



2016 HOUSEHOLD WASTE RESULTS

We asked residents to tell us what they thought about their household waste service. We will use this feedback to help us provide a better service to you.



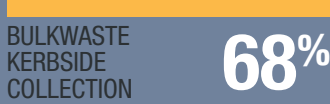
Feedback on our service

3 OUT OF 4 RESPONDENTS SATISFIED

MOST SATISFIED WITH...

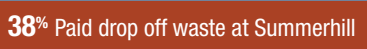
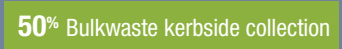


AREAS FOR IMPROVEMENT...



PERCENTAGES REPRESENT NUMBER OF PARTICIPANTS SATISFIED

MOST USED SERVICES



This project is a NSW EPA Waste Less, Recycle More initiative funded from the waste levy

For more information visit:
www.newcastle.nsw.gov.au



HOUSEHOLD WASTE DISPOSAL

Most popular ways to dispose of household waste



Green-lid bin
83% Garden waste



Red-lid bin
78% Plastic bags
69% Food scraps



Donate/sell/giveaway
78% Old clothing
35% Furniture

Q. What makes it difficult for your household to recycle using your yellow lid bin at home?

- 57% Nothing, we all actively recycle
- 29% My recycling bin is often full before collection day
- 18% Knowing what can't be recycled

PROBLEM WASTE DISPOSAL

Participants were asked how they disposed of particular problem waste items.



Red-lid bin*

- 61% Fluorescent light globes and tubes*
- 60% Household batteries*
- 50% Smoke alarms*
- 34% Paint and paint related products*
- 31% Household chemicals*



Household Chemical Cleanout

- 43% Household chemicals
- 23% Paint and paint related products
- 13% Motor oils and fuel



Designated drop off point

- 56% Motor oils and fuel
- 18% Household batteries



Summerhill (paid)

- 42% Asbestos
- 18% Gas bottles

*Items being disposed of in the red-lid bin have all been disposed of incorrectly. This identifies a great need for further education to the community.

Q. What would make it more convenient for you to dispose/recycle problem waste?

- 64% Collection points at places I visit often
- 50% Education about where collection points are
- 49% Education about problem waste and how to dispose/recycle it

ILLEGAL DUMPING & LITTERING

Q. Which do you feel is a bigger issue for Newcastle, littering or illegal dumping?

Illegal dumping

54%

Littering

37%

No answer

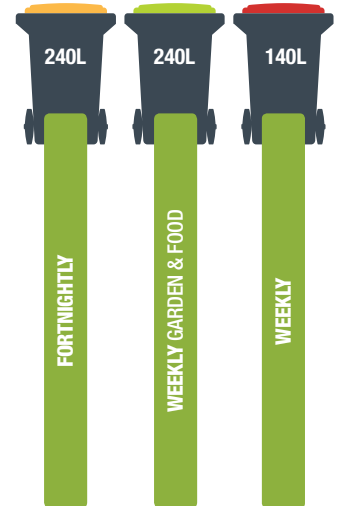
9%



SURVEY RESULTS: BIN OPTIONS

Participants were asked to identify their preference for bin options.

47% SELECTED THE OPTION BELOW



Comments received

If green bin is to include food scraps concerns of smells and bin becoming dirty. Participants suggested Council should provide biodegradable bags.

THE WASTE SERVICES GUIDE



Suggestions

Each year we send out the waste services guide to residents. Participants were asked to identify what could be done to improve the guide next year, here were some of their suggestions:

Improve design

Larger font and reduced amount of text

Digitise

Online, phone app and notifications for collection days

More advertising

Social media, information stickers, focus on recycling and problem waste

TOP 3 ADDITIONAL COMMENTS



28% Improve kerbside bulkwaste and greenwaste collection

15% Improve kerbside collection

12% Improve Summerhill Waste Management Centre

Where to from here?

Newcastle City Council's Waste Management team is currently developing a Waste strategy, the results from this survey will guide the strategy.

