



Future of Waste Survey Results

Environment and Resource Recovery

Gympie Regional Council

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Please note that the indicative comments used throughout this report are taken directly from the survey responses provided by members of the public, and to preserve the integrity of the data have not been edited for punctuation.



Executive Summary

Gympie Regional Council undertook a community waste survey to gain feedback on council's waste and recycling services. This feedback will form part of future council waste contracts and waste strategy. Due to the long-term contracts in waste management, it is important for council to understand the changes needed to improve current services.

The survey was designed in four parts, investigating:

- Demographics about Gympie residents
- Preferred communication methods and satisfaction of current waste services
- The appetite for introducing new services including GO, FOGO, and bulky collection
- Waste to energy technology and additional feedback.

Residents over the age of 18 years were able to take part in the Future of Waste survey. There were a total of 1908 online and hard copy surveys completed over the period of 1 March to 7 April 2023. The online survey was open to residents within the Gympie region for the month of March and hard copy surveys were accepted from 1 March until 7 April 2023.

The feedback received from this survey will be useful in understanding the community's stance on introducing new services in the next waste management contract.

Background and Context

Gympie Regional Council is in the process of planning the region's next waste and recycling contract. To ensure council provides the best waste management practices over the next 10 years, feedback received from the survey can assist with better understanding.

- Resident satisfaction and usage of current waste management facilities, as well as waste and recycling services.
- Preferred communication methods in improving recycling habits and waste related updates and information.
- Attitudes towards introducing modern technologies and services including GO, FOGO, bulky collection, and waste to energy.
- A safe space for community members to provide anonymous feedback that will improve council's services to align with community expectations.



Methodology

Aim

To understand what improvements Gympie residents would like to see in the next waste management contract.

Purpose

Gympie Regional Council is in the process of planning the region's future waste and recycling service. The Future of Waste survey was created to understand how the community want their waste services to be delivered over the next 10-15 years. Results from the waste survey will assist in achieving the best environmental outcomes and value for ratepayers in the Gympie region.

This survey was delivered utilising a number of digital and traditional promotional platforms. To maximise reach, council applied a mix of targeted and organic methods.

Key Messages

The Future of Waste survey will assist with the planning process of the new waste contract for Gympie Regional Council. Community consultation was received on the following topics:

- What changes could be made the way we currently manage our waste and recycling?
- Exploring innovative technologies and systems for waste management
- What are your preferred outcomes for the economic and environmental costs associated with managing waste?

Dates and Duration

Survey opens: 1 March 2023

Survey closes: 31 March 2023

Hard copy submissions: 7 April 2023

Community Q&A Sessions:

- Rainbow Beach Community Hall: Tuesday 27 June 2023, 11am-12pm
- Tin Can Bay Library: Tuesday 27 June 2023, 4pm-5pm
- Gympie Library: Wednesday 28 June 2023, 1pm-2pm
- Kilkivan Library: Friday, 30 June 2023, 9am-10am
- Goomeri Library: Friday 30 June 2023, 11am-12pm

Following the release of the Future of Waste survey, community information sessions were scheduled across libraries in the region. These sessions answer any questions that were submitted in the feedback section and provided more information about the planning process of the next waste management contract.



Methods of Engagement

Gathering Community Feedback

The Resource Recovery team, in conjunction with the Communications team at Gympie Regional Council, developed a survey which allowed the community to have their say about what should be included in the next waste management contract. See Appendix 1 for a copy of the 'Future of Waste' survey. Residents located within the Gympie region were able to complete the survey online or via a hard copy format. The month-long survey was promoted and successfully received 1908 submissions. An incentive of five visa gifts cards were used to promote survey submissions and encourage residents to enter and win a gift card.

Promotion

Mediums utilised to promote the survey:

- **Website:** Future of Waste survey details were listed on council's website in both the 'News' and on its own project page.
- **Social Media:** a combination of targeted and organic advertisements were made throughout the month of March.
- **Newspaper advertisements:** Advertisements were placed in monthly printed publications servicing the Gympie region over the month of March. Each ad featured a QR code to direct to the survey.
- **Radio Advertisement:** 50 x 30 second advertisements published over two weeks.
- **Billboard:** Large digital display on Bruce Highway near Aldi to direct locals to the website to access survey.
- **Posters, handouts, newsletters and emails** to community contact lists.
- **Posters in council facilities;** Gympie Regional Libraries and Town Hall and Channon Street Community Sustainability customer service points.

Issues with the Data

On 20 March, the Future of Waste Survey received an influx of 'bot' submissions coming from a link on a targeted Facebook Post. Gympie Regional Council Officers noticed the unusual peak in responses the morning of 21 March. The problem link was promptly closed, and the problem rectified but unfortunately over 1000 false responses were submitted before the problem was rectified.

The term 'bot' in the context of online surveys refers to a script or program that is written to fill in the fields of a survey with fake values and then submit the survey, repeating the process many times, with the goal of receiving the promised compensation. In the case of the 'Future of Waste Survey' this was the 5 x \$100 gift card.



Luckily, the bot submissions were easily recognisable from normal submissions and as a result officers were able to remove the bot submissions from the final report.

Identifiers of a bot response:

- Multiple responses submitted within seconds and milliseconds of each other.
- Selecting the first answer to a question.
- International contact information.
- 'Feedback' that is not relevant to the survey/does not make sense.
- A mix of contradictory answers for example:
 - Aged 25-34 and living in a retirement villa
 - Living in Rainbow Beach but visiting the Widgee and Kilkivan Facilities daily.
- A combination of all the above in a single response.



On Friday 3 March, it was noted that question 18 'What is the maximum you are willing to pay for a GO/FOGO service each fortnight?' and question 20 'How frequently would you like the bulky collection service to be available?' did not allow for participants to select 'I do not support this service' as a selection choice. Both questions were adjusted and 'I do not support this service' selection was added on Tuesday 7 March. All participants were able to say they did not support either service in previous questions; it was only questions referring to frequency of service and payment that needed updating.

This was corrected early in the survey period and the answer does not reflect the yes or no selection of the introduction of any new service. Therefore 'The Future of Waste' survey still provides an adequate reflection of community desire for the addition of a GO/FOGO service and bulky collection service.

Outcomes

Survey Engagement

A total of 1908 participants took part in the Future of Waste survey; 50 hard copy surveys and 1858 online survey submissions. This response rate represents 13 per cent of all households across the local government area. There was a section in the survey where participants were able to provide feedback or add additional comments to contribute more to the survey. Just over 700 surveys included valuable comments that provided more personalised insight to what the community wants to see in their next waste management contract. Results from the Future of Waste survey found that overall majority of respondents are:

- Satisfied with their current waste and recycling services
- Would like a better understanding of the recycling process to gain confidence in the system
- Want to see a solution for soft plastics recycling
- Favour a bin sticker to assist with recycling better at home
- Support the introduction of a GO or FOGO service
- Prefer to have an opt-in green service (GO or FOGO)
- Support the introduction of a bulky collection service
- Highly conscious of additional fees or increases to rates
- Strive for a cost-effective solution to waste management.

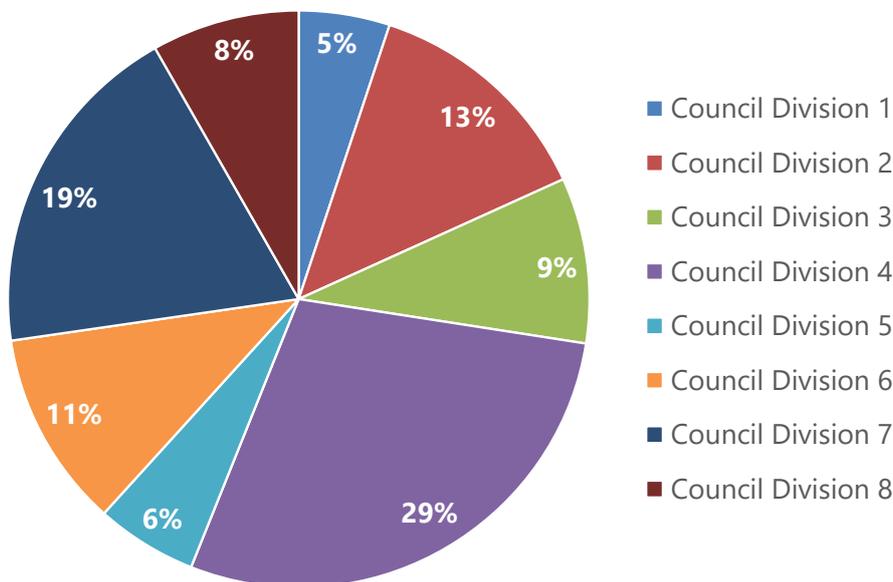


Survey Demographics

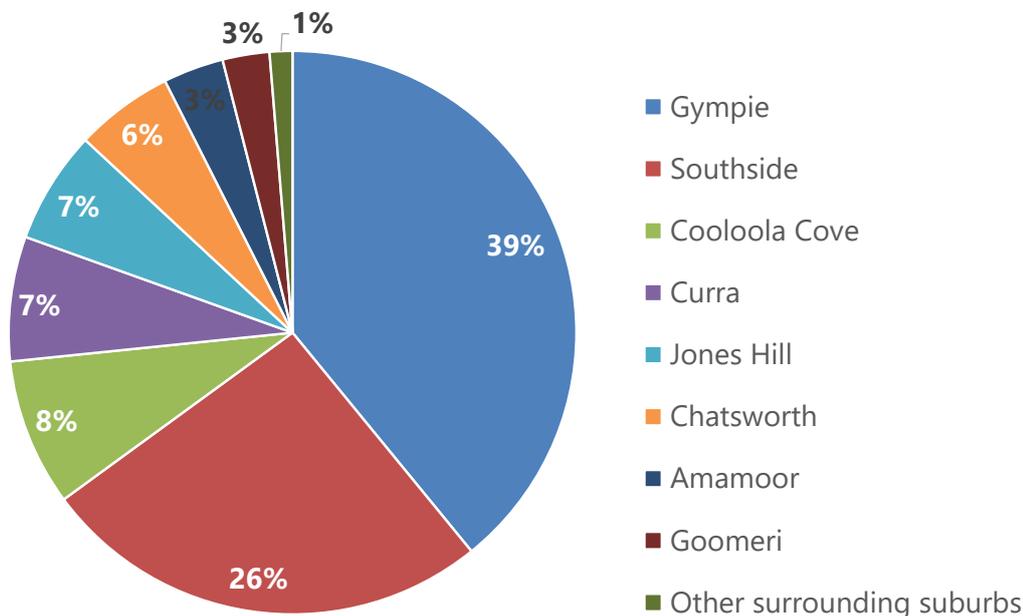
The Future of Waste survey was promoted and made accessible to residents across the Gympie region. It was highly popular in the township of Gympie with 40 per cent of respondents residing in either Gympie or Southside. These locations are Council Division 4 and 7, respectively. Overall, the survey was well received and highlights a widespread representation of the community.

Many respondents were appreciative of the opportunity to have their say about the next waste management contract. While other respondents also used this as a platform to offer constructive feedback about the importance of reducing rate costs, the lack of resource recovery options available and other council related issues.

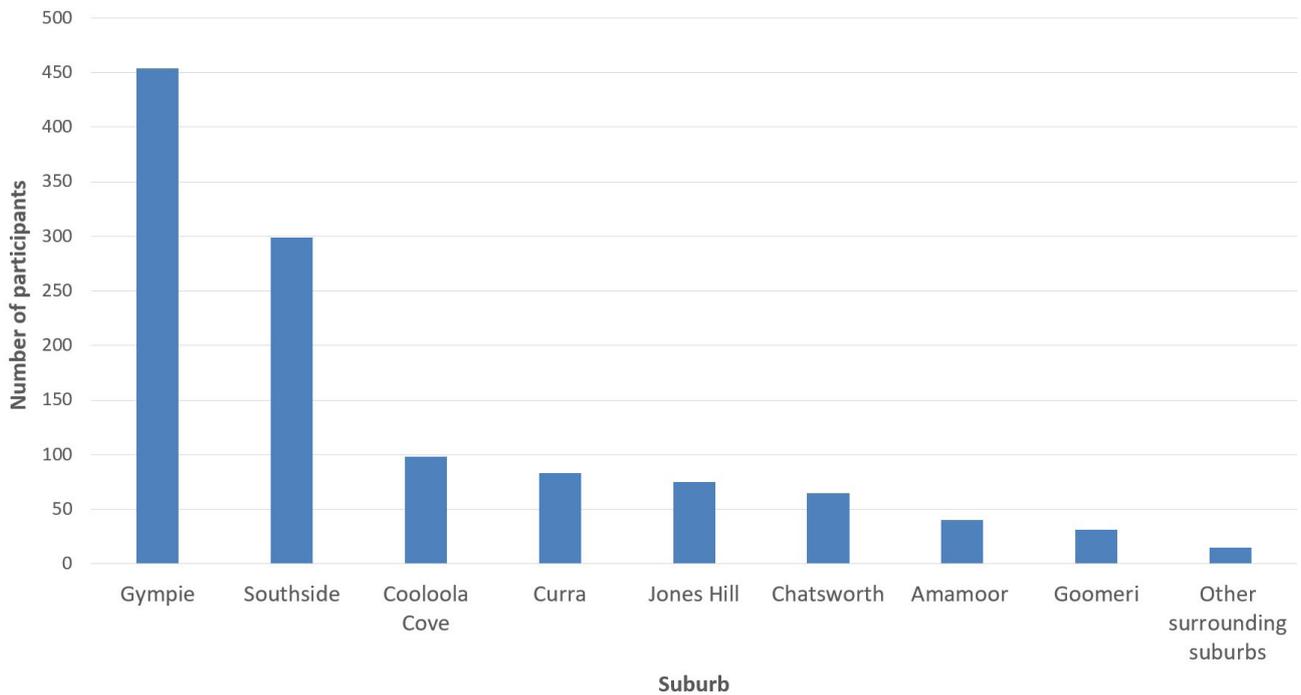
Distribution of Survey Participants in each Council Division



Suburb Distribution of Survey Participants



Suburb Distribution of Survey Participants



Indicative Comments

Survey comments

'This is exciting that our waste management is being improved.'

'Great to be involved in a survey thanks!'

'I am happy for council to decide what is best for Gympie in the future.'

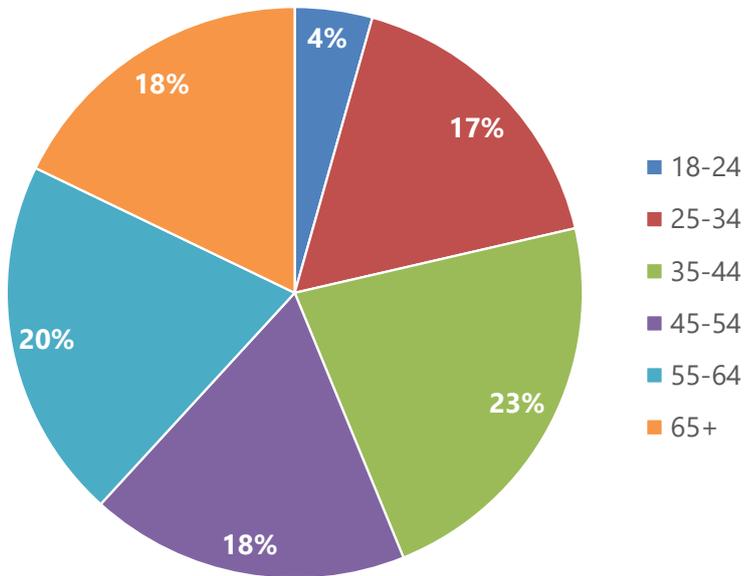
'I'm very thankful for the opportunity to have my say with the council on these issues.'

Results show that the Future of Waste survey was most popular among residents aged 35-44 years old and vastly more popular among females than any other gender. It is clear that planning for the next waste management contract was not overly relevant to the younger population as 79 per cent of respondents were over the age of 35 years of age.

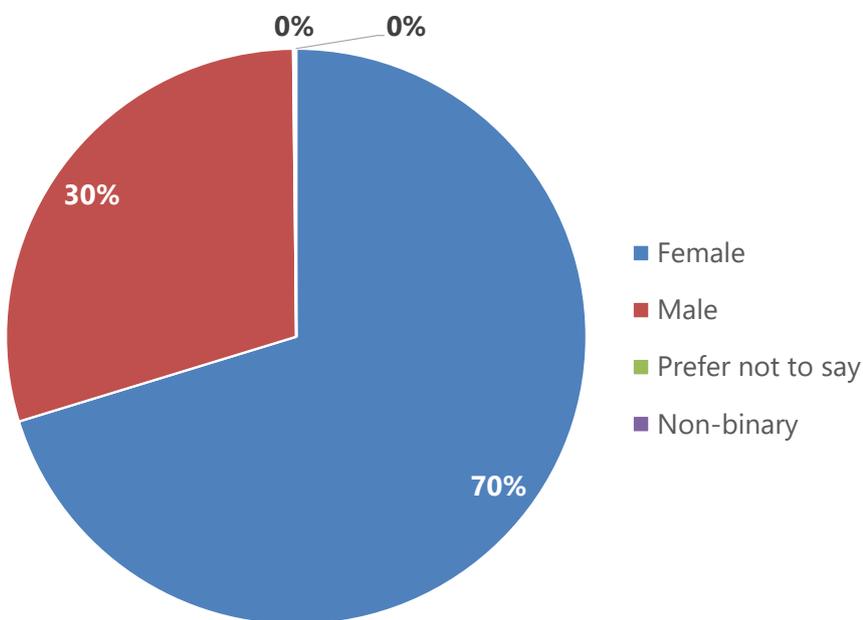
Thirty-four per cent of respondents were from a family household setting; this is consistent with survey feedback suggesting the need for large general waste bins to accommodate the volume of waste consumed by larger families. Whereas 33 per cent of responses were a couple or two-person household, supporting the feedback of wanting to reduce bin size and only wanting to pay for a service when required. The smaller households were supportive of reducing bin size and frequency of collection in the hope to lower the cost of their rates. Much of the feedback about reducing bin size also acknowledged this suggestion could amplify illegal dumping in the area.

The mixed feedback on increasing and reducing bin sizes suggests a one size fits all approach would not be the best outcome for the many different households that call the Gympie region home. Of the 1908 submissions, it is clear that each participant's living situation varies greatly, and all individualised feedback will be valuable for planning the future waste management contract.

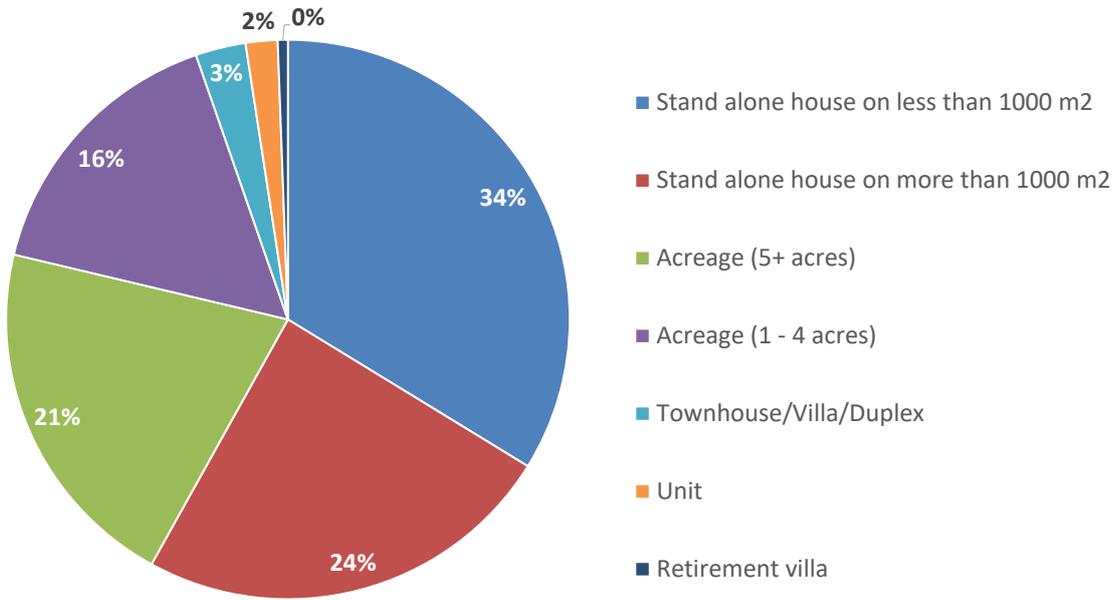
Age Distribution of Survey Participants



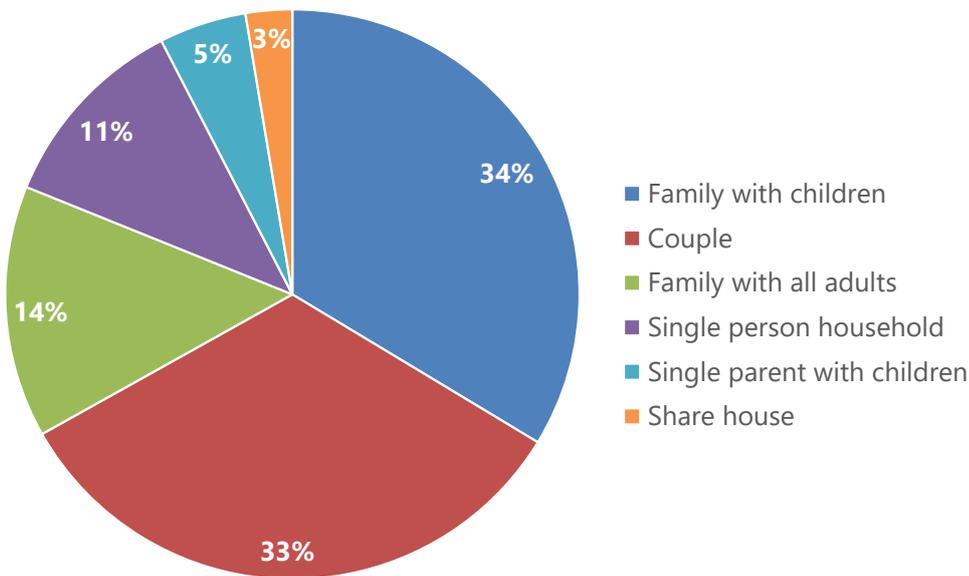
Participant Gender



Participant Dwelling Type



Household Demographics



The Future of Waste survey did not include any questions regarding the theme of soft plastics; however, many comments were received about soft plastics recycling. Those comments expressed residents' concern about the issues around soft plastic recycling and wanted to see changes made to improve this outcome.

Indicative Comments	
General Waste and Recycling Bin Usage	'Recycling bins need to be emptied weekly. As a large family we end up putting a huge amount of recyclable waste into our general waste because the recycling bin is full within a week.'
	'The recycle bin should be collected weekly, we fill it quicker than the rubbish bin.'
	'Weekly general waste bin should be smaller to encourage people to recycle.'
	'Please keep the large rubbish bins as it is difficult for large families to fit there waste into the smaller bin. Yes we do recycle and no green waste goes into our bin.'
	'I only need a bin service monthly. I would like that option and cheaper rates.'
	'I think we should pay per collection and by weight, so people that waste less pay less. The technology is in the trucks already I believe. It gets done like that in other countries (The Netherlands for instance, but not through the whole country) Though measures like this could increase illegal dumping.'
Soft Plastics Recycling	'Something needs to be done about recycling soft plastics.'
	'It would be great if more recyclables were allowed in the yellow bin, like soft plastics for instance.'
	'Red-cycle is a great idea, we used that service faithfully dropping off plastic to Woolworths bins. Since the closure of the red-e-cycle business I've noticed the extra rubbish in our red bin that goes to landfill and I'm sure the contractors have noticed the extra waste too. Red-cycle would be a great initiative introduced by Council.'



Current Servicing and Satisfaction Rate

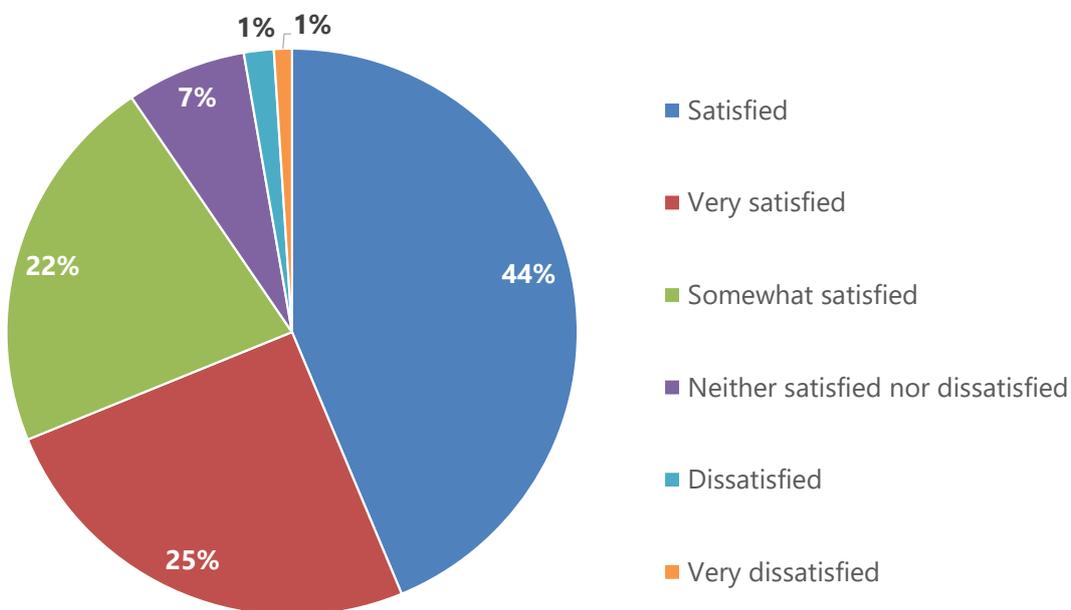
The majority of people who participated in the survey reported being satisfied with their current waste service. Sixty-nine per cent have indicated they are either satisfied or very satisfied with their current waste management service provided to them.

Some of the reasons participants were dissatisfied with their current service include the degradation of rural roads by the rubbish trucks, bins been emptied and left with the lid open, desire for a weekly recycling service and current cost of rates in reflection to services offered.

There were many suggestions to increase the frequency of emptying the yellow lid recycling bin from fortnightly to weekly. This change would ensure more recyclables are recovered and decrease the chance of any recyclables getting placed in the general waste bin due to space limitations. Comments about this topic emphasised they wanted to see maximum resource recovery when it comes to items in their yellow lid recycling bin.

Respondents who are part of a family household suggested that the general waste bin needs to be increased in size to accommodate the waste generated by larger households, while other respondents recommended decreasing the size of a general waste bin to encourage recycling and improve landfill diversion rates. This was especially relevant for those who supported the introduction of a green waste service which could assist in minimising organic waste accumulated in the general waste bin.

Satisfaction rates of current waste service



Indicative Comments	
Waste and Recycling Service	'The recycle bin should be collected weekly, we fill it quicker than the rubbish bin.'
	'Every time my bins are emptied. My yellow bin is always dumped on its side but red bin good- must be the yellow bin collector driver.'
	'Bins provided are too small, especially for those who have a large household. We need to be provided with an extra bin, or larger ones. Bins need to be emptied weekly, including recycling.'
	'I would suggest that if standard bin services were reduced and then extra charges levied for those require additional bin services maybe consumers would be more motivated to create less waste.'
	'Pay for bin pickup only when you use it.'
	'Don't change anything.'
	'I only need a bin service monthly. I would like that option and cheaper rates.'
	'I think we should pay per collection and by weight, so people that waste less pay less. The technology is in the trucks already I believe. It gets done like that in other countries (The Netherlands for instance, but not through the whole country) Though measures like this could increase illegal dumping.'
	'I would like to say how grateful I am for the current waste removal we have and look forward to experiencing new systems which can only improve our environment.'
	'I appreciate the extra rubbish collection services during school holidays. Please continue this service as it caters for the rubbish generated during peak tourist season when there is high occupancy in holiday rentals.'
'Gympie council need to forget about new stylish green initiatives and concentrate on improving existing services. Perhaps the savings could be used to do something about the state of your abysmal road network. I'm sure the money wasted on ridiculous surveys and free gift vouchers could also be put to better use.'	

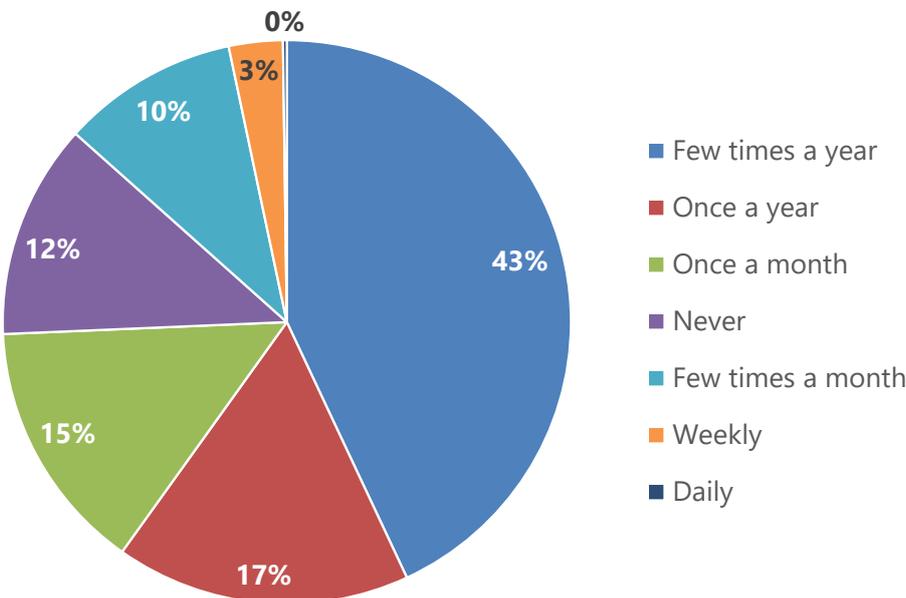


Indicative Comments	
Waste and Recycling Service	'As we don't have a bin service & have to drive to the dump for general waste and recycling, it would be great to get this service subsidised or a voucher with our rates notice. We deal with our green & kitchen waste, but general waste is an issue.'
	'Weekly general waste bin should be smaller to encourage people to recycle.'
	'I produce very little waste, so less frequent waste collection is better and less cost.'
	'Definitely need an option for bins to be emptied twice a week for every household especially big families that go through a lot of rubbish and waste.'
	'The current system we have in place does not support the amount of waste these suburbs

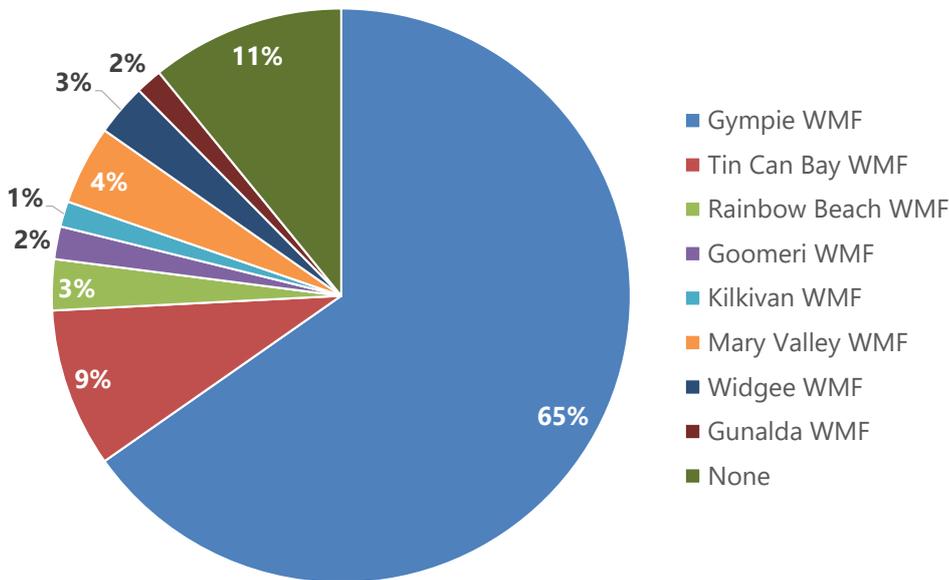
Waste Management Facilities

Forty-three per cent of respondents visit a Waste Management Facility 'a few times a year'. The most visited site is Gympie Waste Management Facility, with 65 per cent of surveyed respondents visiting this facility. Many participants expressed the desire to have no tipping fees for ratepayers. Suggesting this will assist with any illegal dumping issues and ease cost of living pressures. Other feedback included offering longer opening hours and shifting to a resource recovery hub rather than a landfill focused facility.

Visitation to Waste Management Facilities

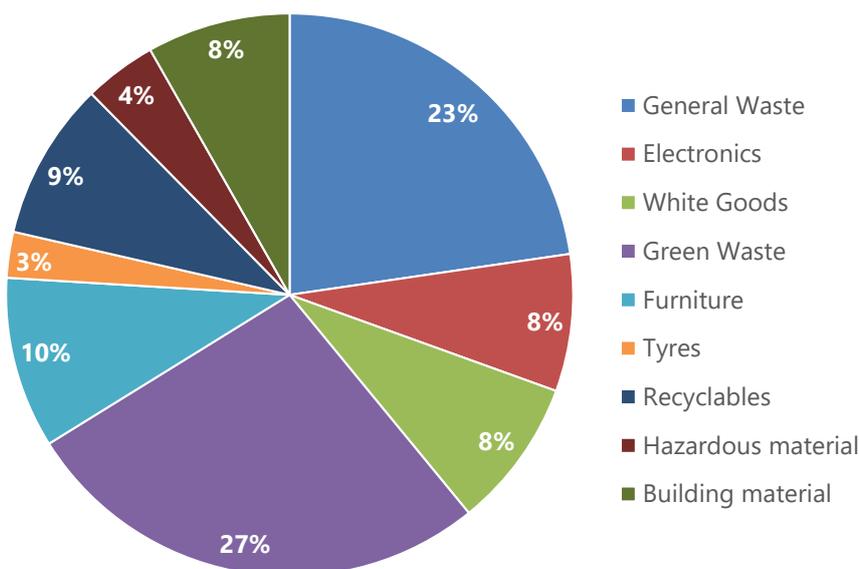


Most Visited Waste Management Facilities (WMF)



Survey participants were asked what items they take to the waste management facility during their visitation. It was found that green waste was the most common waste stream, with 27 per cent of participants disposing of this waste type at their Waste Management Facility. General waste was the next most common category getting disposed, with 23 per cent of respondents discarding general waste at their Waste Management Facility. Feedback indicates residents do not want to lose access to free green waste disposal at the Waste Management Facility if a GO or FOGO service is introduced.

Usage of Waste Management Facility



Indicative Comments	
Waste Management Facility Use	'Dumps open more often.'
	'Re - open facility at Glastonbury rd.'
	'As a pensioner I find the fees to dump expensive.'
	'Give free tip vouchers out to stop waste being dumped into the national parks.'
	'GRC is doing a great job. An example of a pristine site is the Noosa Recovery Centre - this is something Gympie should strive for. It is tidy, organised & doesn't look at all like a Waste Recovery site.'
	'Make Bonnick road a through road to old Maryborough rd move current landfill to a bigger site.'
	'Just don't take away the FREE green waste, the green bin is great but if it is full we will fill up the general waste bin. If you keep the free green waste we will drop it of. A win win situation.'
	'I think a large recycling plant would be a great idea for Gympie, it would create jobs. I would also like to see compost bins given to or at a reduced price to residents with information on what to put in. I live on a small acreage and compost everything, if given the right tools and information a lot of people would take up the offer. Also, the recycle store at the waste depo could be expanded in other states they have disabled people working at these sites under supervision and they make items from recycled household items, repair furniture and on sell, and work on the counter as salespeople. There are lots of ideas out there maybe a few info nights with people putting forward their ideas would good. Let's put Gympie on the map as an innovative Recycling hub. Even something as bold as the company in Brisbane called Circonomy would be great for Gympie.'

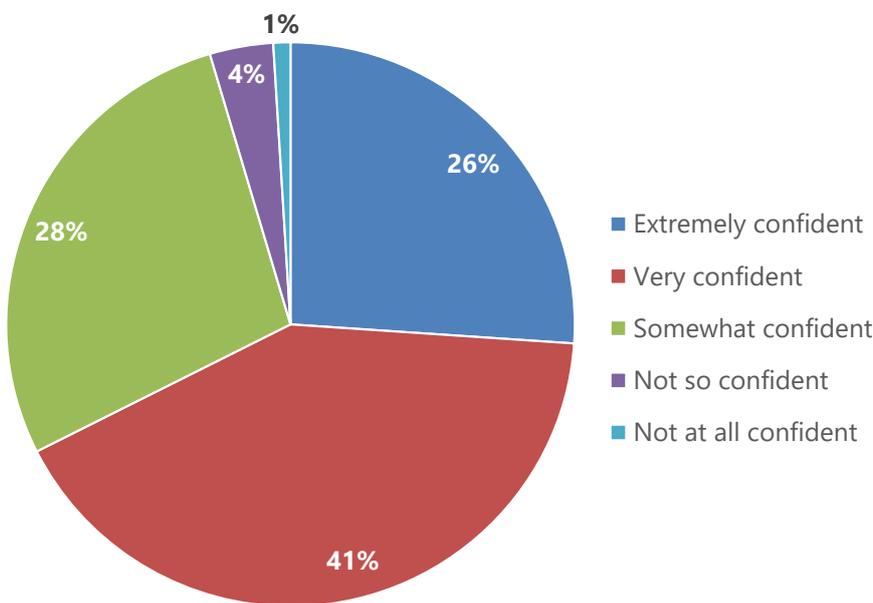


Education and Communication Methods

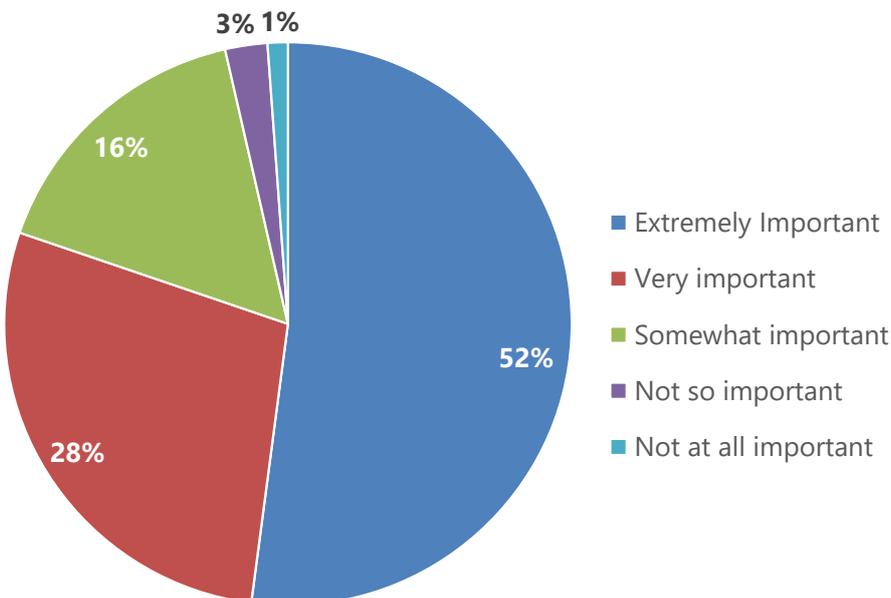
While 41 per cent of respondents were very confident with how to correctly use their recycling bin, some of the feedback provided in the survey suggests recycling messaging can be confusing and there is a lack of education around waste and recycling in the region.

The desire for improving environmental outcomes for the region was high. As 80 per cent of participants found that decreasing the amount of recyclables and food waste going to landfill was either extremely or very important to them. It is essential that all residents correctly understand how to use their waste and recycling services is to maximising resource recovery.

Community Confidence when Recycling



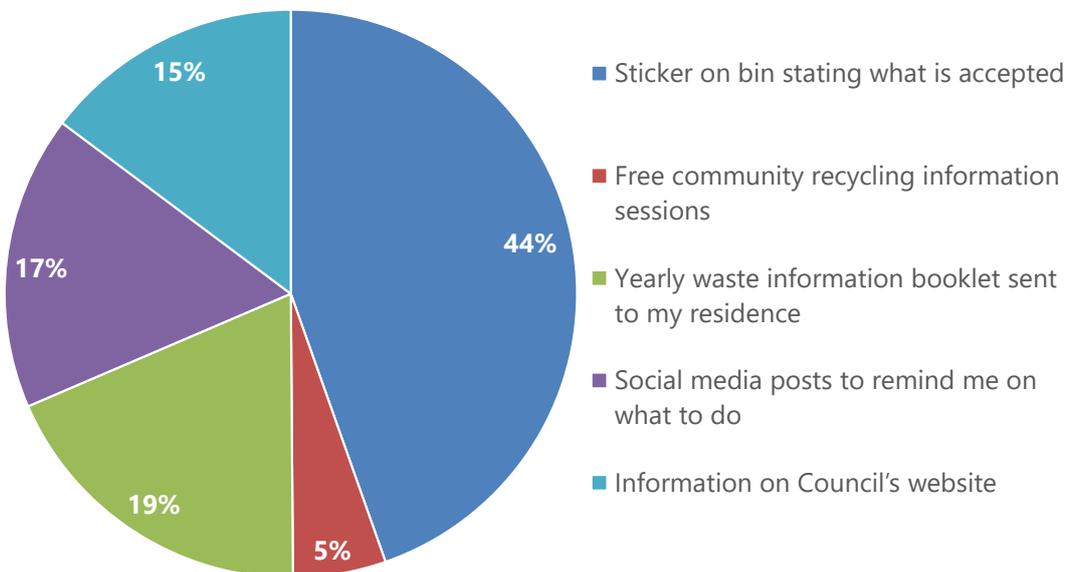
Importance of Recycling



Indicative Comments	
Education and Recycling	'Recycling and reducing waste programmes need to be introduced.'
	'Residents need more education in the types of waste and what is recyclable. Council needs to provide more avenues for reducing Landfill by upgrading n recycling more i.e., in line with other LGAs. GRC sites only recycles a very small portion of what is actually recyclable.'
	'Need more information out there about what you can recycle as many put wrong things in recycling.'
	'We need better recycling options. We should be recycling as much waste as we can so less is ending up in landfill.'
	'Would love to hear more about where our recycling goes to and how it's processed. This may encourage more people to use it, if they're confident it's not ending up as landfill.'
	'I think education is very important to the success of waste management in our community.'
	'Any information on recycling would be beneficial. The amount of incorrect items I see in recycling on my walks causing contamination is astronomical! School info session for kids is also a good idea in Collab with the supplier.'

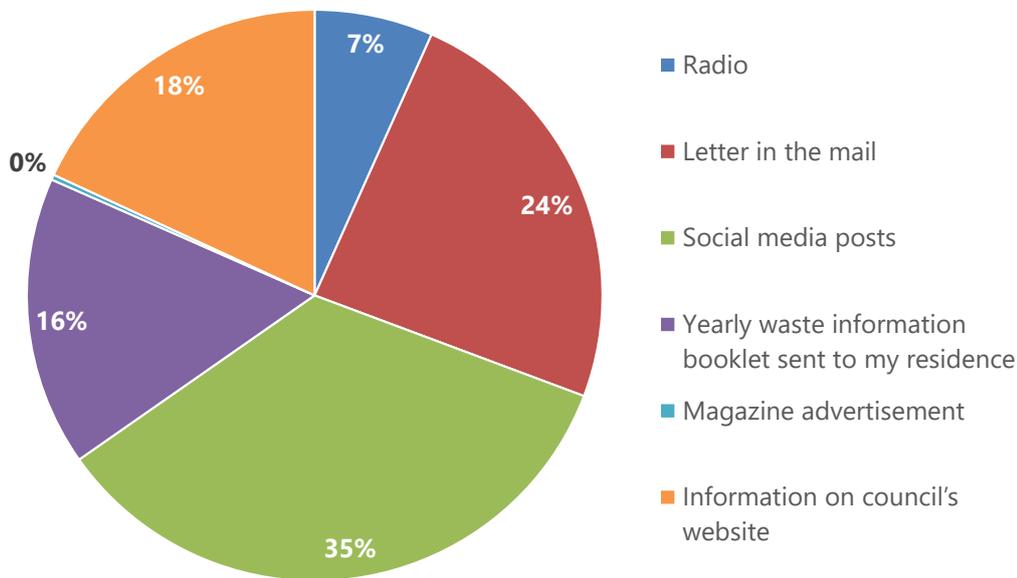
Survey respondents were asked what tools would assist them in better understanding recycling. Forty-four per cent of respondents indicated a bin sticker with what's accepted would be the best method to improve recycling habits amongst the community.

Tools to improve recycling habits



Participants were also asked how they would prefer to receive information from council about waste related information. The most popular response was using social media posts with 35 per cent of respondents preferring this method. A letter in the mail or yearly waste information booklet were also commonly selected as the preferred tool for communication from council.

Preferred Communication from Council



Indicative Comments

Tools and Methods of Communication	'I think that what is accepted in recycling bins needs to be more clear and updated. Having recently moved back from the UK, what was able to be recycled there was incredible and was regularly sent out on fridge stickers if updated so it was able to be put in a place that is frequently seen by people rather than a booklet that will probably just be thrown away or put 'in a pile somewhere'. You could also just have QR codes on stickers that people can put on their bins or print onto new bins that then take people to a detailed description of what is accepted and in what condition. Eg clean and no labels, lid on etc etc.'
	'I would like to see proactive education on recycling and how to use the bin. Households and businesses. I have found the council website limited information on recycling. I feel that it should include community information as well such as lids for kids. Also, education and encouragement on composting. Building sites need to be more proactive with recycling and cleaning up their waste.'
	'Any waste info could be supplied with rate notices (owners could pass onto tenant).'
	'The Waste Wise app should generate a notification on bin collection day. Info should include day, date, and type of bin scheduled for collection.'

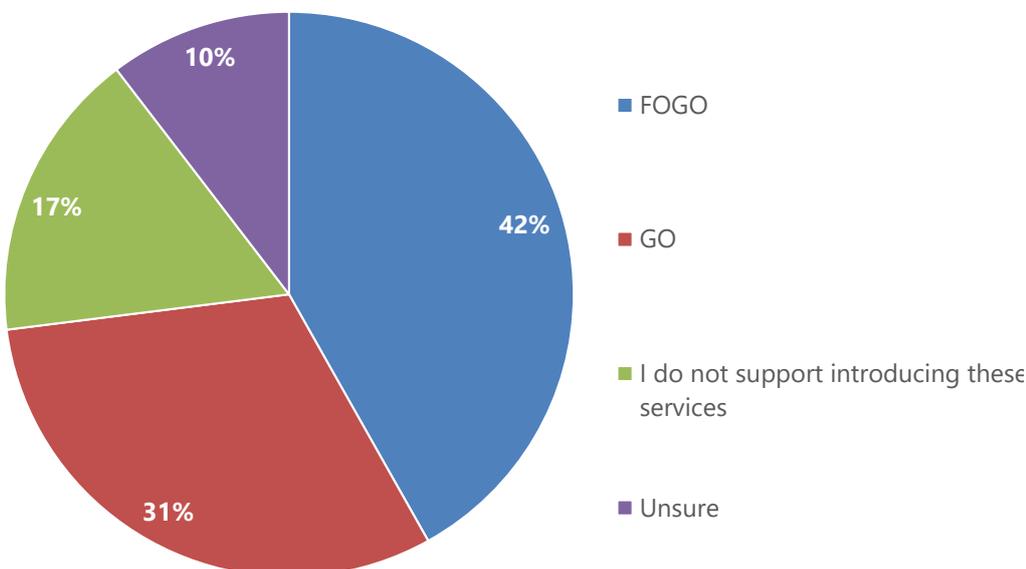
Indicative Comments	
Tools and Methods of Communication	'Communicate with more emails.'
	'I think a fridge magnet with the days of pickup opening hours for local tip and the items that can be placed in recycle would be a great idea!'
	'I think it would be nice to received a discount tip coupon for paying rates on-time. Also somewhere I am able to pick up a fresh sticker for my recycling bin as it's been in the sun for many years it's faded and not easy to read. Would be cool to have a garbage truck and council stand on display at the show too to spark a bit of excitement around waste management.'
	'Why is there no option for email notification of council updates? You need to move with the times.'

Introduction of GO/FOGO Service

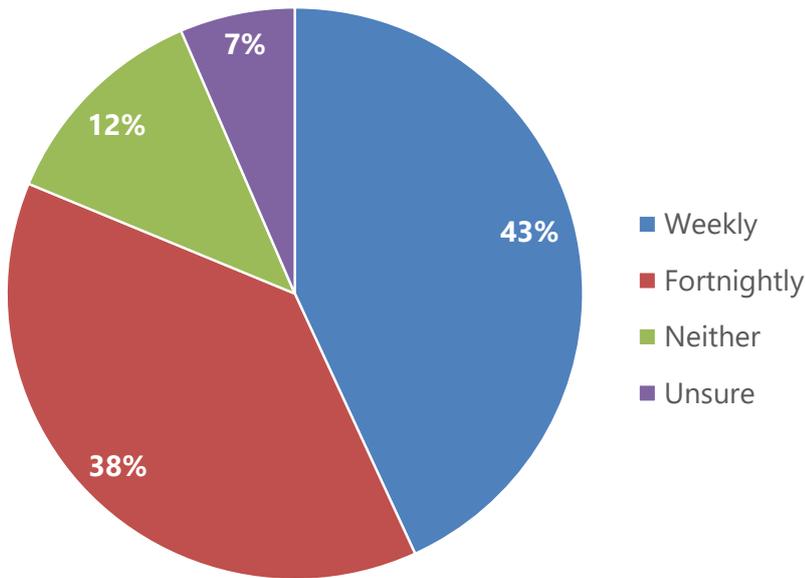
There was a significant amount of support for introducing either a Garden Organics (GO) or Food Organics Garden Organics (FOGO) service, with 73 per cent of participants choosing either service. Only 17 per cent of responses did not support the service and 10 per cent of responses were unsure. Many comments supporting the introduction of a green service stated it was very overdue in the region. The feedback that did not support the introduction of a green service was because that household already composts at home and would not use the bin, or the household was not willing to pay for any additional cost.

Results suggest that 43 per cent of participants prefer to have this additional green service emptied weekly, whereas 38 per cent of participants would prefer to have the green service emptied fortnightly.

Support for GO or FOGO service

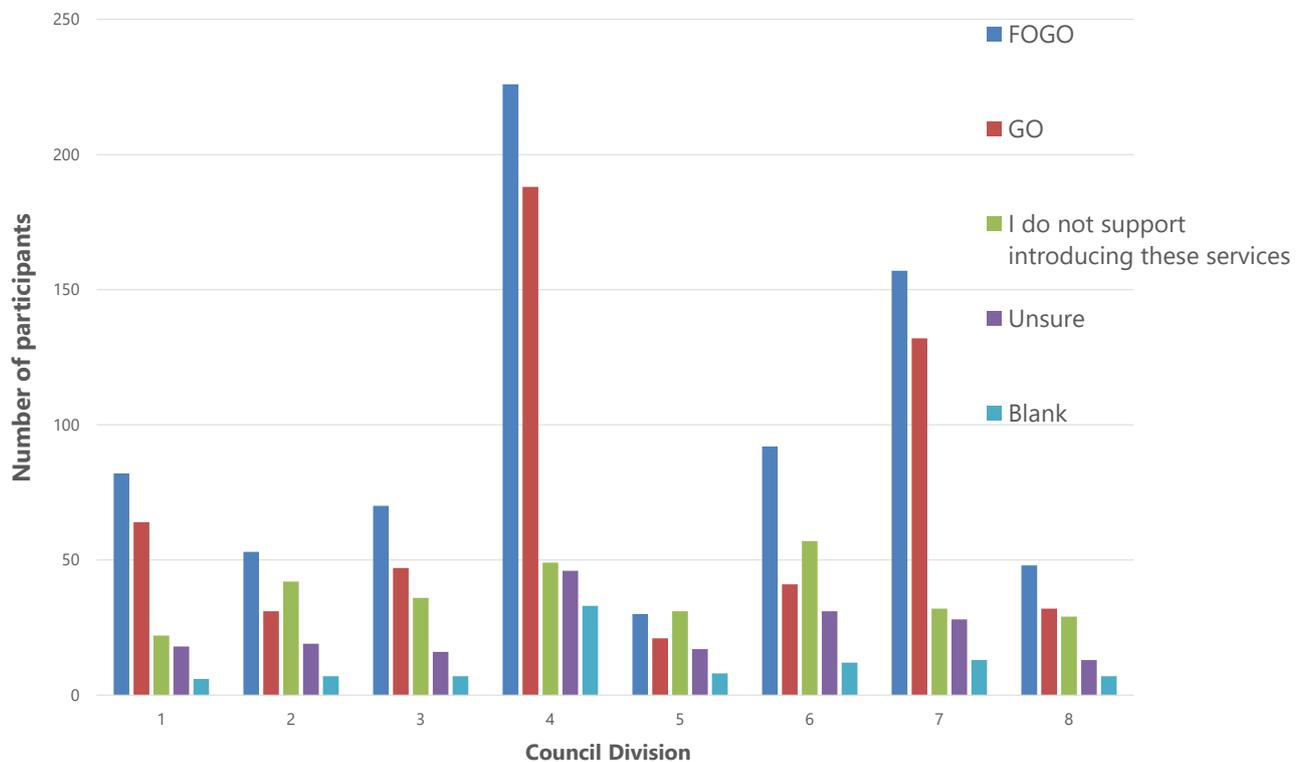


Frequency of GO/FOGO collection



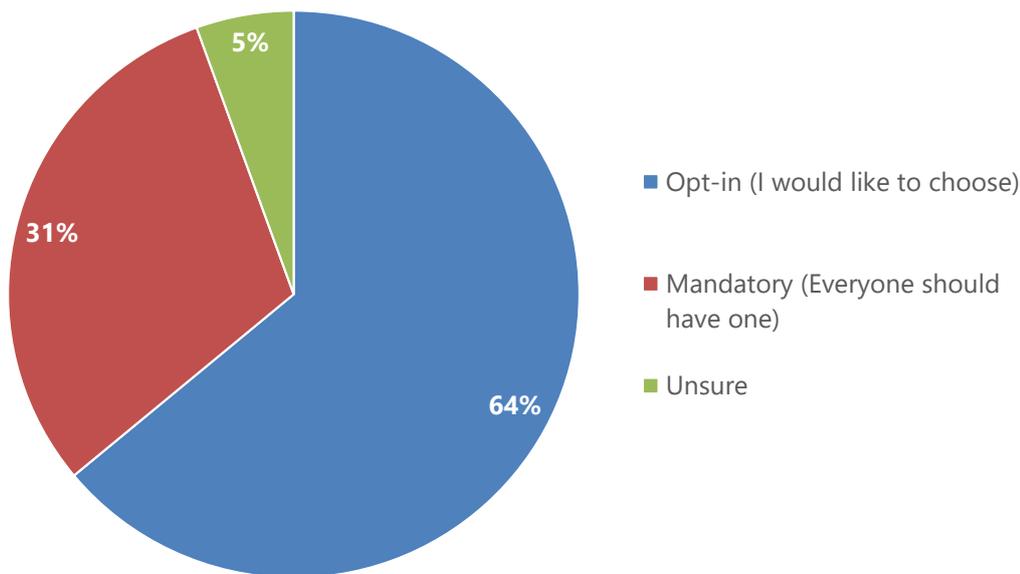
The data was compiled into each council division to better assess the desire for a green service (GO/FOGO) in terms of location. The results suggest that the introduction of a GO or FOGO service would be widely accepted within the Council Divisions 1, 4 and 7. These divisions represent the main townships of Gympie, Southside and the coastal towns of Tin Can Bay and Rainbow Beach. A high proportion of survey respondents are represented in the main area of town with most of the support attributing from Council Divisions 4 and 7.

GO/FOGO Service Support in each Council Division

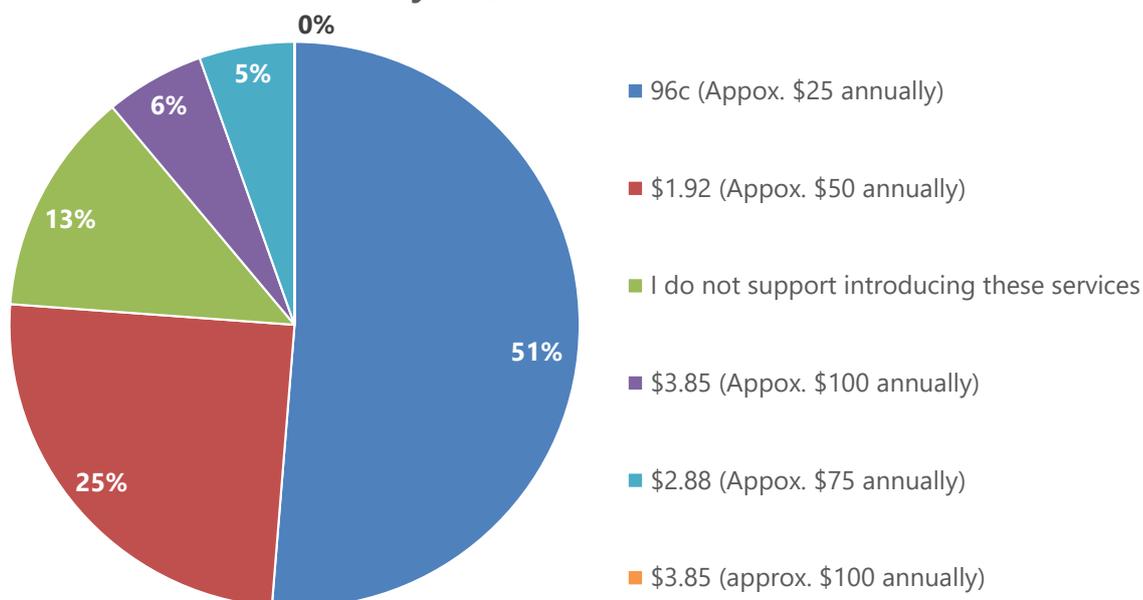


Results show that 64 per cent of survey participants would prefer to have a green service as an 'opt-in' choice for their next waste management contract. This option allows any rate payer to choose whether they would like to pay for the green service (GO/FOGO) and use that at their property. Over half (51 per cent) of respondents would like to pay a maximum of 96c a week or \$25 a year on the green service in the region. This price point is reflective throughout the comments with ensuring any new services are cost effective for rate payers and do add to their already strained financial situation.

GO/FOGO Service Options



Maximum cost for weekly GO/FOGO service



Indicative Comments	
GO/FOGO Service	'No extra bins as rates are already expensive. Green waste would be handy if they were included for free.'
	'Would appreciate more services in Gympie but would struggle to pay with increased rates. I would support the council running a community garden where compost and waste could be recycled into a food garden. Some hands on community projects such as providing a space for residents to participate in recycling, up cycling etc.'
	'While I support FOGO I would not use it as I am on 2 hectares and we compost food and green waste.'
	'I like the idea of FOGO being mandatory but concerned some people wouldn't bother doing it correctly and ruin the compost. It would be great to have a community garden project supported by council in town with information on how to recycle, reuse, repurpose, grow food and compost.'
	'I feel very strongly that FOGO is important to our future. I have successfully used it in other places.'
	'Green waste pick up would be awesome. As we all mow our lawns.'
	'A green waste bin would be absolutely awesome, we work hard to keep our yard near and tidy but don't have access to a Ute or trailer often. A green waste bin just be awesome.'
	'I think people in town would benefit from green waste bins but rural people have the ability to compost/mulch etc their own green waste and should be only for those people opting in to the service. Curb side collection is also something that people in town would benefit from and many rural people have trailers and the ability to transport bulky items to the tip themselves. Therefore also an opting in system would also be ideal.'
	'The focus on the "sustainable" agenda is not of ANY priority for me, low costs, reliable and efficient waste disposal is ALL that council should care about. Introducing all the "new" measures will only result in INCREASED costs. If you wish to FO GO etc, then it should not cost any more than current arrangements.'
	'Finally we are looking at green waste bins. Thank you.'

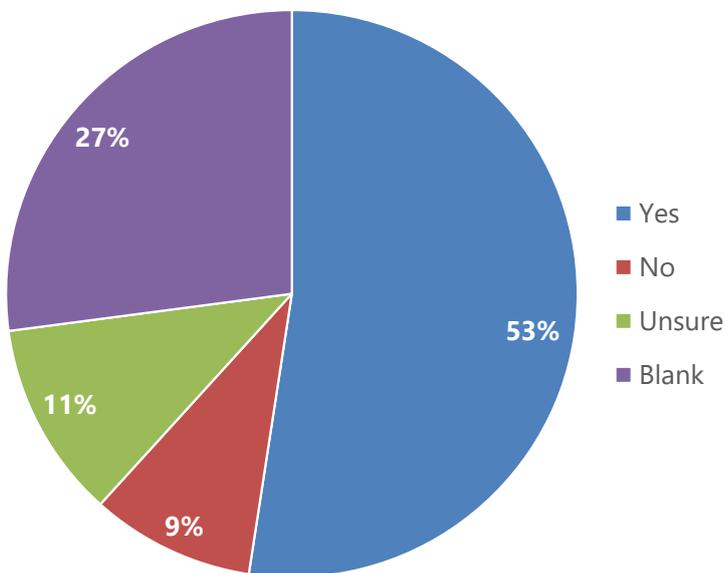


Bulky Collection Service

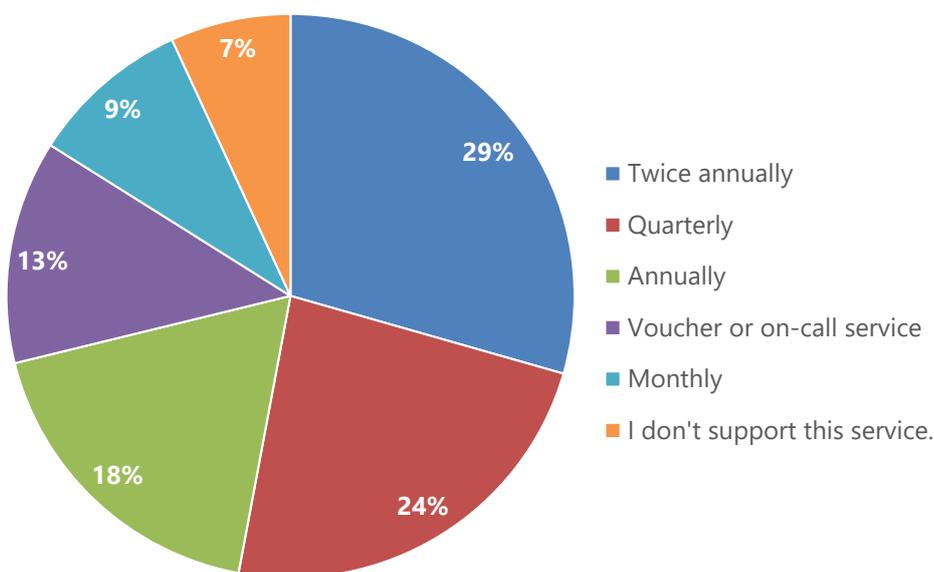
The introduction of a bulky collection service in Gympie was widely accepted with 53 per cent of participants responding 'yes' to this initiative. This is significantly supported throughout the feedback section of the survey, where comments consistently indicated the service would assist their living situation. Many comments recommend 'free dump vouchers' as an expectation for paying rates. Other comments indicate the service will assist elderly residents and help to reduce illegal dumping.

Twenty-nine per cent of respondents support this service on a bi-annual basis and 24 per cent suggest quarterly.

Introducing a bulky collection service



Frequency of Bulky Collection Service



Indicative Comments	
Bulky Collection Service	'Kerb-side collection at least a couple of times per year would be very handy. I am concerned how expensive rates are in the Gympie Region and the impact that the cost of these new services would have.'
	'Curb side pick-up of bulky things would be amazing!'
	'The collection of bulky items has been successful in other Councils (for example Brisbane) for a significant period of time. It is a sensible way for households to be given the opportunity to voluntarily contribute to the repurposing of items that they no longer have a use for.'
	'Other councils offer 2 free vouchers to use at dumps each year. Would be wonderful if we have the same.'
	'A bulky collection would be great even once a year- as an aged person trying to get rid of old items & heavy items is a problem. Definitely have a green waste collection.'
	'Residents should be encouraged by council to use the waste facilities appropriately by issuing vouchers with rates notices. These vouchers should allow residents 1 or 2 free visits to the waste facility to bring bulky items and/or green waste. This would discourage illegal dumping.'
	'Kerbside pick ups or vouchers for dumping general waste could dramatically cut down illegal dumping in our region.'
	'Would really appreciate vouchers for all ratepayers to enable free waste disposal as done by many councils. This would discourage the practice of illegal dumping and rubbish build up on household blocks. It would also ensure correct usage of recycle bins.'
	'There should be a free dump voucher per year for rate payers.'
	'Many people don't have the means to remove waste from their properties eg no access to a suitable vehicle or lack of physical strength. Any additional services which enable people to regularly clean their properties, even if it is bit by bit, will result in improved visual amenity of our community and a restaurant increase in pride amongst our people.'

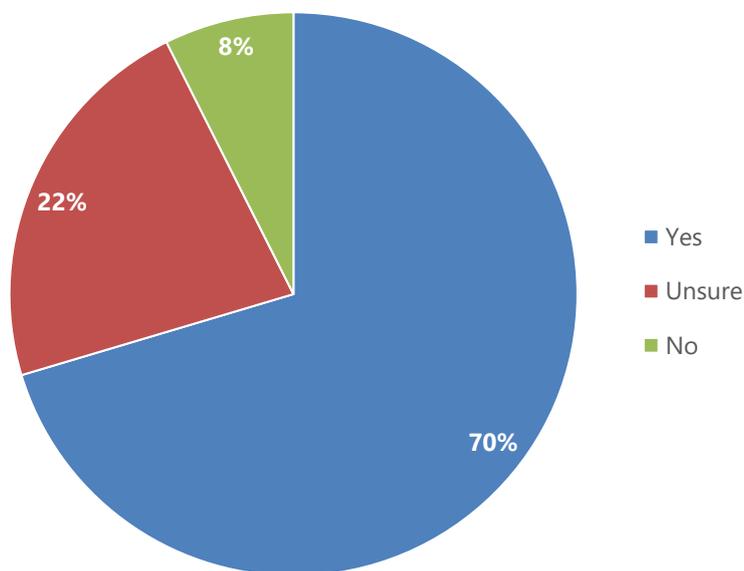


Waste to Energy Technology

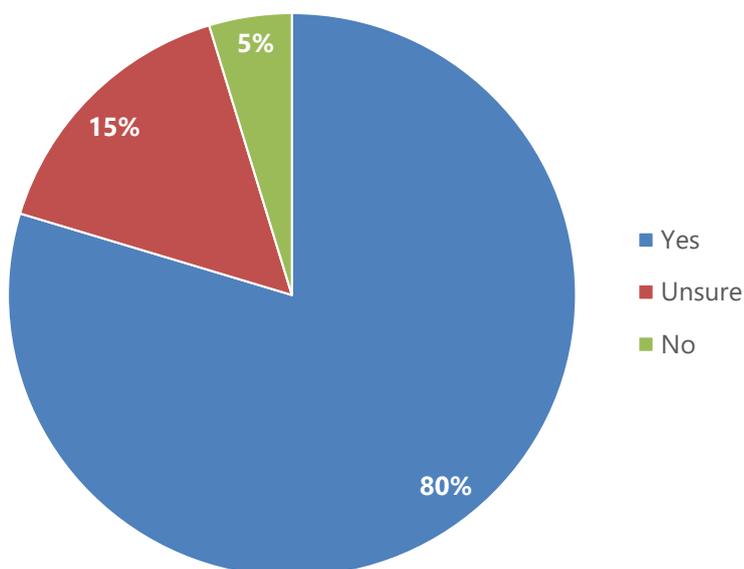
The Future of Waste survey also set out to understand the community's motivation behind modern waste management technologies including 'Waste to Energy'. The survey included a short explanation about the technology prior to the questions, however many comments wanted further information about 'Waste to Energy' technology to better understand this concept.

Despite the comments requesting more information about 'Waste to Energy', 70 per cent of respondents supported a plant being built in Gympie and 80 per cent of respondents supported the concept of 'Waste to Energy' as a tool to manage waste. Many commenters were excited about the possibility of having such an advanced waste management system available in the region.

Support for Waste to Energy Plant in Gympie



Support for Waste to Energy Technology



Indicative Comments

Waste to Energy Technology

'Would love more details of the waste to energy concept.'

'If the waste to energy concept is to be applied in Gympie. It needs to be in a secure location away from the CBD.'

'Use the waste to energy to power council buildings.'

'The region should adopt a zero landfill future what can't, at the time be recycled, should be burnt and used for electricity generation. Ch4 from landfill should be used to generate electricity and not flared. Build some rubbish truck powered by CH4 I know this is not economic at present but you are looking at 10-15 years make this a community project and face the future. No I'm not a climate not just an old engineer.'

'Waste to Energy is a great idea, we could be paid by other regions and get cheap electricity for businesses and homes.'

'You haven't provided enough information regarding 'Waste to Energy' for me to make an informed decision.'



Conclusive Comments

With a high uptake of survey responses, the Future of Waste survey provides a thorough overview of community expectations for future waste and recycling services in the region. There was valuable and constructive feedback provided using this opt-in survey platform. Residents were able to express their opinion about how their waste will be delivered and what improvements they wish to see. The Future of Waste survey provided an insight into what the Gympie region community wanted to see in future waste management contracts for the region. Key findings show that:

- Any introduction of new services should be cost effective for rate payers and not dramatically increase current rates
- There was a willingness to introduce a green service. This is widely supported in the main part of town
- There should be improvements to our current waste management facilities to increase accessibility and maximise resource recovery
- More information and communication are required to better inform the public about waste and recycling related issues
- There is significant interest in making a bulky collection service or voucher service available region wide
- Increasing the number of options for general waste and recycling services will help meet the needs of different households in Gympie
- Adaptation of Waste to Energy technology in the region is broadly supported.

Gympie Regional Council has the opportunity to:

- Evaluate cost analysis of introducing new services to the region and determine whether a cost-effective solution is feasible
- Educate community members to encourage waste minimisation
- Explore various communication tools that assist with improving communication information to members of the public
- Consider financially sound upgrades to current waste management facilities
- Investigate opportunities for Waste to Energy in the region depending on location and expenditure.



Future of Waste

Part 1 - About you

* 1. What suburb do you live in?

* 2. What is your age range?

- 18-24
- 25-34
- 35-44
- 45-54
- 55-64
- 65+

* 3. What is your gender?

- Female
- Male
- Non-binary
- Prefer not to say

* 4. Which best describes your household?

- Single person household
- Family with all adults
- Couple
- Share house
- Single parent with children
- Family with children

* 5. Which best describes your property type?

- Unit
- Townhouse/Villa/Duplex
- Retirement villa
- Stand alone house on less than 1000 m2
- Stand alone house on more than 1000 m2
- Acreage (1 - 4 acres)
- Acreage (5+ acres)

* 6. How important do you feel it is to decrease the amount of recyclables and food waste going to landfill?

- Extremely important
- Very important
- Somewhat important
- Not so important
- Not at all important

Future of Waste

Part 2 - What changes could be made to the way we currently manage our waste and recycling?

* 7. Overall, how satisfied are you with the current service provided to empty all your bins (rubbish and recycling)?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Dissatisfied
- Very dissatisfied

* 8. How often do you visit one of Gympie's Waste Management Facilities to dispose of waste?

- Daily
- Weekly
- Few times a month
- Once a month
- Few times a year
- Once a year
- Never

* 9. Which of Gympie's Waste Management Facilities do you visit most frequently?

- | | |
|--|--|
| <input type="checkbox"/> Gympie Waste Management Facility Bonnick Road | <input type="checkbox"/> Widgee Waste Transfer Station |
| <input type="checkbox"/> Tin Can Bay Transfer Station | <input type="checkbox"/> Goomeri Waste Transfer Station |
| <input type="checkbox"/> Rainbow Beach Transfer Station | <input type="checkbox"/> Kilkivan Waste Transfer Station |
| <input type="checkbox"/> Mary Valley Waste Transfer Station | <input type="checkbox"/> None |
| <input type="checkbox"/> Gunalda Waste Transfer Station | |

* 10. Which items that you take to the Waste Management Facility during your visit/s?

- | | |
|--|--|
| <input type="checkbox"/> General waste | <input type="checkbox"/> Tyres |
| <input type="checkbox"/> Electronics | <input type="checkbox"/> Recyclables |
| <input type="checkbox"/> White goods | <input type="checkbox"/> Hazardous materials |
| <input type="checkbox"/> Green waste | <input type="checkbox"/> Building materials |
| <input type="checkbox"/> Furniture | |

* 11. How confident are you in knowing what is accepted in the yellow lid recycling bin?

- Extremely confident
- Very confident
- Somewhat confident
- Not so confident
- Not at all confident

* 12. Which of the following tools would assist you in knowing what is accepted in the recycling bin? (select all that apply)

- | | |
|--|--|
| <input type="checkbox"/> Sticker on bin stating what is accepted. | <input type="checkbox"/> Social media posts to remind me on what to do |
| <input type="checkbox"/> Free community recycling information sessions | <input type="checkbox"/> Information on council's website |
| <input type="checkbox"/> Yearly waste information booklet sent to my residence | |

* 13. How do you like to receive information about upcoming events and important information from Council?

- | | |
|---|--|
| <input type="checkbox"/> Radio | <input type="checkbox"/> Yearly waste information booklet sent to my residence |
| <input type="checkbox"/> Letter in the mail | <input type="checkbox"/> Magazine advertisement |
| <input type="checkbox"/> Social media posts | <input type="checkbox"/> Information on council's website |

Future of Waste

Part 3: Exploring new services for managing our waste.

GO (garden organics) bin

GO is a kerbside collection service where residents place garden waste in a green lidded organics bin so it can be recycled into compost. When garden organics end up in landfill, they release greenhouse gases into the atmosphere. This service will assist in reducing the amount of greenhouse gases and allow organic materials to be turned into mulch.

FOGO (food organics & garden organics) bin

FOGO is a kerbside collection service where residents place food waste and garden waste in a green lid organics bin so it can be recycled into compost. It is estimated that food and garden organics make up to half of what goes in the rubbish bin, introducing a FOGO bin will divert these organic materials from landfill and reduce the amount of greenhouse gases been released into the atmosphere.

Bulky Collection Service

Gympie Regional Council aims to provide the most cost-effective ways to manage waste and maximise resource recovery. A bulky collection service would allow residents to place large/bulky items on their kerbside for collection at certain times of the year. This service enables residents to have easy disposal of large household items.

Next question

* 14. If council introduced an additional service, would you prefer GO or FOGO?

- GO
- FOGO
- Unsure
- I do not support introducing these services

* 15. If GO or FOGO is introduced, would you prefer for it to be emptied weekly or fortnightly?

- Weekly
- Fortnightly
- Neither
- Unsure

* 16. If GO or FOGO is emptied fortnightly, would you prefer your rubbish bin to be emptied fortnightly or weekly?

- Fortnightly
- Weekly
- Unsure

* 17. If council introduced this additional service, would you prefer opt-in or mandatory?

- Opt-in (I would like to choose)
- Mandatory (Everyone should have one)
- Unsure

* 18. What is the maximum you are willing to pay for a GO/FOGO service each fortnight?

- 96c (Approx. \$25 annually)
- \$3.85 (Approx. \$100 annually)
- \$1.92 (Approx. \$50 annually)
- I do not support introducing these services
- \$2.88 (Approx. \$75 annually)

* 19. Do you support the introduction of a bulky collection service in Gympie?

- Yes
- No
- Unsure

* 20. How frequent would you like the bulky collection service to be available?

- Monthly
- Annually
- Twice annually
- Voucher or on-call service
- Quarterly
- I don't support this service.

Future of Waste

Part 4 - Waste to Energy and competition details

This new technology is the concept of converting waste into energy sources such as electricity, heat and fuel. By using waste that was destined for landfill, we can reduce our reliance on landfills and the greenhouse gases associated with it.

How does it work?

Waste is combusted in a sealed building to ensure no odours escape; the heat generates steam which turns a turbine that generates electricity. The by-product left over from the process is ash which can be used to create roads.

Next question

* 21. Would you support the idea of a Waste to Energy plant being built in Gympie?

- Yes
 No
 Unsure

* 22. Do you support the concept of Waste to Energy technology

- Yes
 No
 Unsure

23. Would you like to provide any feedback for the future of waste in Gympie?

24. If you would like to go into the draw to win 1 of 5 gift cards valued at \$100 please leave your name and contact below. By leaving your information you are consenting to council's [terms and conditions](#)

Name	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>