

All of the above are examples of littering behaviour.

- Why is littering a problem?
- What can you do about it?

newaste north east waste

home recycling and disposal business education reports & strategy

LET'S ALL RECYCLE OUR FOOD AND GARDEN WASTE

Learn more about your food and garden waste green bin service here...

FEATURED PROGRAMS

LOVE FOOD CHALLENGE:

YOU WILL SAVE MONEY, CUT FOOD WASTE AND ENSURE A HEALTHIER ENVIRONMENT FOR YOU AND YOUR FAMILY TO ENJOY.

PLEDGE NOW!

- LOVE FOOD CHALLENGE** - Do one thing differently and save money
- REPORT LITTERING FROM VEHICLES** - Fines from \$250 apply
- ASBESTOS** - Household's Asbestos Disposal Scheme
- RECYCLING CENTRES** - Free service for the drop off of household problem wastes

Welcome to the website of the North East Waste (NE Waste), a group of councils on the North Coast of New South Wales, working together towards cost-effective waste management solutions. The group has a voluntary membership, and aims to achieve the development and implementation of local and regionally based waste management solutions.

LOVE FOOD CHALLENGE:

Do one thing differently and save money

Do at least one thing differently to avoid food waste and please recycle differently to your family food bin. Try one or two and make the pledge to reduce your food waste. You will save money, cut food waste and ensure a healthier environment for you and your family to enjoy.

- PLAN IT** - Plan to eat what you have and shop and cook in a way that you can use what you buy.
- FREEZE IT** - Freeze food to use later. It will make it easier to use what you have.
- STORE IT PROPERLY** - Store food in the right way so it lasts longer.
- COOK AND SERVE IT** - Cook what you need and serve it in a way that you can use what you buy.
- LOVE IT** - Love your leftovers!

Free Love Food Hate Waste Cooking workshops for busy parents

Free Love Food Hate Waste Cooking workshops for busy parents

Name: _____
E-mail: _____
Submit

Become a Food Lover Right Now

Waste Warriors

waste wise business smart

BUSINESS SHOWCASE

Celebrating businesses who are getting great outcomes from implementing waste and recycling initiatives is something we love. Check out some of our champions here and make sure to check back for more featured businesses in the future. It could be yours!

ZIGZAG HAIR

YARRIBA
Zig Zag Hair in Yarraba are leading the way in sustainable salons. From hair donations to oil bins, supporting other local, sustainably minded businesses. Zig Zag Hair really made for an interesting business showcase.

THE BEACH HOTEL

BYRON BAY
The iconic Beach Hotel in Byron Bay is a place many people have visited before. With over one million customers streaming through the doors every year to visit the bars, cafe, restaurants and accommodation, the outcomes achieved here have been significant. If they can do it, anyone can!

ELTHAM PANTRY

ELTHAM
The Eltham Pantry is run by a gorgeous partnership in the hills located Byron. Managing their waste program was an integral part of their business from Day 1. They have done it with some clever decisions, like making their own soft drinks to avoid generating more waste than they need to.

Pick It Up And Bin It

for a cleaner world

Home Get Involved Events Contact

Community Recycling Centres

Community Recycling Centres are **OPENING** across the region

Waste Matters

Drop off your household problem waste for recycling

FREE SERVICE

(NSW) Residents can drop off the following waste items for FREE at any of the Community Recycling Centres:

- Paint
- Gas bottles and fire extinguishers
- Fluoro globes and tubes
- Household and car batteries
- Smoke detectors
- Motor oils and other oils

Depending on which Community Recycling Centre you visit, other waste materials can also be dropped off for reuse, recycling or safe disposal.

Only household quantities of the above materials will be accepted. As a guide a maximum container of 20 litres or 20 kilograms for each of the wastes listed above.

Lismore	Location	Tweed
Grafton	Byron Resource Recovery Centre 115 Mansie Road, Myocum	Byron
Casino (Narmsona)	Hours	Ballina
Maclean	Monday to Friday: 8am - 4pm Saturday and Sunday: 8.30am - 11.30am (closed public holidays)	Kyogle
	Contact	
	Phone 6684 1870	

Why use the Community Recycling Centres?

Most of the waste accepted at Community Recycling Centres can be reused or recycled. By sorting your waste and taking it to your local centre, you will:

- help improve resource recovery rates
- save water, energy and other valuable natural resources

For more information on what happens to the problem wastes dropped off at Community Recycling Centres click here.

Storing and transporting your wastes

Handle and transport your materials carefully and safely. Protect your vehicle by placing items on a protective sheet or tray in the boot to capture any leakages or breakages.

SECOND HAND Saturday

The Biggest Garage Sale Day on the north coast!

24 September 2016! **8AM Start!**

Garage Sales About Blog Contact

I CHOOSE TO REUSE

because my style is one of a kind

1000 Garage Sales!

Over 1,000 Garage Sales were held over 2 weekends as part of Second Hand Saturday. A massive contribution from all those who either held or attended a garage sale. Thank you all for participating!

Second Hand Saturday – the biggest garage sale day on the north coast



1.2

Waste Education and Community Engagement



Aim: The aim of the NE Waste education and community engagement programs is to promote positive behaviour change and lead to improvements in resource recovery and waste avoidance practices in our regional community.

NE Waste's Education and Community Engagement Program drives behaviour change initiatives to achieve the region's waste and recycling targets. The program is delivered through a combination of community research; face-to-face engagement at events, workshops and schools; social media marketing and broader communication approaches. The programs are designed in conjunction with the regional waste educators group to optimise collaboration and ownership of the programs by our member Councils, ensuring they are useful and appropriate to each LGA. During 2017-18, improvements have been made to program design and implementation, and new activities developed to complement the range of education activities already on offer.

"Art activities in environmental education can sharpen and refine our perception and make us sensitive for the mystery of the things around us. Through art, we can see and approach the outside world afresh. Art can hit us unexpectedly, catch us off-guard, and sometimes provoke us."

Jan van Boeckel
from the University of Art and Design Helsinki, Finland



Outcomes for 2017-18 have included:

- ▶ Food Donation education grant success – this grant will be delivered in 2018-19
- ▶ Collaborative design/planning process of the #recycleright campaign to support Councils in contamination management and changes to recycling
- ▶ The Wipe Out Waste education program includes the WOW van, education marquees and a team of 4 who provide schools and community members face-to-face community engagement activities. In 2017-18 the team were given training in making beeswax wrappers, a new and highly popular activity. These workshops in conjunction with calico bag design are now delivered across the region targeting parents and children to promote single-use plastic free options. The WOW team also continue to visit schools and community events – 25 schools participated and 74 event days held across the region reaching in excess of 7,000 people directly. New resources have also been developed to increase on-site engagement including an Instagram cut-out and Love Food Hate Waste high school lesson plans
- ▶ Community research surveys – 2 on-line surveys were developed for community input into program design – the plastic bag survey, and the recycle right survey, each receiving in excess of 1,000 community responses. These have provided valuable insight into the knowledge, skills and behaviours for recycling (in response to China Sword) and in the use of plastic bags. The results of the recycling survey have been used by NE Waste for its #recycleright campaign.
- ▶ Second Hand Saturday 2017 – 1,000 garage sales were held over 2 weekends, thousands of people visited the garage sales, > 1900 wheelie bins worth of materials were exchanged, 750 wheelie bins worth of materials were diverted from landfill. Engagement - 2,000 Facebook likes, Instagram commenced, reach more than 50,000. The stars of the ABC TV program 'Get Grubby' were asked to support the program through being ambassadors to the program - dirtgirl and scrapboy both participated. This has led to a great relationship between NE Waste and dirtgirl world, who have also made special appearances at other events NE Waste has attended.
- ▶ Early Childhood education – delivered through dirtgirlworld's Get Grubby web-based program, and NE Waste's centre visiting 'Nothing Goes to Waste' program. Evaluation of the programs was released in July 2017. There are 30 Centres actively participating in these programs.

- ▶ Capacity building and collaboration – 2 training courses and 5 regional waste education meetings were held. Training included Social Media, funded by the NSW EPA.
- ▶ External promotion of NE Waste education program through presentations at the AAEE NSW conference and the Coffs Harbour Waste Management Conference.





1.3



Love Food Hate Waste

Aim: The Love Food Hate Waste Challenge provides locally relevant promotional and community engagement activities to reduce food waste, designed in conjunction with our local community. It aims to increase awareness about food waste avoidance issues, and increase skills and adoption of food waste avoidance behaviours in parents with young children.



Love Food Hate Waste provides food waste avoidance education to community across the northern rivers region, through community workshops, staff workshops and social media promotion. A team of two comprising of the Education Coordinator and the Love Food Hate Waste Chef (plus WOW team support where necessary) deliver talks, staff training, cooking demos and workshops across the region.

During 2017-18 the following outcomes were delivered:

- ▶ Two successful grant applications to deliver the EPA's Food Smart program to the community and expand Love Food Hate Waste to the business community via the EPA's Your Business is Food Program – this boosts the total funding received via the EPA to \$40,000
- ▶ Completed the trial of the EPA's Food Smart Program

- ▶ Ten LFHW workshops/cooking demos held including 4 staff healthy lunches workshops to NSW Health and Lismore City Council staff – 250 people in attendance – 75% reported two or more waste avoidance behaviours adopted as a result of the workshops.
- ▶ Three LFHW talk sessions at U3A and Probus Lismore and U3A Brunswick Heads– reaching 200 community members
- ▶ Two film screenings held with 75 people in total attending these
- ▶ 14,000 reach via social media with 500 post engagements
- ▶ Ongoing partnership management with NSW Health, Grafton and Maclean Hospitals, TAFE North Coast, Consortium of Neighbourhood Centres.

1.4

Waste Warriors

Aim: To increase recycling, waste avoidance and reduce the amount of waste disposed to landfill from businesses across the NE Waste region.

The Business Waste Reduction Project (Waste Warriors for Business) is one of the key deliverables to meet NE Waste’s strategy’s reduction and avoidance objectives. In 2017-18 the project continued to provide ongoing assistance to businesses, facilitate industry and community partnerships with social enterprises and regional organisations, for the diversion and reuse of waste material from the Commercial and Industrial (C&I) sector.



Outcomes for 2017-18 included:

- ▶ Presentation on Waste Warriors project at Waste Conference.
- ▶ Supported 35 businesses with free waste assessments, action plans and waste and recycling solutions.
- ▶ Promoted best practice regional businesses across social media.
- ▶ Supported large regional business with accreditation for their low waste packaging initiative.
- ▶ Facilitation of regional solutions for agricultural farm waste.
- ▶ Collaboration with Positive Change for Marine Life and the “Don’t be a Sucker” initiative and Byron Shire Council and Boomerang Alliances Plastic Free Byron Project.
- ▶ Presentations to Chambers of Commerce and Industry Groups.
- ▶ Additional resources developed to support business with best practice waste and recycling.

1.5

RENEW

Aim: Providing training, professional development and networking opportunities for regional waste groups and personnel



North East Waste is one of eight Voluntary Regional Waste Groups (VRWGs), which operate in rural and regional areas of NSW. All VRWGs are members of RENEW NSW and encompass over 95 regional Councils. We work together to improve resource recovery and waste management in regional NSW and meet four times a year. Collaboration between groups both at and between meetings has been regular and beneficial, allowing project sharing, joint submissions and exchange on operational matters.

This year, due to the implementation of the container deposit scheme and the challenges of the National Sword Policy from China, meetings became an essential forum for problem solving and sharing of experiences. It also allowed for the EPA to disseminate information to groups and gather feedback to inform any assistance requirements of councils.

As a group RENEW made or contributed to LGNSW submissions on changes to the Protection of the Environment Operations Legislation Amendment (Waste) Regulation 2017 (Draft Regulation), CDS Material Recycling Facility (MRF) protocols, Energy from Waste policy, Draft NSW Waste and Resource Recovery Infrastructure Strategy 2017-2021 and Minimum Standards in the Scrap Metal Industry.

We also provided feedback on a number of documents including the NSW EPA Illegal Dumping and Litter Strategy and the National Product Stewardship Act Review. This allows for regional perspectives to be heard and considered in the policy design phase.

1.6

Illegal Dumping



Aim: To reduce illegal dumping across the NE Waste region and improve the Councils' capacity to respond to illegal dumping.

NE Waste has facilitated a Regional Illegal Dumping Program across seven participating Councils since 2012 and has continued to provide resources, support and training to our member councils. Over the last two years there has been significant improvement in the quality and quantity of data available from councils as a result of the CUAP grant funding received by Byron Shire (16-17), Lismore City (17-18) and the NE Waste pilot RID Officer (RVC, CVC & Ballina) program 2016-17. Regular reporting into the EPA RID Online system in 2017-18 by councils has identified the following regional illegal dumping data:

- ▶ 1,958 illegal dumping incidences were reported
- ▶ A total of 437 tonnes of illegally dumped material (excluding vehicles) was cleaned up and disposed of
- ▶ 61 asbestos dumping incidences reported
- ▶ Household waste was the most dumped waste by number of incidences (63%)
- ▶ Construction and Demolition (C&D) was the most dumped waste by weight (45%)

Improvements are continuing in the collection and recording of illegal dumping data which will contribute towards ongoing improvements in access to regional data, identifying knowledge gaps, improving regional information sharing and supporting future funding applications.

In summary, illegal dumping projects highlights for 2017-18 include:

- ▶ 6 NE Waste councils are now using the RID online reporting system
- ▶ Second successful Regional Illegal Dumping Forum was held and attended by 17 officers
- ▶ Delivery of 'Investigative Interviewing, RID Online and Camera Surveillance training to 37 officers
- ▶ NE Waste secured \$55.4k grant funding to implement the 'Northern Rivers Hotspot Intervention Program' (2018-19)
- ▶ Regional Asbestos Forum held in collaboration with NSW LGA and attended by 35 council staff
- ▶ Lismore City Council implemented their baseline ID data program
- ▶ Tweed Council secured funding for baseline ID data grant and Byron Council secured funding to implement ID prevention strategy



1.7

Household Asbestos Disposal and Testing Project

Aim: To increase public awareness about the disposal of asbestos and improve their ability to deal with asbestos disposal safely

In October 2017 North East Waste received an Excellence in Environment Award for our Home Asbestos Testing Kit program. The program allows homeowners 2 tests free of charge to identify asbestos in their homes before undertaking renovations. It forwards advice from Safe Work and provides information about professional asbestos removal in the region to encourage residents to do the right thing.

In 2017-18 the program returned 168 positive result tests for asbestos and 135 negative readings. Positive readings are followed up by the project co-ordinator to provide additional information. A survey of the program with local residents has indicated a 100% positive response on the question 'Are you supportive of Council providing asbestos testing kits?'

New signage has been provided to Councils to be located at the Weigh bridges or where kits are collected to inform and encourage residents to use the kits.



RENOVATING?



ASBESTOS

**TESTING KITS
AVAILABLE HERE**

Sample it + Get Results + Stay Safe

For more information visit newaste.org.au
or contact your local council

1.8

Clean Up Country

Aim: This project aims to work with Local Aboriginal Land Councils and discrete communities to build their capacity and assist to improve waste management and engagement with resource recovery

The two discrete aboriginal communities of Cabbage Tree Island (Ballina Shire) and Muli Muli (Kyogle Shire) were both assisted by NE Waste's Clean Up Country project over the past 2 years. At Cabbage Tree Island improvements in the waste service provided were enhanced by locally designed signage. The clean-up removed 28 ton of waste and 4.5 tonnes of metal and the bulky waste collection bays were upgraded.

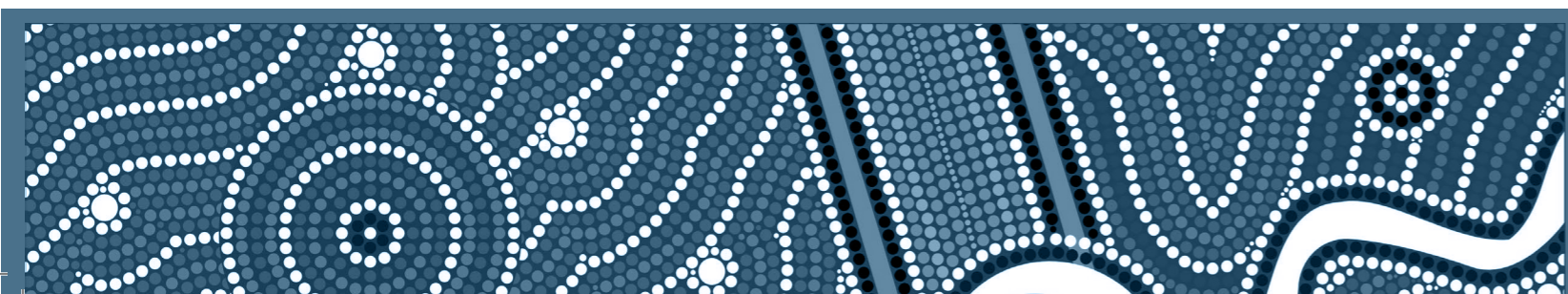
Work at the Muli Muli community included the rehabilitation of the old tip site, where 1951 tons of waste was removed by Remondis. 50 students and community members helped plant 300 trees when the clean-up was completed. The project also facilitated the community's development of a waste management plan that resulted in the introduction of a new recycling system. An education strategy implemented a campaign that included bin painting, recycling competitions, a trip to the tip and a CDS initiative. In addition, the young people of Muli Muli created two social media music video clips with Desert Pea Media, about managing waste to protect country. This project has been nominated for the Premier's Award this year. Education activities at both communities included community get togethers and workshops and an excursion to the Lismore waste facility. In total the project attracted \$368,000 in grant funding from the EPA.



This year the Malabugilmah Community in the Clarence Valley was assisted to develop a waste management plan. They are the first community to submit a Waste Management Plan under the Aboriginal Communities Waste Management Program (ACWMP). Work to date has included:

- ▶ Assisting in forming a project team and partners of project, guidelines and timeframes
- ▶ Designing educational resources including logo in conjunction with local artist
- ▶ Liaising with partners to form communication and partnership pathways, including attending workshops with EPA and Muli Waste Management Project Coordinator
- ▶ Assisting Community Engagement Officer at Malabugilmah with Waste Education and bin painting workshop
- ▶ Assisting in design and facilitation of community meetings for Waste Management Plan
- ▶ Managing and facilitating household waste audits with community members and presenting information to community and council
- ▶ Facilitating bin monitoring processes in the community in conjunction with reinstating a recycling bin service via Clarence Valley Council
- ▶ Educational tour with community to Grafton Resource and Recovery Waste facility
- ▶ Facilitating worm compost garden workshop with community

The Baryugil Land Council has also received assistance via NE Waste in developing an Expression of Interest to obtain funding for a Waste Management Plan under ACWMP, which is in the process of being submitted to the EPA.



1.9

Community Recycling Centres

Aim: To make it easier for residents to recycle problem household waste items and avoid putting them into their kerbside bins, by establishing a NE Waste regional network of free and easily accessible Community Recycling Centres, to receive low toxicity problem wastes.



NE Waste's network of eight Community Recycling Centres (CRCs), are permanent drop-off centres for common household problem wastes that can't be collected via council kerbside waste and recycling collection services. Householders can drop off problem wastes at any of these centres year-round, free of charge.

The NE Waste Regional CRC Communication and Education Plan (2017-19) has continued to be successful in informing and engaging the community to participate in the correct disposal of household problem waste items. 2017-18 has been the most successful year yet with the number of visitors to the region's CRCs increasing by an estimated 10% and the tonnage of household problem wastes dropped off increasing by 11%.

The other key achievements and outcomes in 2017-18 include:

- ▶ Cost saving to Councils and the community of an estimated \$424,384
- ▶ The development of a new animated CRC commercial – aired 5,400 times on 5 regional TV channels and 6 cinemas
- ▶ The development of 6 animated video clips – posted on social media, achieving a reach of 19,000 and 400+ engagements
- ▶ Bus advertising – on 10 regional buses for 21 weeks
- ▶ A comprehensive program of targeted print and digital media
- ▶ A reduction in 'by catch' (non targeted problem waste e.g pool chemicals) from 12% to 8% of the total dropped off
- ▶ CRC operation refresher training completed by 20 staff from 3 Councils.

1.10

Litter Prevention Project

Aim: To support NE Waste member councils in delivering litter prevention initiatives that best address their local needs while contributing to achieving regional and NSW goals in long term litter reduction.

In 2017-18 NE Waste received funding through the EPA WLRM initiative to extend the successful roadside litter campaign and to implement a park litter reduction program in stage 3 of the 'Litter – Regional Implementation Plan (L-RIP) 2016-18'. This plan is aligned with both the NE Waste Regional Waste Strategy to tackle litter and the NSW Government's priority state target to reduce the volume of litter by 40 percent by 2020. The plan has identified roadsides and recreational parks as the region's highest priority areas for targeted litter reduction.



Roadside Litter Reduction (Stage 2)

- ▶ This second stage extended to include roadside litter hotspots at Casino (RVC) and Lismore
- ▶ It aimed to reduce the volume of litter by 40% at highway hotspots and to increase those registered to 'report littering from vehicles' by 20%
- ▶ 16 local businesses participated in the 2 month education and awareness campaign
- ▶ Awareness campaign included signage, radio and print ads, editorial, social media, mobile digital messaging (VMS), bus ads and public engagement
- ▶ Average litter reductions achieved - 84% at Lismore hotspots (Bruxner Hwy) and 65% at Casino hotspots (Summerland Way)
- ▶ Another 200 people registered to report - an increase of 45%
- ▶ Community feedback indicated a 25% increase in willingness to report littering and a 77% recall of the litter campaign

Park Litter Reduction

- ▶ 'Pick It Up and Bin It' park litter program began in Nov 2017 (finishing Nov 2018)
- ▶ 5 community groups engaged in park litter clean ups in Ballina Shire, Byron Shire and Richmond Valley
- ▶ Park locations agreed in collaboration with community groups and Councils and local litter checks conducted
- ▶ Partnership agreements were established to encourage local ownership and engagement
- ▶ Litter kits and resources provided to groups including banners, whiteboards, collection bags, water bottles, pocket ashtrays
- ▶ In 2017-18 a total of 19 litter checks and 41 clean ups had been completed through more than 300 hours of community volunteer time
- ▶ Public engagement in litter reduction at 6 high profile park events – resulted in direct engaged with 430+ people and 162 litter reduction pledges
- ▶ Regional Litter and Illegal Dumping Forum (Jun 2018) – attended by 14 council staff to share knowledge, build capacity and network with others in similar roles
- ▶ NE Waste worked collaboratively with Byron Shire Council who received a Round 4 litter grant to implement their Butt Free Byron Shire project.



1.11

Food Organics and Garden Organics (FOGO) in Multi Unit Dwellings (MUDS)



North East Waste secured \$88,000 in funding for a new organics project in early 2018. The trial aims to investigate why MUDs do not access FOGO kerbside services and how participation could be maximised, and contamination minimised. Residential/holiday and public housing properties in Lismore, Tweed and Byron Shire have been targeted. Audits to establish a baseline of the organics in red and green bins has been almost completed and different education engagement techniques and 'interventions' will be rolled out in 2018-19. Bins will be monitored regularly and audited after each 'intervention' has been in place for at least 2-3 months. This will determine which interventions work best. This project will provide our Councils with accurate costings, real information and achievable recommendations to inform their own future plans to improve FOGO uptake and practices in MUDs.



The performance of the trial will be evaluated when all data is collected and analysed with the KPIs being a reduction in organics in the residual bin and an increase of organics in FOGO bins.

Our engagement strategy is based on the traditional methods we have tried in other projects, our desire to continue with a face to face approach supported by an information campaign and some more recent techniques used in our Litter and LFHW engagements.





1.12

Training

Aim: Provide training, professional development and networking opportunities for landfill and education staff in the region.

Training and professional development is an important part of making NE Waste a cohesive and collaborative entity. It enables contractors and Councils to build skills that enable an enhanced performance in their roles. In 2017-18 a number of training events were provided by NE Waste and the EPA.

Again, this year the focus of training provided by NE Waste was on asbestos. On the advice of Safe Work NSW staff training was offered in a 3-day Certificate Course in Asbestos handling and removal. Over 50 staff from seven Councils were trained at the Lismore Resource Recovery Facility with an emphasis on both theoretical and practical applications. Certificates were provided to all staff and feedback on the course indicated that an increased level of confidence in dealing with asbestos was felt by the majority of participants.



Other training and professional development provided by NE Waste included:

- ▶ A 2-day Investigative Interview training course for Illegal Dumping was completed by 10 council staff
- ▶ Two forums – one on illegal dumping and one on asbestos
- ▶ Social media training course funded by the NSW EPA which was full capacity with a maximum of 15 council staff. Waste education staff, communication and media staff attended the workshop which was rated Excellent by participants.
- ▶ Single use plastics Beeswax wrapper train the trainer for Wipe Out Waste team and Council educators

In 2018-19 the training budget will be spent on Landfill Operator training to build the capacity of new staff in the operational area.

1.13

The Better Waste Recycling Fund

Aim: To support voluntary waste groups with regional coordination and infrastructure planning



Funding from 2016-17 was carried over to allow for the completion of this project. This involved the final fit out and art work for the Wipe Out Waste mobile education unit, that had been purchased with the previous year's Better Waste Recycling Fund. The Van has been out and about in its new colours at events and schools throughout 2017-18.

The funding received this year was allocated to a multifaceted media campaign to promote the correct use of Food and Garden Organics bins in 6 Council areas - *Keep it coming around – let's all recycle our food and garden organics.* two television commercials (TVCs), six social media clips and a photo library had been funded by NE Waste in 2016-17. From July the TVC ran across the region on two networks 5,600 times in 8 months. We received almost four times the number of airtime slots we paid for, making this very good value and extending our reach well beyond what was originally anticipated. We also had



the ad air 95 times during the Commonwealth Games. The education team of NE Waste was engaged to promote the use of FOGO, engage residents and answer question and monitor bins at events across the region to provide a face to face component for the campaign. The photo-library and social media was promoted to councils to use in their own FOGO promotion, to play in their foyers and be used on their Facebook pages and on Council websites.

The coordinator and education coordinator, who developed the campaign, presented at RENEW and at the Coffs Waste Conference.

1.14



Regional Waste Strategy Implementation and Initiatives

Aim: To set the strategic direction of waste management in the region through a coordinated and collaborative approach that optimises resource-sharing opportunities and to support regional initiatives.

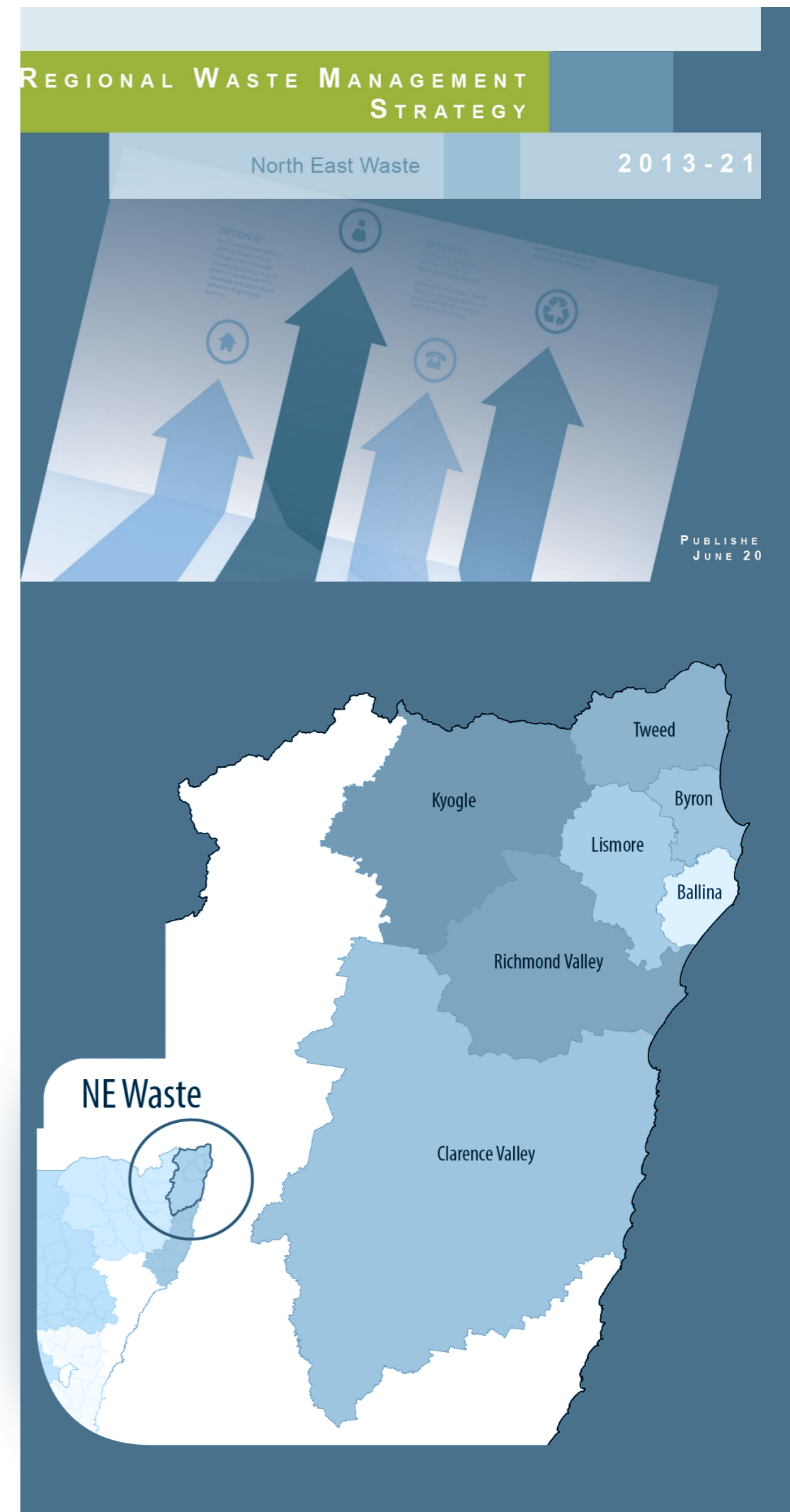
This year our waste strategy was reviewed and submitted to the EPA (available at newaste.org.au). With funding secured until 2021 the new strategy incorporated an update of regional data, new projections and new projects.

In addition to 5 coordination and administration roles, 13 discrete projects were delivered:

- ▶ Community Recycling Centres
- ▶ Household Asbestos Program
- ▶ Illegal Dumping: Clean Up and Prevention
- ▶ The Better Waste Recycling Fund
- ▶ Strategy Implementation and Regional Initiatives
- ▶ Communications

- ▶ RENEW
- ▶ Training Delivery
- ▶ Litter Reduction and Prevention Strategy
- ▶ Clean Up Country
- ▶ FOGO in Muds
- ▶ Love Food Hate Waste
- ▶ Waste Education

Assistance was also given to Councils and community groups to complete individual Council grant applications under the WLRM program.



2

COUNCILS AND RESOURCE RECOVERY

The recovery of resources across the region through shared contracts and individual Council effort continues to increase. We continue to look for opportunities and initiatives to increase diversion through recycling, removing problematic elements from our landfills and encouraging the reuse of limited resources.

2.1

New Council Initiatives

During 2017-18 NE Waste Councils implemented a range of new programs and services. Key changes and achievements are outlined below.



Ballina Shire Council

Achievements for the year include:

- ▶ A new covered load out area was constructed at the Ballina Waste Management Centre in May 2018. This features a dome shape undercover area on hardstand for loading of all recyclables and will eventually include kerbside putrescibles.
- ▶ Two new Tip well units were purchased for the transfer station to provide safer access for the public and to allow an additional opportunity to retrieve and recycle.
- ▶ The Asbestos gun purchased this year has improved customer/staff interactions at weighbridge
- ▶ Samala Heart started with Ballina Council as Waste Education Officer, two days per week.



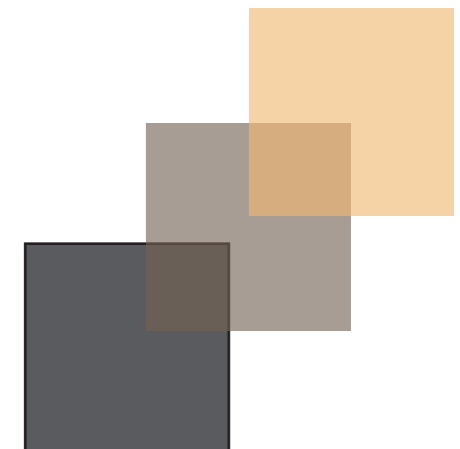
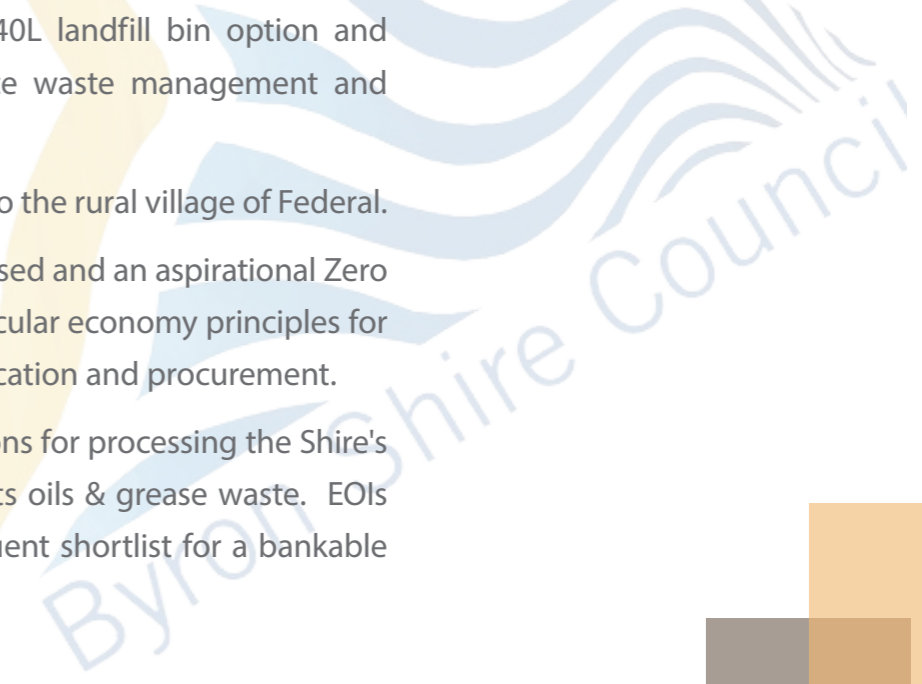


Byron Shire Council

Achievements for the year include:



- ▶ Stage 1 of the Byron Resource Recovery Centre (BRRC) Master Plan is complete. The Mobile Aerated Floor facility to compost garden organics is operational.
- ▶ Commenced Expanded Polystyrene extrusion operations at the BRRC.
- ▶ Council received a litter grant for a Butt Free Byron Campaign (100K) and Illegal Dumping (50K).
- ▶ Public Place Bin Network (enclosures and stands) upgraded throughout the Shire with the implementation of 130 public place recycling bins in all towns and villages.
- ▶ An overfull bin education and communication campaign was run with Social Media, print and radio interview.
- ▶ Implemented the Plastic Free Byron “Make The Switch” single-use plastic reduction program in collaboration with Boomerang Alliance, Plastic Free Byron and Positive Change for Marine Life.
- ▶ Implementation of a revised rural collection service with a 140L landfill bin option and provision of subsidised compost bin to promote best practice waste management and recycling practices.
- ▶ Expansion of Council’s FOGO 3-bin kerbside collection system into the rural village of Federal.
- ▶ Waste Management and Resource Recovery strategy has progressed and an aspirational Zero Waste to landfill target resolved. Focus will be on embedding circular economy principles for the management of the Shire’s waste with a strong focus on education and procurement.
- ▶ A Bioenergy facility project is underway that is looking into options for processing the Shire’s FOGO, Commercial food waste, Biosolids, Coppice crops and fats oils & grease waste. EOIs for potential technology solutions were received and a subsequent shortlist for a bankable feasibility study released.





Clarence Valley Council

Achievements for the year include:

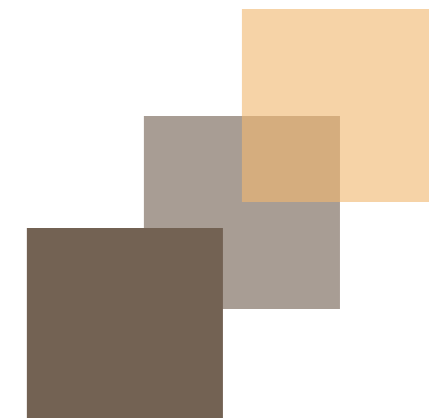
- ▶ A new cell at Grafton has been completed with a life of 2-3 years. It is a stage of a larger extension (2 years).
- ▶ The final stages of upgrading the environmental controls at Maclean and Grafton Transfer Station has been completed.
- ▶ The new Waste Strategy is almost complete and was conducted in-house.
- ▶ Council has agreed to a higher gate fee to process recyclables in response to the National Sword Policy in China.
- ▶ Dirt Girl's Plastic bag detox (21 days) is about to kick off on World Environment day – it got a great response from the main shopping centre in Grafton.
- ▶ 3 bin compositional waste audit was completed.



Kyogle Council

Achievements for the year include:

- ▶ Construction/upgrade of 2 transfer stations to improve safety and amenity has been completed.
- ▶ The Woodenbong landfill was closed and Council has constructed a Transfer Station at the site.
- ▶ A Container Deposit Scheme (CDS) depot was opened in January 2018. It has been well received by the public and well utilised.
- ▶ Cinema advertising to improve recycling has been screening this year.
- ▶ Tip shop building at Kyogle landfill repaired. Council currently considered options for operation.



Lismore City Council

Achievements for the year include:

- ▶ The construction of the commercial waste sorting facility has been completed and commenced operations. The facility will sort commercial waste with the aim of keeping around 8,000 tonnes of waste from landfill annually.
- ▶ A CDS bulk depot with a singulator was opened at Lismore Resource Recovery Centre. The number of containers has plateaued out to around 45-50,000 containers a week.
- ▶ Council has completed an illegal dumping (ID) baseline project – it was good to pull all the different areas of Council together. It has highlighted the issue that much ID was not been identified or costed.
- ▶ A new compliance coordinator was employed to manage environmental and regulatory compliance around waste management.
- ▶ Lismore will be reconfiguring the glass crushing process – trialling new technology.
- ▶ Council has secured funding for a new optical sorter for the MRF to assist in recovering two additional plastic streams. Other MRF upgrades being looked at include an air knife and film sucker to improve cross contamination in the MRF.
- ▶ A team of volunteers have commenced work at the Lismore Revolve Shop and their plan is to bring life to the containers in the Revolve Shop Precinct mending and displaying revolve goods and building a work space.
- ▶ In 2017-18 Lismore City Council has undertaken significant community engagement in the waste space. This has included 55 Schools/preschools, 12 Tertiary groups, 34 community groups/events and 5 Council groups.
- ▶ A new waste strategy called “The Recycling Revolution” was endorsed by Council and sets a framework for new and existing programs for the next 5 years.





Richmond Valley Council



Achievements for the year include:

- ▶ Nammoona Master plan is completed – it has included the relocation and development of tip shop, reconfiguration of the CRC, new offices, moving the weighbridge closer to the front of the site, and aims to eventually have a dual weighbridge. The implementation plan is under development.
- ▶ FOGO collection is going well, with low contamination and very few rejected loads.
- ▶ Diversion from the waste stream at RVC is sitting at 61%.
- ▶ Tip shops at councils Nammoona and Evans Head facilities have proved to be very successful and economically viable.
- ▶ The Waste Strategy previously being developed will now be a Waste Business plan.
- ▶ A new street bin truck has been purchased with the ability to service larger bins.
- ▶ Surrendering two licences for Broadwater landfill and Evan Head to make for easier compliance/management.
- ▶ Waste educator now permanent part time role.
- ▶ Cell 6 Nammoona is at the design stage with negotiations underway with NSW EPA.
- ▶ Bora Ridge closure and capping plan is in its final design stage in preparation for the tender process for construction.
- ▶ Business FOGO trial was successful and Business FOGO will be accessible to businesses in our kerbside collection area from 1 July 2018.
- ▶ Nammoona capping plan almost completed ready for staged capping over coming years.



Tweed Shire Council

Achievements for the year include:



- ▶ Tweed Shire Council adopted a Zero waste target which will guide future waste reduction initiatives.
- ▶ Council has started to develop a new Integrated Waste Management Strategy.
- ▶ Final stages of the master planning for Stotts Creek Resource Recovery Centre that will guide the future development of the facility including a new FOGO processing facility, CRC, Transfer Station, Leachate ponds, Stormwater ponds and road network.
- ▶ A holistic study of the landfill performance at Stotts Creek Resource Recovery Centre for groundwater and surface water monitoring, has been completed and submitted to the EPA.
- ▶ Council took over the operation of the Stotts Creek Resource Recovery Centre that had previously been managed under contract arrangement for the past 30 years (approximately).
- ▶ Council has increased waste diversion from 38% to 62% with the introduction of a Food Organics and Garden Organics collection service.
- ▶ New dial up bulky waste collection service for all domestic properties implemented.
- ▶ Rehabilitation of large sections of capped landfill cells at Stotts Creek Resource Recovery Centre.
- ▶ Planting of 13,000 trees as part of a Biodiversity Offset Strategy associated with the Eviron Quarry and Landfill project.
- ▶ Stage 1 of the haul road commenced at the Eviron Quarry and Landfill project.
- ▶ Illegal dumping working group established.
- ▶ Grant awarded by the EPA for the capturing of data associated with Illegal Dumping.



2.2

Regional Recycling/ Diversion Tonnage

North East Waste Councils have continued to demonstrate high recycling and resource recovery rates, having the highest recycling rate of any other regional waste group in the State for 2017-18 (NSW EPA).

Resource Recovery/Waste Diversion Reporting from July 1st 2017 to 30th June 2018

Material	Tonnage	
Residual Waste Collected Kerbside	44,039	A recycling rate of 62.78% was achieved in our region at Kerbside
Recycling Collected Kerbside	33,616	
FOGO Collected Kerbside	40,680	
Residual waste dropped off	21,872	A recycling rate of 53.31% was achieved at our drop-off facilities
Recycling dropped off	14,220	
Garden organics dropped off	11,718	
Metal	5,009	
E-waste	245	
Batteries	68	
Hazardous (CRCs)	209	

► Many additional materials are recovered at our facilities, including construction and demolition and commercial and industrial material. However, accurate recoding of these categories is not always available and therefore have been omitted from this report.



3

MANAGEMENT, GOVERNANCE & FINANCE

NE Waste provides tangible benefits to Member Councils through programs aimed at delivering efficiencies and cost savings and promoting innovation and excellence in waste and resource management.

NE Waste has the following objectives:

- ▶ Collectively discuss and investigate the future waste management needs of the region and of Member Council areas.
- ▶ Provide a coordinated approach to waste management and minimisation.
- ▶ Avoid duplication of effort between member Councils.
- ▶ Confirm a commitment to reduce the volume of waste to landfill.
- ▶ Exchange knowledge between member Councils on waste management issues.
- ▶ Formulate draft policies, strategies and guidelines in relation to regional waste management and education needs.



3.1

Governance of the Group

The role of host Council is important in ensuring our effective operation and for the past three years Clarence Valley Council has hosted North East Waste and administered our financial obligations. NE Waste meets at least four times per year. Meetings are rotated to each member Council. Each Council is entitled to a single vote, with decisions carried by majority vote. A tied vote shall be a motion lost. The NE Waste Memorandum of Agreement is current until June 2020.

The member Councils in 2017-18 and their delegated officers were:

Ballina Shire	Cheyne Willebrands, Christine Pitman
Byron Shire	Lloyd Issacson, Lucy Wilson
Clarence Valley	Ken Wilson, Richard Roper
Kyogle	David Bell
Lismore City	Kevin Trustum, Danielle Hannigan
Richmond Valley	Carla Dzendolet, David Timms
Tweed Shire	Rod Dawson, Wes Knight

Regional waste groups meet with the NSW EPA quarterly in Sydney and regional areas under the banner of RENEW NSW. These meetings include an update of each group's projects and achievements, as well as encouraging discussion of issues that challenge the regional areas.

Under the Waste Less Recycle More Initiative reporting to the EPA by the waste group is annual. Once reporting is complete, funding is allocated for projects and administration. Grant funded projects have a different reporting regime, that varies depending on the funding section and structure of the program. There are progress and milestone reports for most projects but some non-contestable funding, such as the Better Waste Recycling Fund, are also annual.

In addition, a meeting of NE Waste contractors is held on alternative quarters to allow updates to the Coordinator, resource sharing and support across projects.



3.2

Sustainability Aims

NE Waste strives to minimise our footprint by choosing to:

- ▶ Offset air travel
- ▶ Carpool when possible
- ▶ Purchase local or Australian made products
- ▶ Adopt reuse and repair where possible
- ▶ Minimise waste and compost and recycle
- ▶ Use energy and water efficiently
- ▶ Make socially and environmentally ethical choices when operating for NE Waste

3.3

Finances

The NSW EPA provides funding to develop and implement our projects and NE Waste reports on our outcomes, achievements and resource recovery on an annual basis. In addition, each member Council contributes between \$0.80-\$1.00 per head of population towards operations, project development and implementation. This is capped at maximum of 50,000 residents. This means each Council shares in decision-making and contributes a proportionate share of running costs and project expenses.

Not all voluntary waste groups are fortunate enough to operate under this model and NE Waste appreciates that this combined expenditure allows us to develop and deliver high quality programs. Additional funding is sought from grant programs from the Environment Trust and the Waste Less Recycle More initiative for specific projects.

In 2017-18 NE Waste was again very successful in securing additional funds from the EPA and Environment Trust and our operational budget was approximately 1.2 million dollars.

3.5

Procurement & Contracts

NE Waste can authorise expenditure for works or services by resolution at a meeting of the Working Group. Unless otherwise directed by the Working Group, procurement is undertaken in accordance with the procedures of the Host Council. The Host Council is responsible for the calling of and awarding tenders. The coordinator and group assist the Host Council by preparing any technical specifications and tender documents, assessing tenders; and making a recommendation to the Host Council regarding the preferred tenderer.

NE Waste delivers its projects through the engagement of contractors and consultants. This engagement is made under the procurement policies of the Host Council. Project coordinators and officers engaged in 2017-18 were:

- ▶ **Coordinator** – Jeanie McKillop
- ▶ **Education Coordinator** – Linda Tohver
- ▶ **Business Waste Reduction Coordinator** – Kim Potter
- ▶ **Illegal Dumping , CRC and Litter Coordinator** – Karen Rudkin
- ▶ **Asbestos Project Officer** – Joanne Hoy
- ▶ **Clean Up Country Project Officer** – Elaine Toogood
- ▶ **Website Management and Maintenance** – Flavio Stankievich
- ▶ **FOGO in MUDS Project Officer** – Nickki Walker

In addition preferred suppliers were engaged as:

- ▶ **Wipe Out Waste Site Managers** – Sally Prescott, Nickki Walker
- ▶ **Wipe Out Waste Performers** – Peter Notley



3.6



Financial Statement

Project Expenditure and Budget 2017-18

Project	BUDGET	EXPENDITURE	CARRY FORWARD OR RETURN TO RESERVE
NE Waste Coordination	98,000	97,046	954
Waste Warriors Business Project	58,000	59,920	-1,920
Regional Strategy	47,946	14,803	33,143
RENEW	7,000	7,044	-44
Waste Education	100,000	90,830	9,170
Education Coordination	70,000	64,487	5,513
Love Food Hate Waste	24,216	23,728	488
Community Recycling Centres	84,562	78,348	6,214
Litter	145,927	89,378	56,549
Illegal Dumping	58,256	19,076	39,180
Better Waste Recycling Fund	84,588	61,153	23,435
Asbestos Project	15,000	16,208	-1,208
Clean up Country	319,340	319,340	-
FOGO in MUDS	44,024	14,563	29,461
Communication	30,000	31,617	-1,617
Training	7,000	8,337	-1,337
Host Council payment	7,000	7,000	-
TOTALS	1,200,859	1,002,878	197,981



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