

Newcastle Voice Household Waste Service



Stage II - February 2010

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Executive Summary

City Presentation Services conducted a full Waste Review in 2009 with Sustainable Infrastructure Australia (SIA) to deliver a market leading waste collection and disposal service for Newcastle City Council. As part of the review, consultation was conducted with the community to gather opinion on the current household waste collection service. Please refer to the Household Waste Collection Service community consultation report (September 2009) located on Council's website.

Council adopted the recommendations from SIA to improve the efficiency of waste collection service and increase waste diversion rates. As part of the recommendations, the elected Council agreed that a public workshop be held following the adoption of the recommendations but prior to the implementation of any changes. This report summarises the two workshops conducted in February 2010.

Qualitative consultations involved two community information sessions, conducted and facilitated by Newcastle Voice with the community and key stakeholder groups. A total of 80 community members from across the Newcastle local government area met to gain further information and discuss their implementation requirements.

Participants in this consultation held a diverse range of views, many arriving at the consultation with set questions needing answers. The issue of increased cost to retain the same size bin was of particular concern, as was the interest in a green bin which will divert green waste from landfill.

It was apparent that a comprehensive education campaign is required throughout 2010 to clarify what the new waste collection system will be, as well as information to assist residents with their recycling efforts.

This community consultation report will inform the Strategic Waste Steering Committee which will be formed to replace the Strategic Waste Task Force. This Committee is charged with the implementation of the new waste collection system.

Introduction

Waste generation has increased by 31% in four years over the last decade, and is currently at about 48,000 tonnes per year. With the new service, and increased diversion from landfill by better recycling and green waste collections, Newcastle City Council estimates that this can be reduced to 31,500 tonnes per year.

Newcastle City Council conducted a comprehensive review of its household waste collection services in 2009, including commissioning two major reports:

1. Sustainable Infrastructure Australia – best-practice waste collection and disposal methods, technical and financial constraints;
2. Newcastle Voice – community expectations about service quality and potential change to collection services, 933 respondents.

The aims of the review are as follows:

- Improve the service quality for residents
- Reduce the hazards and risks associated with waste collection
- Reduce the environmental footprint and greenhouse gas emissions of this major Council activity
- Explore options within Council: city and roads, cleaning and education activities
- Increase the city's diversion from landfill from the current rate of 32% of all waste to 62% over the next five years.

Report Purpose

In December 2009 Council adopted a recommendation covering several aspects of the domestic waste collection service. A key item from the recommendations is to introduce a third bin for green waste and to reduce the standard waste bin size. The implementation of both will reduce the volume of domestic waste going into landfill. Council agreed that a public workshop was to be held, with Council to educate the community of the outcome, and seek feedback on certain implementation parameters.

The consultation sought to:

- Inform the community about Council's decision prior to implementation in early 2011 and the financial impact and clarify any misunderstanding the community might have
- Identify tools the community would need to increase domestic recycling
- Determine if community members would be interested in other education methods
- Determine other options to reduce domestic waste from entering landfill.

Scope of Consultation

The purpose of this consultation was to increase the engagement with the residential community about the new waste collection system to be introduced across Newcastle in 2011 and to do so in a public, transparent way.

Information Distribution

Information on the workshop sessions was provided on Council's website, including at the home page for a week. The weekly Council e-newsletter had a standing item about the consultation.

The workshop session was promoted to all Newcastle Voice members by direct invitation and through the monthly newsletter.

Invitations were also sent to residents who had lodged a complaint about their waste collection during the past 12 months.

Media

Throughout the consultation program, local media was used to inform the general public. A media release was prepared, with frequent media updates and alerts, such as 'Next Week at Council,' distributed throughout the consultation.

Paid Advertising

Advertisements were placed in the *The Newcastle Herald* on 6 and 13 February and in *The Star* on 10 February, inviting community members to attend one of the two sessions.

Refer to Appendix II – Promotional Materials, for all materials distributed and promotional tools used throughout this consultation, as well as media received during the consultation period.

Methodology

Data Collection

Workshop sessions can build a sense of community and are useful for in-depth insight into the opinions of a small group, allowing many contributions.

Two workshops took place on 24 February at The Adamstown Club.

Attendance at the workshop session was recorded via an attendance register. Attendance figures are as follows with a total of 80 participants:

Date & Time	Location	Participants
Wednesday, 24 February 10-12 noon	The Adamstown Club	35
Wednesday, 24 February 6 - 8 pm	The Adamstown Club	45

Consultation Area

The invitations to the workshop sessions encompassed the Newcastle local government area (LGA). The entire Newcastle Voice panel was invited and promotional activities were aimed at all residents and ratepayers in the entire LGA.

It should be noted that being a Newcastle Voice member is voluntary, and therefore participation in its consultation activities is also voluntary. Anyone expressing an interest in a consultation is welcome to attend, subject to availability.

Representation

The views collected in this report can not be said to be statistically valid because of the relatively small number of participants at the workshops, compared to the population of Newcastle. Nevertheless, an important snapshot of a concerned community was obtained – and this workshop information supplements the much larger sample of 933 people who responded to the Newcastle Voice survey in October 2009.

Consistent themes presented in this report are derived from contributions and the reliability and validity of those interpretations can be assessed.

Participants

The community workshop was open to all residents and ratepayers of Newcastle. The workshop sessions were facilitated by Newcastle Voice, whose responsibility as researchers is to protect the privacy of individual participants.

The Lord Mayor welcomed participants at the morning session and closed the evening session. All of the participants were community members and key stakeholders, with two Councillors present throughout the daytime session. Participants were asked to identify the suburb they live in.

- Participants live in Shortland, Hamilton (including South and North), Adamstown and Adamstown Heights, Merewether, Maryville, Lambton, Tighes Hill, Wallsend, Newcastle East, New Lambton, Cameron Park, Elernmore Vale, The Junction, Waratah (including West), Mayfield and Kotara.
- 35% of participants were women, 65% were men.
- 36% of participants are members of Newcastle Voice

Data Handling and Analysis

The data handling and analysis was carried out by Council staff from the Customer Service, Communication and Consultation Service unit. The approach used during the consultation was designed to increase inclusiveness and provide more information to the community. An iterative process developed themes from the workshop transcripts.

All participants were informed of what the workshop was about and what would happen to the information provided, including its potential use in any reports or publication. All responses are treated in confidence, to ensure the anonymity of respondents. No identifying information is included with any responses selected for this report.

At the conclusion of the workshop sessions, participants were asked to provide feedback. Of those who chose to complete the question referring to overall satisfaction (45 individuals), 89% said they were somewhat or completely satisfied with the workshop. The feedback is included in Appendix I – Workshop Materials.

Key Findings

The workshop offered the opportunity for participants to air questions, review extensive display materials about Newcastle City Council's household waste collection services, gain valuable information about the new waste collection system and offer their suggestions.

The Manager of City Presentation spoke to the participants and answered questions about the following Council services:

- Review and consultation to-date
- Waste charges
- The bins - household waste collection
- Recycling education
- Green waste
- Improving waste collection

Review and Consultation to-date

All Council services were part of the Sustainability Review. Because of the complexities of the waste industry, a subject matter expert with 20 years experience (Sustainable Infrastructure Australia - SIA) was engaged to provide detailed financial and technical analysis.

Prior to the current 240 litre bin, residents had two 50 litre bin collections per week. A project across all Hunter Councils was undertaken to bring waste management together. The project collapsed after ten years of preparations, due to cost blow-outs. Each Council is now embarking on its own review.

Last year, in addition to the SIA report, Newcastle Voice conducted a survey independently reviewed by Hunter Valley Research Foundation. The survey received a high response rate, with 933 responses. Many service issues were raised and are being addressed, through work practices and system changes.

Aims of the current waste review and implementation

- Improve the service quality for residents
- Reduce the hazards and risks associated with waste collection
- Reduce the environmental footprint and greenhouse gas emissions of this major council activity
- Explore options within Council: city and roads, cleaning and education activities
- Increase our diversion from NCC's current rate from 32% to 62%, (as dictated by state governments).

Waste Charges

The state government levy may only be recovered by local governments at cost: State government charges are increasing to \$66.15 per tonne in 2010/11, up from \$52.50 per tonne in 2009/2010.

Council is financially competitive in the costs charged to rate payers for waste into landfill/year: \$242 per year, compared with Maitland \$255, Lake Macquarie \$303, Great Lakes \$310, Wyong \$321, Cessnock \$362. Ratepayers receive the following services at present:

- Weekly kerbside waste collection,
- Fortnightly recycling collection (contracted to Thiess Services, contract in year 11 of 12 year contract period),
- Kerbside green waste and hard rubbish collections (several per year),
- Chemical and e-waste drop-off collections,
- Green waste weekend drop-off spots.

The Bins

The current waste collection was discussed in reference to the following display materials available in the room. The 'family' of bins which will be the default position in early 2011 was discussed in length during the workshop – with real bins in the room to illustrate the colour, the size differentials and the options available with the household waste bin.



The following image was also available to illustrate the new system to commence in 2011. Many questions were fielded and answered from the participants during this segment of the sessions regarding costs, sizes, options, how to notify Council if a large bin is required, the meanings of the bin lid colours, the proposed schedule for introduction of the new bins. Some participants expressed resentment about the additional cost of retaining the same size bin if it were needed.

- “I have a family with three boys, our bin is very full each week!” What about hardship provisions for this?”
- “We have a lot of medications, need the large bin each week.”
- “I’m on dialysis, and create 76l of medical, non-hazardous, waste three times per week: what will you do about that?”

A small number of participants queried whether the microchip on the bins was to enable the bins to be weighed in the future and the ratepayers charged for waste disposal by weight. Participants were assured that there is no provision for this. The only time when weight is an issue is when the truck arm can not lift the bin - a truck arm can lift up to 65kg. The microchip’s purpose is to be able to locate the bin should it get lost or stolen.

The cost per collection of a bin was identified at \$1.50 per lift. The final costs of the waste management charge for the financial year ahead can only be determined after Council’s Management Plan is finalised, as the levy is imposed at state level and recovered at cost. It was estimated that these costs would be finalised by April 2010. This is complicated by the fact that the waste services levy (set for a complete financial year) must cover the old system of waste collection from July 2010 to December 2010, and for the new system from first and second quarter 2011..



The waste audits conducted over the past two years were discussed with explanations of information gathered about the percentage of actual household waste found in bins.

What we know about bins

How full is your bin every week?	2007(1)	2009(2)
¼ full	13.4%	25.8%
½ full	27.8%	29.0%
¾ full	35.6%	26.4%
FULL	23.1%	19.0%
Sources: (1) Working for You Survey (2) Newcastle Voice Environment Survey		

What's in a typical bin?



Source: Bin Audit 2008

Recycling

Two lines of questioning were pursued to determine where the opportunities lie for improved information and community education:

1. Which information is needed by participants, and
2. Where they would source that information.

Information Requirements

Council's Waste Education Officer fielded and answered questions, explaining that Council had last distributed a leaflet about recycling in 2000. The following were discussed:

- All rigid plastics can go into the yellow recycling bin. There is no need to be concerned about plastic recycling numbers, printed on packaging.
- Styrofoam, cling wrap and soft plastic bags can not be recycled.
- Items are washed industrially once they are sorted, so there is strictly no need to wash containers out. It may be advisable to rinse though, as items are collected fortnightly.

The participants' list of the types of information they need in terms of recycling education can be found in Appendix I, and includes the following:

- Which plastics can be recycled?
- The state of cleanliness required before containers are recycled.
- Difficult items, for example batteries, aerosol containers, engine oil.
- How to recycle more volume in recyclable containers, once the yellow bin is full – other options.
- Information about how items are recycled, what happens once they leave residents' homes.

Information Channels

Participants voted for Council's priority in terms of resource allocation. It was stated that this information would guide Council's budget and work plan, not drive it. The top four preferred methods of communication across all participants are as follows:

- Stickers in the bin lid
- Fridge magnet
- Information leaflet in rates notices
- Mass media – television, radio, newspapers.

Other suggestions received may supplement these most favoured methods, especially as they are the relatively less expensive communication channels:

- Talk to residents
- None, as others do waste education
- Council website: a complete manual, a video clip to watch
- DVD to borrow from the library
- Public events, information booths
- Leaflet in public places, events and schools
- Council News
- Council website
- On the garbage trucks

Green waste

Once the system for new waste collection bins was explained, some of the concerns about the introduction of the greenwaste bin diminished. There was some confusion about which bins were to be introduced, how much had been decided by Council, what could still be altered and the timeframes for introduction. Participants were reassured about the timeframe for introduction, due to commence in early 2011. However, some participants retained their concerns which centred on the following issues:

- How to dispose of large branches in the greenwaste bin.
- How to prevent lawn clippings from sticking to the bin – which would prevent them tipping into the truck on collection day.
- The frequency of collections.
- How different-sized gardens could be accommodated. Some participants create no greenwaste at all, others state that they would fill the 240l bin each week.

Frequency

The preferred frequency, across all participants, is fortnightly during summer months and monthly during winter months – although some individuals disagree with this frequency. The following schedule for 20 lifts per year was suggested:

September to April	2 per month
May to August	1 per month

A degree of price sensitivity remains, with high tip dumping charges at Summerhill commented on by several participants. One participant called for a system of vouchers to be distributed to residents, so that they could take greenwaste to the tip free of charge a number of times per year. The City Presentation Services Manager pointed out that this may create the risk of residents and businesses trading these vouchers.

- “Three kerbside collections a year is much better than the green bins – when you do your pruning, there’s a lot.”
- “I’m in the green waste business, can I get involved in this – I think I’m about to go out of business with the introduction of green bins.”

Improving Waste Collection

Several valuable suggestions were received throughout both sessions which would further reduce the amount of material going to landfill. Below are those suggestions:

- Residents could use a chapter of an international Yahoo Group – newcastlefreecycle@yahoogroups.com where useable items are posted for free giveaway and exchange.
- An improved tip shop
- Second-hand Saturday as a massive city-wide garage sale
- Reintroduction of the Waste Watcher programme
- Promotion of the Keep Australia Beautiful campaign
- Provision of good information about the disposal of difficult wastes such as engine oil, batteries, soft plastic bags and styrofoam
- Recycling bins in the city's public places and at libraries.



Appendix I – Workshop Materials

Household Waste Collection Workshop

24 February 2010

Agenda

Welcome and Introductions

Household Waste Service Review

The situation so far

The Bins

Break

View display materials

Recycling Collection and Education

Green Waste

Other ideas: Waste Collection

Conclusion and Next Steps

Ground Rules

- Today is about gathering community perspective broadly, so every contribution is valued.
- Please speak one at a time, so that all can be heard.
- A range of views, perhaps divergent from your own, may emerge today: that's fine. Not every idea will be discussed; it's about gathering information.
- Photographs may be taken and used on the Council's website and to promote future Newcastle Voice events. Please let us know if you would **not** like to be photographed.
- Thank you for your participation today.

Feedback Form

Your feedback is important to us - thank you for taking the time to complete this sheet and provide us with your comments.

1. What did you particularly like about this workshop?

2. Please suggest any improvements that could be made.

3. Any other comments?

4. Please rate your overall satisfaction with the workshop.

- 1-
Completely
dissatisfied
- 2-
Somewhat
dissatisfied
- 3-
Neither
satisfied nor
dissatisfied
- 4-
Somewhat
satisfied
- 5-
Completely
satisfied

5. Would you attend another group like this – on a different subject?
YES / NO

NAME: (optional) _____

Display Materials: in the room on arrival

Bin Sizes



Newcastle Voice Report: Household Waste Services

September 2009

62% completion rate (933 out of 1517)

Overview

City Presentation Services conducted a full Waste review in 2009 with Sustainable Infrastructure Australia to deliver a market leading waste collection and disposal service for Newcastle City Council. As part of the review, consultation was conducted with the community to gather opinion on the current household waste collection service.

Research Objectives

This consultation sought to find:

- Community input on three major themes: household waste, recycling and green waste
- Community input on quality and frequency of household waste service

Major Findings

Some of the key findings that we received from the consultation were:

- Over 81% are satisfied with the household waste collection service
- Over 87% are satisfied with the household kerbside recycling service
- 55% are interested in having a separate green waste recycling bin collection service
- 74% are not interested in the split bin service if there is an additional charge
- 70% want household kerbside recycling collection to remain fortnightly
- 81% want household waste collection to remain weekly

Outcomes

- On 15 December 2009, Council was provided with both the Sustainable Infrastructure Australia report as well as the Newcastle Voice Household Waste Collection Service community consultation report. The resolution is attached.

Council Resolution: 15 December 2009

ACTION ITEM
Ordinary Council
Tuesday, 15 December 2009

Subject: CCL 15/12/09 - WASTE REVIEW

RESOLVED: (COUNCILLORS T CRAKANTHORP/S CLAYDON)

Council adopts Sustainable Infrastructure Australia's (SIA) recommendations to improve the efficiency of waste collection service and increase waste diversion rates by the following:

- a) Council retain waste collection as an in house service model
- b) Council implement a kerbside 240 litre green waste collection with existing 240 litre bins on a monthly basis in winter and fortnightly in summer months
- c) Council implements a kerbside 120 litre weekly general waste bin collection at a reduced Domestic Waste Management Service (DWMS) charge for residents who nominate to use this smaller bin size. Council will provide residents and ratepayers with the choice of having an 80lt, 120lt, or 240lt bin - coupled with different DWMS charges for each size - so that residents can select the services that best suits their needs. Council will also provide incentives for residents and ratepayers in medium and high density dwellings (like strata units for example) to nominate fewer bins for green waste, general waste or recycling if not required to avoid over-supply of bins in multi unit dwellings.
- d) Council procure 120 litre branded and micro-chipped bins under open Tender, following feedback from the community regarding the take-up rate for this size bin
- e) Council adopt SIA's recommendations to replace existing collections vehicles and procure a front lift vehicle to service Multi Unit Dwellings and increase opportunities for income for commercial areas
- f) Industrial negotiations relative to work practices are undertaken through the current Award negotiations in order to improve service delivery and OH&S
- g) Council investigate bulk waste options to improve service to the community
- h) Council continue partnerships to increase diversion of E-Waste and chemical waste
- i) Council adopt SIA's recommendations for technology and training improvements
- j) A public workshop be held following adoption of the recommendations but prior to implementation of any changes
- k) A Strategic Waste Steering Committee be formed to replace the Strategic Waste Task Force and report to the Environmental Advisory Committee



You asked:

“Why is Newcastle City Council changing the waste collection service?”

We answer:

Residents generate almost a tonne of landfill waste per property each year. This is a substantial cost to ratepayers as well as an environmental problem. By helping residents reduce the amount of waste which goes to landfill, the cost of the state government waste levy will be reduced, to \$66.15/tonne for 2010/11.



You asked:
“Which bin size do I have to buy after the change?”

We answer:
You do not have to purchase a new bin. Starting in January 2011, Council will deliver the new micro-chipped bins and will change the lid colour of your current bin to indicate green waste.



You asked:
“Why will the new bins be micro-chipped?”

We answer:
The microchip will assist Council to identify bins if they are lost or stolen.



You asked:

“There’s no room for three bins at my place - what can I do?”

We answer:

If you have no place and need for the third bin, let us know and Council will arrange to have the black bin collected from your property once we start delivering the new bins in January 2011.



You asked:
“Where are the green waste drop-off spots?”

We answer:
During 2009, you can continue to take your green waste to any of the following locations:

- Beresfield: Lenox Street, third Saturday every month, 9-2pm
- Hamilton South: Corner Darling & Hassell Streets, Saturdays, 9-2pm
- Lambton: Ford Oval, Womboin Road, Saturdays, 9-2pm
- Mayfield West: Corner Werribi Street & Gregson Avenue, Saturdays, 9-2pm
- Shortland: Cobby Street, Saturdays, 9-2pm
- Stockton: Corroba Oval, corner Fullerton & Meredith Streets, second Saturday every month, 9-2pm



You asked:

“Will we be able to buy the green waste as mulch from Summerhill?”

We answer:

The current contract does not allow us to sell any of the collected green waste. Council is currently exploring the possibility.



You asked:
“Our household creates a large quantity of waste every week. What can I do?”

We answer:
From past research, we know that 20% of Newcastle households fill their current bin to capacity every week. You may need to obtain a larger bin if your household waste can not be managed by recycling it into the yellow and green bins.



You asked:

“What happens if my bin is stolen or damaged?”

Please call our customer service centre on 4974 6066 to organise a replacement bin, or go to Council’s website to make your request (go to My Property, then follow Waste and Recycling link). Bin repairs or replacements will normally be delivered to you within 2 days.

Workshop Notes

24 February 2010, 10-12 noon

Recycling Education

What information is needed

- “There’s a sticker inside the yellow bin telling you what goes in – but it’s worn out.”
- “Packaging tells you whether it’s recyclable.”
- “The major uncertainty from participants is ‘what can go in?’ to recycling bins.”
- “What about 3,4,5,7,R plastics?”
- “Can ice-cream containers go in?”
- “Do we need to wash the containers?”
- “What about dog food left in the tin?”

Where information is needed

Participants’ votes

Stickers in the bin lid	27 votes received
Fridge magnet	5 votes
Leaflets in rates notice	1 vote
Media – tv, radio, papers	1 vote
Talk to residents	1 vote
None, as others do waste education	1 vote
Council website: a complete manual, a video clip to watch	no votes
DVD to borrow from the library	no votes
Public events, information booths	no votes
Leaflet in public places	no votes

Green Waste

Frequency of greenwaste collection was discussed. The following schedule was suggested:

September to April 2 per month

May to August 1 per month

This equals 20 lifts per year.

- “I would fill mine weekly, I have a large garden.”
- “Will this greenwaste be collected by weight?”

- “I’m worried that the mess won’t slide out of my bin and most of it will end up on the street – the mess!”
- “Are there size options on the green bin?” (No, the green bin will be your old 240l waste bin, with a new lid)
- “I live in units, there’s no room for a green bin at all.” (They can be collected from these properties, early in 2011)
- “What about communal bins for larger numbers of flats, for all 3 types of bin?” (This is to be explored)
- “What about larger branches, which are now put out a few times a year on the kerb? Will we have to put those in the green bins too now?” (Yes, or take them to the tip)
- “Could there be an assistance voucher, so that residents can go to the tip for free, say three a year?” (this sets up a new market, which may have repercussions undesired. Not being discussed at present).
- “Why are the tip costs so high?”
- “What’s happening with the kerbside collections, 3 per year?” (They will be replaced by the greenwaste bin)
- “Who does the greenwaste kerbside pickup – is that council staff, or a contract?” (It is proposed to be done by our own in-house waste collection staff).

Improving Waste Collection

Other methods to reduce landfill were explored.

- “Join the mailing list: newcastlefreecycle@yahoogroups.com. This is a chapter of an international Yahoo Group – where useable items can be posted for free giveaways.”
- “Bulk waste – how about a better tip shop? What about Astra Street, is that one now?”
- “What about second-hand Saturday – advertise through NCC, hold a massive city-wide garage sale?”
- “How to recycle batteries?” (take them to the libraries, they have boxes there)
- “What about car batteries?”
- “What about recycling tyres, chemicals, other difficult things?” (the list on council’s website clearly needs more promotion).

24 February 2010, 6-8pm

Recycling Education

What information is needed

This list was generated by participants in table rounds and affixed to a wall for all to see:

- “Information leaflet?? Can we have one with rates notice?”
- “What plastics are recyclable?”
- “Recycle engine oil?”
- “Empty aerosol cans?”
- “When can’t you recycle recyclables?”
- “What happens to my recycling?”
- “How do we recycle batteries?”
- “How much food residue is too much in a container, how much water will I waste?”
- “Full description of plastics that can be recycled”
- “Bulk waste collections and greenwaste collections – what happens to them next year?”
- “Drop off spots for recyclables? Bottlebanks etc”
- “How can we recycle surplus household goods?”
- “How do I recycle if my yellow bin gets full?”
- “Be able to buy bags from council for extra recycling, which can go next to the yellow bins for collection.”
- “Refund for glass, eg South Australia”
- “What can and can’t be recycled – what do the symbols mean?”
- “Where to take chemicals, batteries, cartridges?”
- “How do people find the recycling centre?”
- “Education please about recycling –what goes in?”
- “Correct items to go into recycling?”
- “Identify different plastics eg plastic jars and lids – are they all ok to go in?”
- “How can we recycle bottles more safely? They can break when tipped into the truck.”
- “How can we encourage everyone to recycle?”

Where information is needed

The list was again generated from the participants, and voted on by participants, for priority resource allocation. Note: in this round, participants were given three votes each.

Information leaflet – with rates	24 votes
Sticker inside the bins	23 votes
Media – tv, radio, papers	19 votes
Fridge magnets	17 votes
Information leaflet – in public locations/schools	14 votes
Council News	6 votes
Council website	4 votes
On garbage trucks	3 votes

Green Waste

- “Two weeks in summer and four weeks through winter is not enough!”
- “What’s ok to go in?”
- “Can it be a weekly collection – large gardens!”
- “How to put greenwaste into the bin: much concern about lawn clippings beginning to decompose and smell in the greenwaste bin awaiting collection.”
- “What happens to the greenwaste once it’s at Summerhill?”
- “Can we buy it as mulch later? How will you ensure it’s clean, ie not full of weeds, unwanted seeds? I don’t want someone else’s weeds in my garden.”
- “Education please!!!”

A telephone call was received from a participant the week after the consultation to reinforce the concern about these points.

Improving Waste Collection

- “I’m a Waste Watcher – reinstate this programme”
- “Keep Australia Beautiful campaign”
- “Make it convenient – especially re difficult wastes”
- “Recycling bins in the city’s public places and at libraries – look to your own shop.”
- “Can plastic bags be discontinued? Do not discontinue plastic bags! Heated debate on this subject. Unwanted plastic bags can be recycled now, through most supermarket chains.”

Participant Feedback – community workshops

1. What did you particularly like about this workshop?

- Most topics were covered
- Coffee and biscuits
- Diversity of subjects discussed
- Information gathering
- Open good question, Learnt about new bins system
- Range of topics covered, most concerns answered
- Information provided
- Relaxed atmosphere helped the public to relay their questions without embarrassment
- The broad scope of what it addressed
- Informative
- Fully informative
- Being able to get information on what is going to take place. Being able to physically assess size of bins
- The information (context of waste review)
- Efficiently run – stuck to time
- Everyone had a chance to ask questions
- Good information
- Well presented and run effectively by both Anna and Lisa
- Variety of issues
- Good scope of waste topics covered. Reasonable opportunities for everyone to be heard.
- Good information
- Friendly
- The people running it wanted to be there!
- Well structured, well explained
- Facilitator was great. All the appropriate people were here to provide information and answers.
- Most people's questions were answered even if they were outside of scope of the workshop.
- Different ideas
- Input from the public
- Good control of the audience questions by the presenter.

- Small groups, all able to be heard.
- Different views on recycling
- That it was held
- Opportunities to find out what is happening and what can be recycled
- The different opinions in garbage. Some of my questions were easily answered. Some were not.
- Being able to make a contribution
- Plenty of discussion gave everyone a chance to put their ideas forward
- It has educated me more
- It was very well organised by council staff. It was kept moving under great difficulty at times. Excellent facilitator!
- Ability to speak and provide comment on the topics. Two different times appropriate for shift workers.
- Views of other persons and input of council staff.

2. Please suggest any improvements that could be made.

- Stricter timekeeping
- Explain house keeping rules at start
- Provision of soy milk
- Maybe another workshops later say 6 months after to get feedback
- Maybe a bit longer to allow more discussion
- Needs sessions focusing on different elements or aspects of waste management
- Possibly run it as facilitated tables so quieter people get heard and the squeaky wheels take up less of everyone's time.
- More data facts and info
- Give 'single issue' people a go second soapbox by arrangement in advance. Get all the jumping around over in a 15 minute segment
- More staff on registration at start to prevent delayed start
- Handouts about recycling, to give out tonight, would have been useful.
- A broader representation – overage age of participants was very high.
- More communication with all ratepayers instead of only Newcastle Voice.
- I don't think it could have been much better presented.
- More time
- Pre-submission of topics
- Opportunities to submit written questions.

- Must always keep control, well done.
- More group discussions.
- Limiting people to number of comments and questions as the floor was taken over by a small group of people.
- If specific areas are wished to be addressed in future key areas could be made available in promo emails; this may help keep everyone on topic and specific to the aim.
- Microphone for persons with hearing difficulties.

3. Any other comments?

- Thank you for this opportunity
- Presenter needs mic as very hard to hear at the other end of room
- Meeting was informative. Answered many questions on a lot of issues
- Need to listen more to general public- they are your eyes and ears.
- We gained an overview of the coming service and were able to follow up on specific questions with the council staff .
- Better comparisons and make it less confusing to all participants.
- Background documents with info
- Fail to answer the real questions
- Well done looking forward to hearing more details over time
- Good luck Alicia and Lisa!
- We feel more consultation should have been for a wider opinion. Typical of Council!
- Well presented by staff, they know their field
- I hope the Council will take the suggestions in the spirit they were given.
- Make sure results are published.
- We did not have time to reflect on whether we had covered our objectives
- Speakers were very good. Also enjoyed having other council members within the crowd
- Great effort.

4. Please rate your overall satisfaction with the workshop.

Completely dissatisfied	0	0%
Somewhat dissatisfied	1	2.2%
Neither satisfied nor dissatisfied	4	8.8%
Somewhat satisfied	21	46.6%
Completely satisfied	19	42.2%
TOTAL	45	100%

5. Would you attend another group like this – on a different subject?

Yes 34
No 6

NB: Not all participants completed a feedback sheet; not all questions were answered on each sheet received.



Appendix II – Promotional Materials

Invitation Letter

9 February 2010

Dear «Title» «Surname»

INVITATION TO COMMUNITY CONSULTATION – HOUSEHOLD WASTE COLLECTION WORKSHOP

We have noticed that you contacted Newcastle City Council within the last 12 months regarding your household waste. We would like to extend an invitation to you to be involved and attend one of the upcoming household waste collection workshop sessions.

The Newcastle community is invited to a workshop to talk about household waste collection and waste reduction as recently surveyed through Newcastle Voice. You will have the opportunity to discuss different bin sizes for weekly waste collection, a future recycling education program and recommendations to improve waste collection and diverting waste to landfill.

The workshop details are as follows:

Time: 10am- noon
Date: Wednesday 24 February 2010
Venue: Adamstown RSL, Brunner Road

Time: 6-8pm
Date: Wednesday 24 February 2010
Venue: Adamstown RSL, Brunner Road

Please register for one of the workshop sessions by 19 February 2010 by calling 4974 2823.

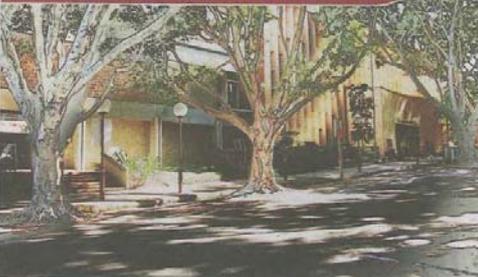
Yours faithfully,

Stephanie Prouse
COMMUNITY CONSULTATION COORDINATOR

Advertising

The Star, 10 February and Newcastle Herald, 13 February

Laman Street - Civic Precinct Design Workshop



Council is developing a vision for the future of the Laman Street – Civic Precinct* and we encourage you to get involved.

Interested community members are invited to attend a two day intensive design workshop with independent experts on Friday 19 March and Saturday 20 March 2010.

Nominations close 22 February 2010.

Please call Council on 4974 2854 or email to mail@ncc.nsw.gov.au for a nomination pack.

If you can't be part of the workshop, you can still send us your vision for the precinct. Go to www.newcastle.nsw.gov.au or pick up a leaflet from all branch libraries and Council's City Administration Centre (King St, Newcastle).

For more information on the Laman Street - Civic Precinct consultation process go to www.newcastle.nsw.gov.au

*Civic Precinct area is bounded by Hunter, Darby, Queen and Auckland Streets.

Waste Services



The Newcastle community is invited to a workshop to talk about household waste collection and waste reduction as recently surveyed through Newcastle Voice.

Now all residents have the opportunity to discuss different bin sizes for weekly waste collection, a future recycling education program, and recommendations to improve waste collection and diverting waste from landfill.

Household Waste Collection Workshop

10am - 12noon or 6 - 8pm
Wednesday, 24 February
Adamstown RSL, Bruncker Road
RSVP: Phone 4974 2823 to register
limited numbers

Newcastle by Night

The Newcastle community is invited to a workshop to talk about all issues related to the night time economy.

6 - 8:30pm
Monday, 22 February
Newcastle City Hall, Banquet Room
RSVP: Phone 4974 2823 to register
by 19 February, *limited numbers*

The workshop is an opportunity for interested community members to work side by side with government agencies and service providers including venue staff, the transport, enforcement and health industries, as well as local residents of all ages. Discussions at the workshop will include communication and education, transport, safety, infrastructure, enforcement, entertainment, collaboration, alcohol supply and large events.

Ward 4 Forum

Council is holding a community consultation meeting for Ward 4 residents who are invited to talk about the opportunities and challenges facing their ward.

6:30 - 8.30pm
Tuesday, 23 February
Beresfield Bowling Club, Rainbow Room, Anderson Drive, Beresfield
RSVP: Please call 4974 2465 to register and nominate your main topic to speak about (maximum of three minutes).

Ward 4 includes the suburbs of Beresfield, Birmingham Gardens, Black Hill, Callaghan, Elermore Vale, Fletcher, Hexham, Lenaghan, Maryland, Minmi, Sandgate, Shortland, Tarro and Wallsend.

To register to speak (Ward 4 residents and ratepayers will be given preference) please call 4974 2465 or email ksullivan@ncc.nsw.gov.au (and include name, topic of interest and contact details).

Registrations close Friday, 19 February 2010.

Make **Clean Up Australia Day 2010** the BIGGEST yet. Australia's largest community environmental event is celebrating its 20th national anniversary.



Residents and community groups can register their interest and preferred sites through the Clean Up Australia website at: www.cleanupaustraliaday.org.au or by calling 1800 282 329.

Sharing the path



Council has started work on Stage 1 of the NSW Coastline Cycleway at Stockton.

Running from Punt Road to Chester Street, the 1.2km long x 2.5m wide off-road shared path connects to the existing cycleway completed in 1998. The work is jointly funded by Council and the State Government and will take up to four months to complete.

Stage 2 of the NSW Coastline Cycleway, from Chester Street along the foreshore to Stockton Bridge is dependent on future funding.



www.newcastle.nsw.gov.au

THE HERALD Saturday, February 13, 2010 A 9+

Consulting with our community



To join Newcastle Voice and take part in consultations with Council you must be a resident or ratepayer and be over 16 years of age.

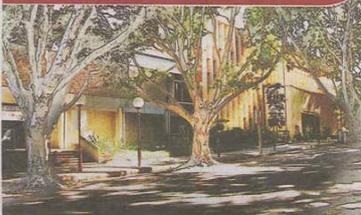
Registering is easy:
go online to www.newcastle.nsw.gov.au/myvoice or call 4974 2823 to be mailed a Free Info Pack

Newcastle
voice



www.newcastle.nsw.gov.au
PO Box 489 Newcastle NSW 2300
(282 King Street, Newcastle)
Ph: 4974 2000 Fax: 4974 2222

Laman Street - Civic Precinct Design Workshop



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Interested community members are invited to attend a two day intensive design workshop with independent experts on Friday 19 March and Saturday 20 March 2010. **Nominations close 22 February 2010.**

Please call Council on 4974 2854 or email to mail@ncc.nsw.gov.au for a nomination pack.

If you can't be part of the workshop, you can still send us your vision for the precinct. Go to www.newcastle.nsw.gov.au or pick up a leaflet from all branch libraries and Council's City Administration Centre (King St, Newcastle).

For more information on the Laman Street - Civic Precinct consultation process go to Council's website at:

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Waste Services



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Now all residents have the opportunity to discuss different bin sizes for weekly waste collection, a future recycling education program, and recommendations to improve waste collection and diverting waste from landfill.

Help shape Newcastle's future

Join us at Newcastle City Hall for

Newcastle 2030 Community Forum

Friday 12 February 2010, 9am to 5pm

Newcastle 2030 is an opportunity for the whole community to participate in creating a shared vision for Newcastle. The Community Forum will be lead by Peter Kenyon, a social capitalist and community enthusiast.

Newcastle
2030

To register for this **FREE** event, please contact our project team:
mail@ncc.nsw.gov.au or 4974 2878

Learn more about this exciting initiative at www.newcastle.nsw.gov.au

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Household Waste Collection Workshop

10am - 12noon or 6 - 8pm

Wednesday, 24 February

Adamstown RSL, Bruncker Road

RSVP: Phone 4974 2823 to register
limited numbers

Newcastle by Night

The Newcastle community is invited to a workshop to talk about all issues related to alcohol consumption.

Newcastle by Night Workshop

6 - 8:30pm

Monday, 22 February

Newcastle City Hall, Banquet Room

RSVP: Phone 4974 2823 to register
by 19 February, *limited numbers*

The workshop is an opportunity for interested community members to work side by side with government agencies and service providers including venue staff, the transport, enforcement and health industries, as well as local residents of all ages.

Discussions at the workshop will include communication and education, transport, safety, infrastructure, enforcement, entertainment, collaboration, alcohol supply and large events.

THE STAR - February 10, 2010 15

Council Website

15-19 February

The screenshot shows the Newcastle City Council website homepage. At the top, there is a navigation bar with the council's name and tagline "Great Place, Great Lifestyle, Great Future." Below this is a yellow menu bar with categories like "discover newcastle", "my property", "my community", "for business", "in council", "news & events", "environment", and "building and development". A search bar and quick links are on the right. The main content area features a "Welcome to Newcastle" banner with a coastal scene. Below the banner, there are three main sections: "Popular online services" (a vertical list of links), "CONNECT WITH YOUR CITY" (a "Let's talk rubbish" workshop announcement with an image of bins), and "CITY NEWS HIGHLIGHTS" (a news item about a quarterly performance review with an image of a worker). On the right side, there are two more sections: "find council services" (with a search bar and dropdowns) and "thinking of building?" (with an image of two people in hard hats).

Media Release

19 February 2010

Next week at Council (extract)

Wednesday 24 February

10am to 12noon Consultation – Household Waste Collection

The Newcastle community is invited to a workshop to talk about household waste collection and waste reduction as recently surveyed through Newcastle Voice. Now all residents have the opportunity to discuss different bin sizes for weekly waste collection, a future recycling education program and recommendations to improve waste collection and diverting waste from landfill. The workshop will be held at Adamstown RSL, to register call 4974 2823.

6pm to 8pm Consultation - Hunter Street Bridal Cluster workshop

Council and the Newcastle City Centre Committee are hosting a workshop to identify opportunities to strengthen the vitality, business networking and attractiveness of the bridal cluster section of Hunter Street. The workshop will be facilitated by Place Partners who are a specialist place making consultancy with demonstrated expertise in identifying opportunities to improve the appeal and viability of retail precincts. The workshop will be held at Hotel CBD and bookings are essential. RSVP to Stephanie Bennet on 4974 2872 or email sbennett@ncc.nsw.gov.au

6pm to 8pm Consultation – Household Waste Collection

The Newcastle community is invited to a workshop to talk about household waste collection and waste reduction as recently surveyed through Newcastle Voice. Now all residents have the opportunity to discuss different bin sizes for weekly waste collection, a future recycling education program and recommendations to improve waste collection and diverting waste from landfill. The workshop will be held at Adamstown RSL, to register call 4974 2823.

Media Clippings

Received during consultation period: *Newcastle Herald* and *The Post*; also ABC Radio 1233

HERALD NEWS

Drug ring linked to packages

A SOUTH American crime syndicate has been caught mailing \$10 million in illicit drugs to Australian addresses by stuffing them inside children's toys and nappies.

Federal Home Affairs Minister Brendan O'Connor said yesterday the organised criminal network had tried to avoid detection by splitting shipments into hundreds of smaller parcels.

The packages were then shipped to various addresses across the country and picked up by dealers to be sold on city streets.

"It's a dispersment operation. It's deliberately done to reduce the likelihood of detection," Mr O'Connor said.

More than 73 kilograms of shipments split among 145 parcels have been intercepted this week.

Twenty-two people have been arrested in connection with the postal system deliveries in Victoria, Queensland and NSW.

Three men have also been arrested in South America.

The drug 4-MMC, known as "miaow", accounted for nearly a third of the seizures. AAP



OPTIONS: Lisa Scully with the large and small bins yesterday. — Picture by Darren Pateman

Ambos' worries remain

By MATTHEW KELLY

THE Hunter's ambulance service continues to be plagued by problems ranging from bullying to ineffective global positioning devices two years after an inquiry recommended sweeping changes, the State Opposition and unions say.

Hunter-based Liberal MLC Robyn Parker, who chaired a review of the 2008 Upper House inquiry, said yesterday the lack of action was an insult to those who had given evidence.

"To learn bullying and harassment is still rife and serious complaints have increased is very disappointing," she said.

Of great concern is the revelation the GPS units in ambulances are not professionally fully installed systems and can't locate hospitals as a point of interest.

Health Services Union spokesman Peter Rumball confirmed workplace bullying and harassment was still a serious problem.

"We have a number of complaints with the minister's office and the chief executive officer in regards to bullying in this area," Mr Rumball said.

"There are at least seven complaints that I am aware of."

He said most officers did not use their mobile global positioning devices because they were not correctly programmed.

"All they are doing is making ambulances a target for thieves," he said.

An Ambulance Service spokesman said the service had introduced reforms following the inquiry, including a program targeting workplace bullying.

"The Ambulance Service is very serious about building the skills of our front-line managers particularly around managing and preventing workplace conflict," he said.

He said GPS technology was not well enough advanced in Australia to be managed efficiently in an emergency services operation.

Rubbish bins cut down to size

NEWCASTLE has begun cutting its rubbish down to size, with new garbage bins rolling in to civic depots.

The new models are about half as big as those used in the city.

Newcastle City Council has several demonstration models at its Waratah depot, including the 240-litre wheelee bins in use and a new 140-litre model, set to hit kerbs late this year.

A 120-litre model was considered, but a 140-litre version is favoured because it is compatible with the council's trucks.

Householders might opt for an 80-litre model to save on waste services charges, or keep a 240-litre bin for an extra cost.

The change follows a council review of its waste services.

To prepare residents, the council is hosting workshops on February 24 at Adamstown RSL, from 10am and 6pm.

City presentation services manager Lisa Scully said the sessions were to tell the community why and how the new system would be implemented, and the potential benefits.

The new bins, fitted with a microchip, are scheduled for delivery in December before the new service starts in January.

— Jacqui Jones

Motorcycle rider killed in accident

A MOTORCYCLIST has died after an accident with a utility on the Central Coast yesterday.

Police said the Copacabana rider, 34, suffered chest injuries when he struck the car at the intersection of the Central Coast highway and Currying Road, Kariang, about 6.30am.

The driver of a utility, a 37-year-old Somersby man, was not injured in the crash.

A report will be prepared for the coroner.

Bus rolls over

GREYHOUND Australia has defended its safety record after a bus rolled in the Northern Territory outback, panning one man and seriously injuring three others.

The coach hit a drain on the Stuart Highway and rolled with 17 passengers on board early yesterday. AAP

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THE HERALD Saturday, February 13, 2010 13+

Waste changes coming



MORE COLLECTION: Newcastle's garbos will be busier from next January.

By **MICHAEL BLAXLAND**
NEWCASTLE Council staff are currently considering an interesting dilemma: how to change the garbage habits of a city.

A new household waste collection regime begins in January next year and residents will be spoilt for choice.

For an added cost, they can keep their current 240-litre household waste bin, or downsize to a 140-litre or 80-litre model.

A council spokeswoman said just how all ratepayers were to be contacted and their preferences sorted out was still being discussed. A community workshop is being held next week to discuss the changes.

It will be held at Adamstown RSL from 6pm to 8pm on February 24.

Residents will have the chance to discuss different bin sizes for weekly waste collection, a future recycling education program, recommendations to improve waste collection

and diverting waste from landfill. A green waste collection will be introduced, using the current 240-litre bin. This will be collected fortnightly in the summer months and once a month in winter.

The council's manager of city presentation services Lisa Scully said a waste audit undertaken in 2008 showed that 23 per cent of the waste in the household general waste bins was recyclable material and 24 per cent was green waste.

"The waste audit painted an interesting picture," she said. "Many households would be able to reduce their general waste by sorting recyclable and green waste materials into other bins and the new collections will be able to better accommodate this."

The existing fortnightly recycling collection will stay.

The green waste collection will not just be for garden refuse and clippings, but organic household waste can also be included.

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view the digital edition online at www.newcastlepost.com.au

THE POST Wednesday, February 17, 2010 5

Advertisement

Run in *Newcastle Herald*, 27 February, after workshop



What bin will I get?

The picture shows the 'family' of bins which will suit most households – 240 litre greenwaste (green) and recycling (yellow) bins, and a smaller garbage bin (red)

Residents generate almost a tonne of landfill waste per property each year. This is a substantial cost to ratepayers as well as an environmental problem.

Council will be providing more information about your new bins during the year. If you have any questions about your current bins, please contact Waste Services on 4974 6066.

Q: Why is Newcastle City Council changing the waste collection service?
A: To help residents reduce the amount of waste going to landfill and better manage the charges imposed on us by the state government.

Q: Our household creates a large quantity of waste every week. Can I keep my big bin?
A: You may need a larger bin if your household waste can not be managed by placing some items into the yellow and green bins. We will be working with some households to accommodate their needs – and we'll be calling on them during March and April 2010.

Q: Which bin size do I have to buy after the change?
A: None. From January 2011, Council will deliver new bins and will change the lid of your current bin to indicate greenwaste.

Q: There's no room for three bins at my place.
A: If you have no space or need for the greenwaste bin, let us know and we will arrange to have it collected.

Q: Can my recycling bin be collected weekly? Mine is full every week!
A: Your recycling bin is collected on contract every fortnight by Thiess Services. When that contract expires in 2012, we can consider changing that frequency.

