



Weigh in on Waste

# City of Canada Bay



**Community survey report**  
Community Engagement Stage 1

## Summary

The City of Canada Bay is developing its first Waste Strategy, which will provide the framework and pathway for increasing resource recovery, reducing waste to landfill, and ensuring highly-effective waste and resource recovery services for our community.

To support the development of this waste strategy, the City of Canada Bay has initiated a comprehensive community engagement program, Weigh in on Waste, which includes two phases:

- Phase 1 (March to May 2020) — online community survey
- Phase 2 (July to August 2020) — focussed community workshops

This report provides the outcomes of Phase 1, the Weigh in On Waste community survey.

## Community Survey Overview

The community survey was open for seven weeks from 15 March to 6 May 2020. Consultation included a dedicated website and online survey at [collaborate.canadabay.nsw.gov.au/waste](http://collaborate.canadabay.nsw.gov.au/waste), surveys translated into the four most common community languages other than English (Mandarin, Cantonese, Korean and Italian), and a phone-in survey option.

The objectives of this online survey included identifying and understanding our community's:

- Knowledge of and satisfaction with current services
- Attitudes, support and interest for waste management and resource recovery options
- Priorities and aspirations for waste management and resource recovery.

In total across all survey options, 586 contributions were received. This engagement demonstrates the high level of community interest and engagement in waste and resource recovery matters.

## Key Findings

### Minimising waste and improving resource recovery are very important to our community



#### Education

Our community has a strong interest in education about reducing waste and improving recycling outcomes. There is opportunity for Council to provide greater education on our services and resource recovery options.



#### Food Waste

Reducing food waste is a priority for our community, through Council food waste collections or greater access to composting options. Over 84% of residents indicated that food waste collections or composting was important to them.



#### Bulk Household Collection Services

Residents would like more bulk waste collection options — but are split on whether additional scheduled collections or on-call collections would be preferred. There is also opportunity to further promote reuse and resource recovery alternatives for bulk household materials.



#### Other Waste & Resource Recovery Services

Council has opportunity to do more to inform residents of services such as our Community Recycling Centre and recycling collection services.



**Our community is very engaged with sustainability, and makes choices that reduce waste**

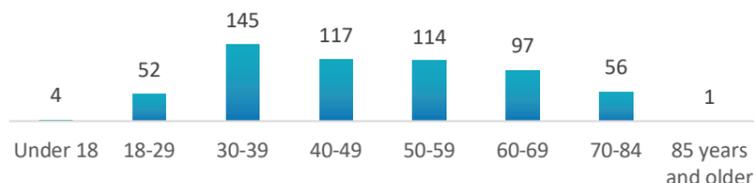


## Survey Response Demographics

### Gender



### Age Group



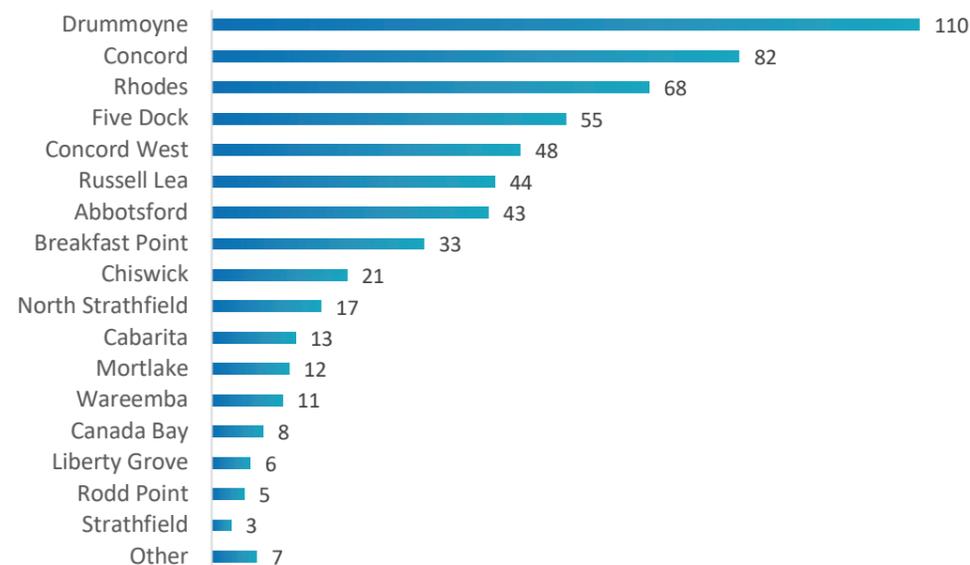
### Property Ownership

- 70% own current residence
- 28% rent current residence
- 2% other

### Property Type

- 45% Separate house
- 40% unit or apartment
- 15% semi-detached, terrace or townhouse

### Suburbs



### Language Spoken at home

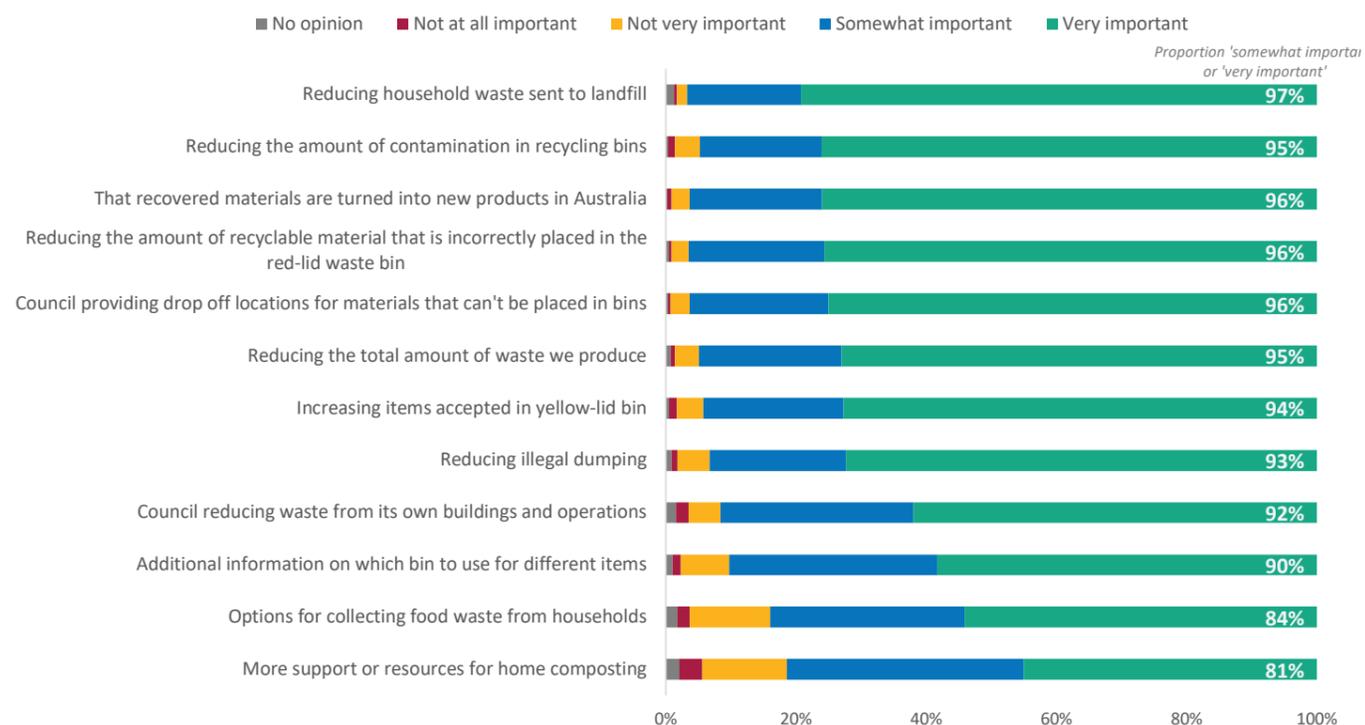
- 91% English
- 9% Language other than English

### Most common other languages:

- Mandarin
- Cantonese
- German
- Italian
- Korean
- Hindi

## Which waste and resource recovery matters are most important to our community?

We asked our community how important various waste and resource recovery outcomes were to them. We found that all these issues are very high priority for our residents, with every outcome rated 'important' or 'very important' by at least 80% of respondents. In particular, minimising waste to landfill, reducing recycling contamination, and manufacturing recycled products in Australia were of crucial concern for our community.

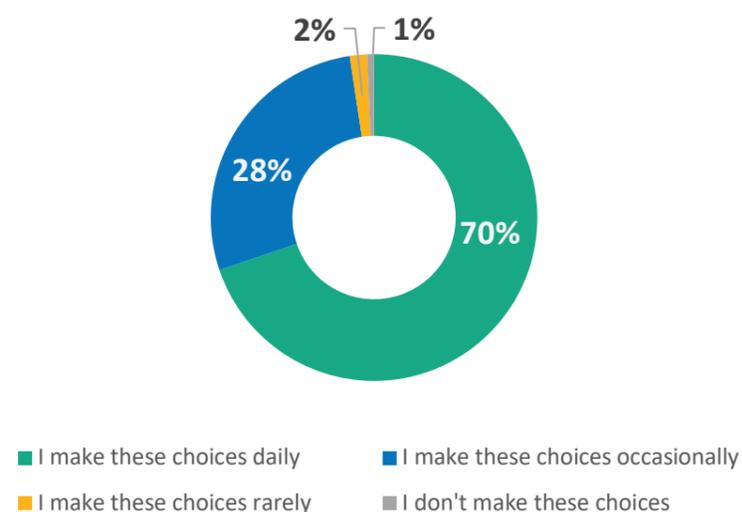


## Community values and priorities

Our residents care deeply about reducing waste to landfill, and reducing the environmental impacts of waste generation.

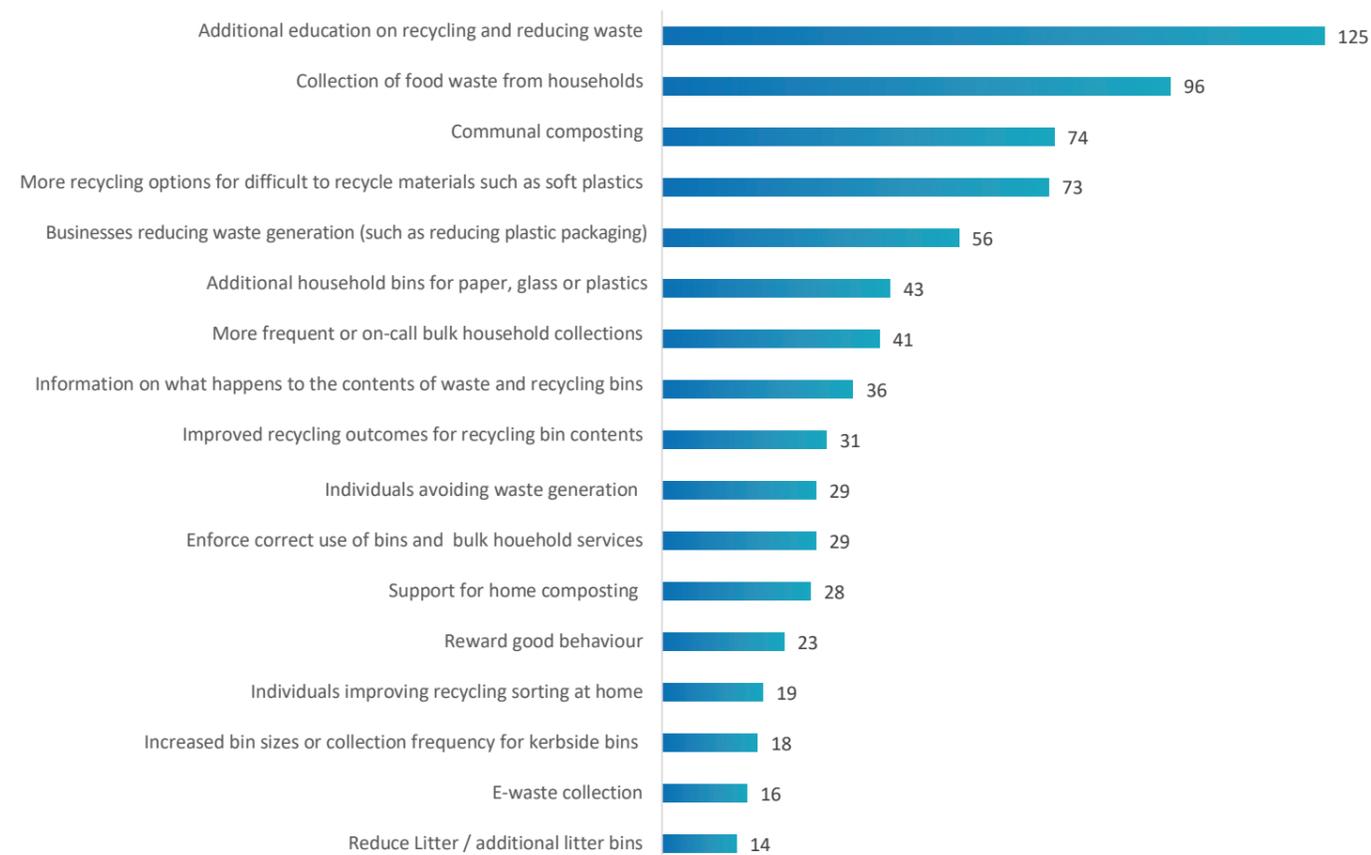
- 98% of all survey respondents stated that they make choices to avoid generating waste daily or occasionally, such as buying items with less packaging, repairing and reusing items or avoiding buying excess food.
- 87% of residents ranked reducing waste to landfill and reducing greenhouse gas emissions as more important than the cost of waste services or convenience for accessing services.

### How often do you make choices that avoid generating waste?

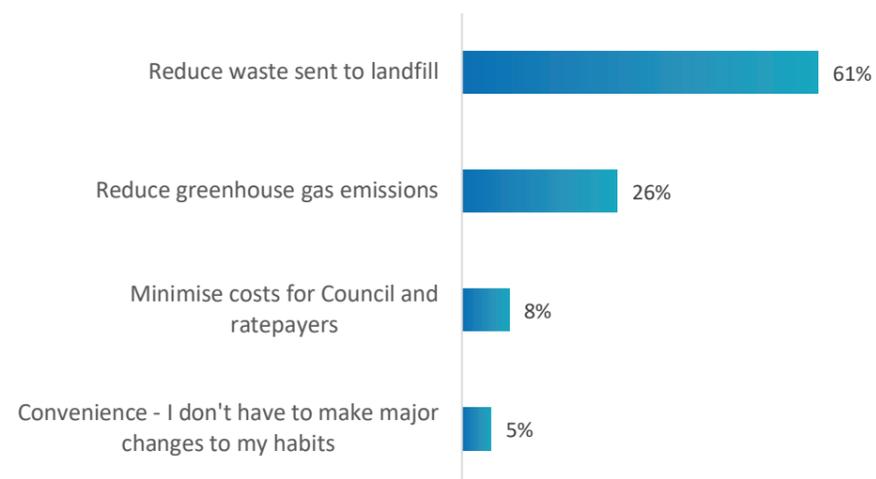


## What change do you think will provide the biggest improvement in managing waste in our community?

We asked our residents to tell us, in their own words, what they thought would make the most difference in the community. The most frequent areas identified have been grouped under common themes. The most common ideas and comments included additional education on recycling and reducing waste, as well as reducing food waste by collecting food or additional composting.



### When it comes to improving waste services, what outcomes do you value as most important?



## What change do you think would provide the biggest improvement in managing waste in our community?



### Selection of Community Responses

“Reminding people what goes in what bin, I see people over and over bagging their recycling. Also enforcing that business’ take more responsibility with their waste to take bins inside and not leave them all over the street “



“Compost areas for apartment blocks that residents can contribute to.”

Separate glass and paper recycling collection “

“Education around recycling - what can and can’t be recycled - the effects of placing the wrong items in recycling, e.g. everything in a plastic bag will go straight to landfill”



“Most likely the separation of food scraps will be beneficial in reducing the landfill and amount placed in red bin.”

“More frequent council clean-ups. Fines for dumpers. Notifying residents of when the different collections are on.”

“Council using recycled products in their projects - this should be in all council’s procurement policies. Better education on what goes into which bin.”



“Better recycling options and understanding of how recycled items are used and what is being made from them

“It would be great to be able to recycle soft plastics at home instead of having to go to shopping centres to Redcycle.”

“Reducing food packaging in supermarkets, but I understand this is not within Council’s delegations. Educating residents on what is recyclable and what isn’t”



## What do our residents think about the current kerbside bin system?

Most residents indicated it was relatively easy to find information about the correct use of kerbside bins, but a significant minority indicated it was difficult to find this information, demonstrating that there is opportunity to do more to educate about using this service. Additional education, such as improved bin bay stickers and signage, was also the most common response when asking respondents to share ideas about the bin system in their own words.

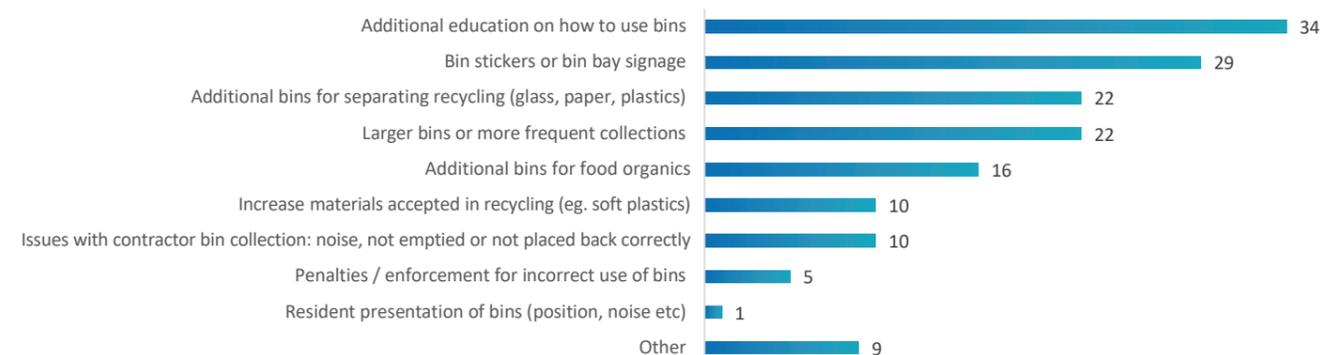
### How easy is it to find out information on the correct red, yellow or green lid kerbside bin to use for different items?



### Where do you look for information about the correct use of the kerbside bins?



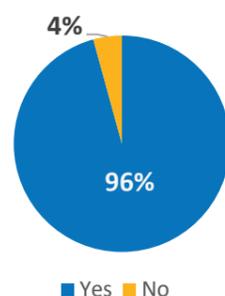
### Do you have any ideas or comments you want to share about the kerbside bin system?



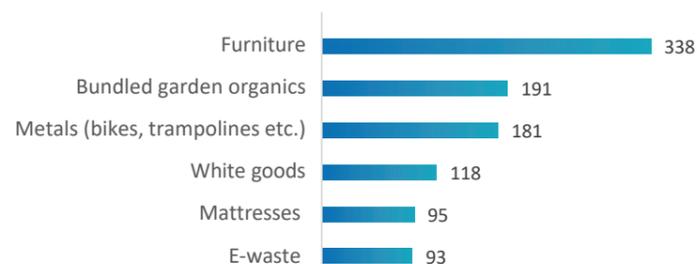
## What do our residents think about our bulk household collections?

The vast majority of respondents were aware of our bulk household collection service, and have placed out materials for collection over the past 12 months. Many residents indicated that they would find it useful to have additional scheduled or on-call collections, although there was a split on which approach was preferred. There is also opportunity to provide more information on services and options for reuse of bulk household material.

### Did you know that council offers a bulk household waste collection service on pre-scheduled dates, twice a year for all households?



### Which, if any, of the following materials have you placed out in the bulk household service in the past 12 months?



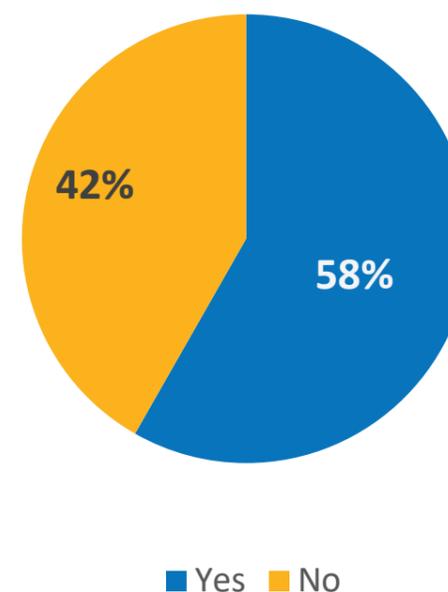
### Do you have any ideas or comments you want to share about the bulk household waste system?



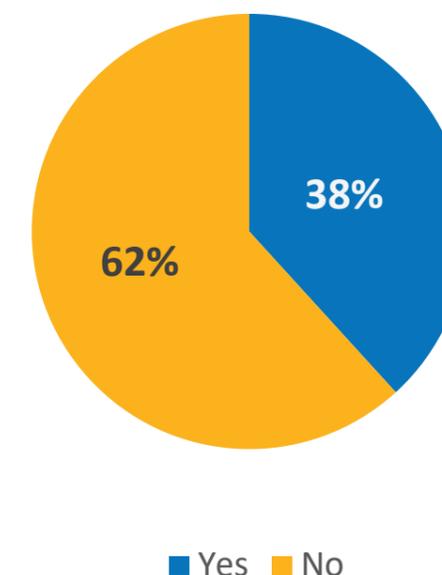
## What do our residents think about our Community Recycling Centre?

Over 40% of all respondents stated that they were not aware of the Five Dock Community Recycling Centre, which indicates that Council has opportunity to do more to promote this service to residents. More education and acceptance of additional materials were the most common ideas shared by respondents. Many residents that had used this facility also took this opportunity to provide positive feedback about the service and staff.

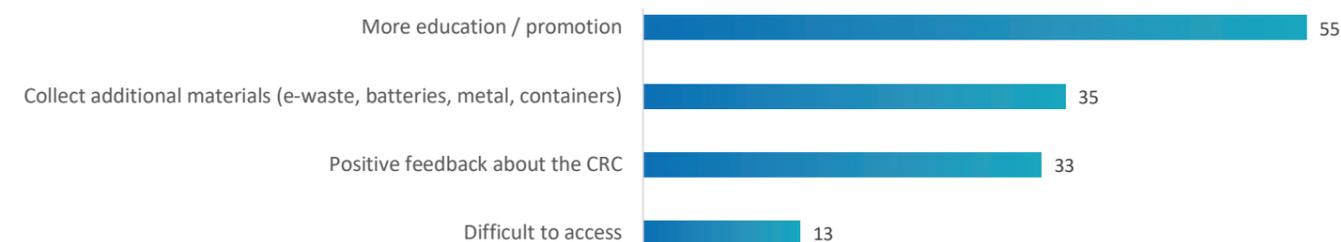
### Did you know that council provides CRC for drop off of problem materials?



### For those that know about the centre, have you visited the CRC in the past 12 months?



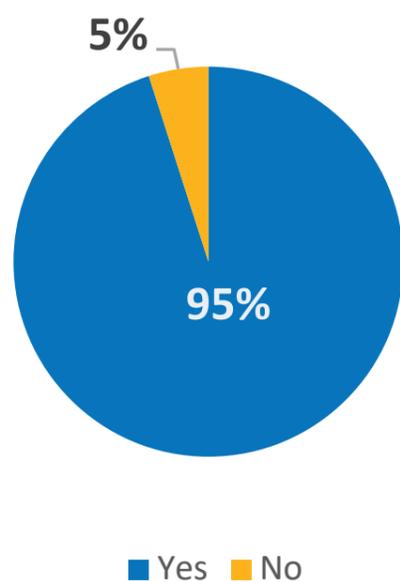
### Do you have any ideas or comments you want to share about the Community Recycling Centre?



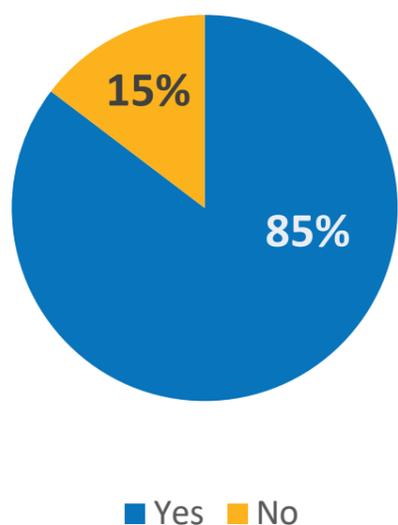
## What do our residents think about illegal dumping?

Most respondents are aware that it is illegal to dump materials on public land, and that Council investigates illegal dumping and can issue fines to dumpers. Several respondents provided positive feedback that this is currently managed well, and there were also suggestions for increased enforcement, providing details on alternatives, and promotion of successful enforcement cases.

Did you know that it is illegal to dump materials on public land, even if you think these items may be reused by others?



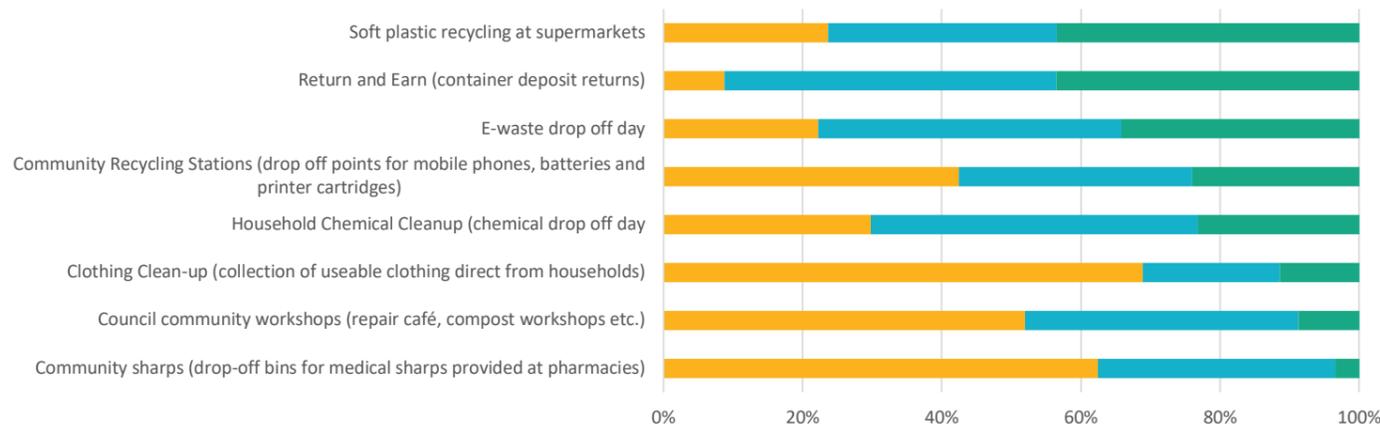
Did you know that Council investigates incidences of illegal dumping and can issue fines to the responsible dumper?



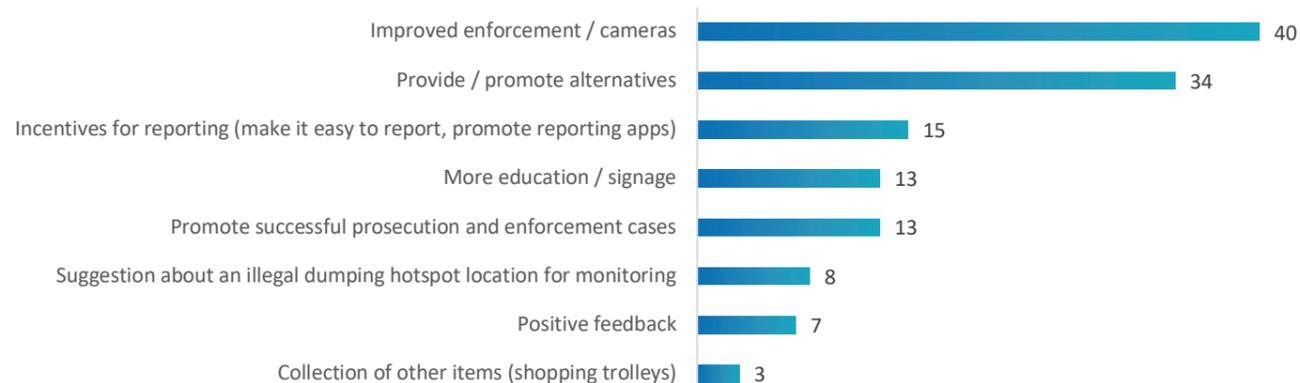
## Awareness and usage of resource recovery services in our area

Many respondents were aware of at least some of the resource recovery services in our area, such as return and earn deposit centres, soft plastics recycling at supermarkets, and Council's e-waste drop off day. But there was less awareness of some other services, such as clothing collections, community workshops and community sharps bins. There is opportunity for Council to do more to promote and advertise these services for our community.

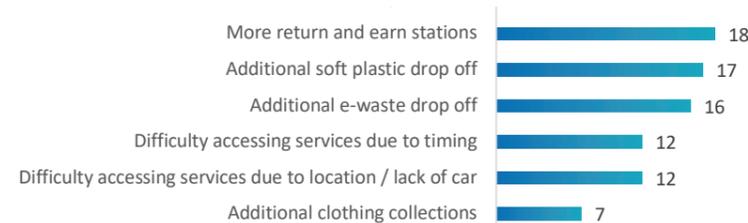
Which of the following services are you aware of or have used?



Do you have any ideas or comments you want to share about illegal dumping or Council's illegal dumping investigations and enforcement in our Council area?



Are there any particular reasons that you would have liked to use one or more of the above services but were not able to? Or, are there any changes that would make these services easier to access?

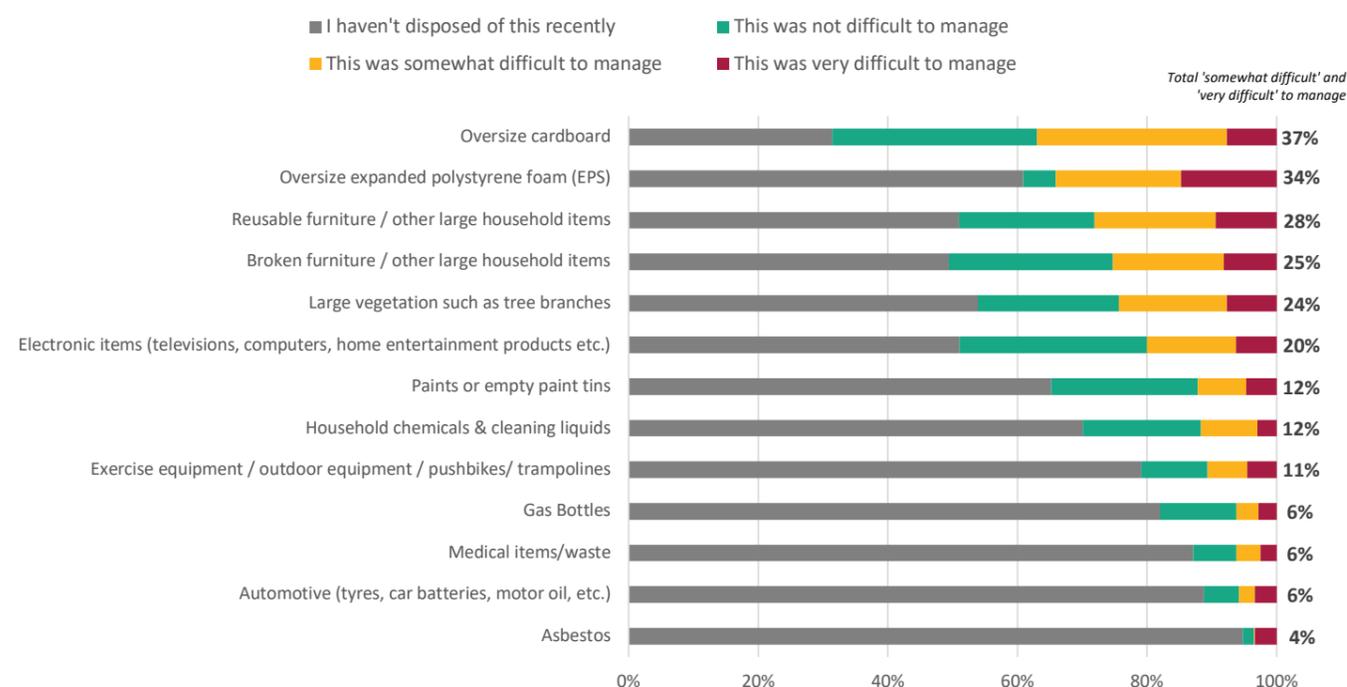


## Difficult to manage materials

We asked respondents which materials they found most difficult manage, such as where it was difficult to find suitable waste or recycling services. For most materials identified, respondents had either not disposed of these recently, or did not find them difficult to manage, which indicates that our current waste and recycling services do a good job covering most household items.

The most commonly identified difficult materials included large pieces of cardboard and polystyrene, along with reusable furniture, indicating that Council could investigate additional services or further promote existing services for these materials.

### How difficult is it to find recycling or disposal information or services for these materials?



## Attachment 1 – Online community survey

Open

First, please tell us a little about yourself:

Step 1 of 4

1. Do you currently live in the City of Canada Bay? Required

- Yes
- No

2. Do you work or own a business in the City of Canada Bay?

- I own a business in the City of Canada Bay
- I work in the City of Canada Bay
- Neither of the above

3. Which suburb do you live in? Required

4. Gender

5. Age Group Required

6. What is the primary language spoken in your home? Required

7. What sort of property do you live in? Required

- Separate house
- Semi-detached, terrace or townhouse
- Unit or apartment
- Other (please specify)

8. Do you rent or own your current residence? Required

## Attachment 1 – Online Community Survey

### Community vision and priorities

Step 2 of 4

9. We would like to better understand our community's preferences and vision for waste management. Please rate how important each of the following is to you:

	No opinion	Not at all important	Not very important	Somewhat important	Very important
Reducing household waste sent to landfill	<input type="radio"/>				
Increasing number and type of items that are able to be recycled in the kerbside yellow-lid bin	<input type="radio"/>				
Reducing the amount of contamination (such as plastic bags) in recycling bins	<input type="radio"/>				
Reducing the total amount of waste we produce, such as unused food	<input type="radio"/>				
Reducing the amount of recyclable material that is incorrectly placed in the red-lid waste bin	<input type="radio"/>				
Council providing additional information on which bin to use for different items	<input type="radio"/>				
Council providing drop off locations for materials that cannot be placed in kerbside waste, recycling or organics bins	<input type="radio"/>				
Council investigating options for collecting food waste from households	<input type="radio"/>				
Council providing more support or resources for home composting	<input type="radio"/>				
Council reducing waste from its own buildings and operations	<input type="radio"/>				
Reducing illegal dumping	<input type="radio"/>				
That recovered materials are turned into new products in Australia	<input type="radio"/>				

10. How often do you make choices that avoid generating waste? e.g. buying items with less packaging, repairing and reusing items, or avoiding buying excess food Required

- I make these choices daily
- I make these choices occasionally
- I make these choices rarely
- I don't make these choices

## Attachment 1 – Online Community Survey

11. When it comes to improving waste services, what outcomes do you value as most important? Please rank the below outcomes in order of importance from most important (top) to least important (bottom) by dragging and dropping the options into the empty box. Required

Reduce waste sent to landfill

Reduce greenhouse gas emissions

Minimise costs for Council and ratepayers

Convenience - I don't have to make major changes to my habits

12. In your own words, what change do you think will provide the biggest improvement in managing waste in our community? (Optional)

You have 500 characters left

Now let's talk about our current services and programs:

Step 3 of 4

### Kerbside Bins

13. How easy is it to find out information on the correct red, yellow or green lid kerbside bin to use for different items?

- Very easy
- Somewhat easy
- Somewhat difficult
- Very difficult

14. Which of the following methods do you currently use to find out information about the correct use of the kerbside bins? (you can select more than one option) Required

- Council website
- Annual waste & resource recovery calendar
- Waste Hotline (call centre)
- Bin stickers
- Bin bay signage
- Council mobile waste and recycling application
- Non-council website or application (e.g. Planet Ark)
- Other (please specify)

15. Do you have any ideas or comments you want to share about the kerbside bin system? (Optional)

You have 255 characters left

### Bulk household collections, also called council clean-up or hard waste collections

16. Did you know that council offers a bulk household waste collection service on pre-scheduled dates, twice a year for all households? Required

- Yes
- No

17. Do you have any ideas or comments you want to share about the bulk household waste system? (Optional)

You have 255 characters left

## Attachment 1 – Online Community Survey

17. Which, if any, of the following materials have you placed out in the bulk household service in the past 12 months?

- Mattresses
- Furniture
- General household items
- White Goods
- Metals (bikes, trampolines etc.)
- E-waste
- Bundled Garden Organics
- Other (please specify)

18. Do you have any ideas or comments you want to share about the bulk household waste system? (Optional)

You have 255 characters left

### Community Recycling Centre

19. Did you know that council provides a Community Recycling Centre for drop off of problem materials including paints, motor oils and gas bottles, free of charge for residents at 15-17 Regatta Rd Five Dock?

- Yes
- No

20. Have you visited the Community Recycling Centre in the past 12 months?

- Yes
- No

21. (Optional) Do you have any ideas or comments you want to share about the Community Recycling Centre?

You have 255 characters left

### Illegal Dumping

22. Did you know that it is illegal to dump materials such as unwanted furniture and mattresses on public land such as your kerb (except for Council bulk household collection), even if you think these items may be reused by others? Required

- Yes
- No

23. Did you know that Council investigates incidences of illegal dumping and can issue fines to the responsible dumper? Required

- Yes
- No

24. Do you have any ideas or comments you want to share about illegal dumping or Council's illegal dumping investigations and enforcement in our Council area? (Optional)

## Attachment 1 – Online Community Survey

### Other Waste and Recycling Services

25. Which of the following services are you aware of or have used?

	I wasn't aware of this service	I'm aware of but haven't used this service	I've used this service
E-waste drop off day	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household Chemical Cleanup (chemical drop off day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Recycling Stations (drop off points for mobile phones, batteries and printer cartridges)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community sharps (drop-off bins for medical sharps provided at pharmacies)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clothing Clean-up (collection of useable clothing direct from households)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council community workshops (repair café, compost workshops etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Soft plastic recycling at supermarkets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Return and Earn (container deposit returns)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. Are there any particular reasons that you would have liked to use one or more of the above services but were not able to? Or, are there any changes that would make these services easier to access? (Optional)

You have 255 characters left

### Difficult to manage materials

27. Have you had to recycle or dispose of these items recently? How difficult is it to find recycling or disposal information or services for these materials?

Materials that are not accepted or may be difficult to place in kerbside recycling bins:

	I haven't disposed of this recently	This was not difficult to manage	This was somewhat difficult to manage	This was very difficult to manage
Oversize expanded polystyrene foam (EPS)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Oversize cardboard	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reusable furniture / other large household items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Broken furniture / other large household items	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Exercise equipment / outdoor equipment / pushbikes/ trampolines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Electronic items (televisions, computers, home entertainment products etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Large vegetation such as tree branches	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Medical items/waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Household chemicals & cleaning liquids	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paints or empty paint tins	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gas Bottles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Automotive (tyres, car batteries, motor oil, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Asbestos	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

28. Any other unwanted materials that were difficult to manage or may require additional services? (Optional)

You have 255 characters left

## Attachment 1 – Online Community Survey

Finally, please share your contact details so we can update you as the strategy continues to be developed: Step 4 of 4

29. Would you like to be involved in further consultation as we develop the strategy?

- Yes  
 No

30. Please provide your email contact details

31. Is there are specific topic you are interested in discussing further?

- Collection of bins and bulk household material  
 Improving recovery of food waste  
 Managing waste in apartment buildings  
 Other (please specify)

32. Which of these communication methods is most useful for Council to inform you about new or existing waste services? (You can select more than one option) Required

- Council website  
 Annual calendar  
 Local newspaper / magazine ads such as Inner West Courier  
 Council publication eg. Bayside Brief  
 Council Email E-zine  
 Waste Hotline  
 Letterbox drop  
 Public signage / banners  
 Television ads  
 Radio ads  
 Online / Youtube ads  
 Council Facebook / other social media  
 Bin stickers  
 Council's waste and recycling mobile app  
 Other (please specify)