



Hawkesbury City Council

attachment 1  
to  
item 6

A P C Environmental Management  
Community Consultation Report  
for Hawkesbury City Council on  
future Options for Household  
Bulky Waste Clean-up Service  
- December 2010

date of meeting: 1 February 2011  
location: council chambers  
time: 6:30 p.m.





# **COMMUNITY CONSULTATION REPORT**

**FOR**

**HAWKESBURY CITY COUNCIL**

**ON**

# **FUTURE OPTIONS FOR HOUSEHOLD BULKY WASTE CLEAN-UP SERVICE**

**December 2010**

**APrince Consulting Pty Ltd trading as APC Environmental Management**  
**ACN 077 504 226**  
**TH 4 / 28 West St North Sydney NSW 2060 ~ Phone: 02 9907 0994 Fax: 02 9907 0330**  
**Web: [www.aprince.com.au](http://www.aprince.com.au) E-mail: [admin@aprince.com.au](mailto:admin@aprince.com.au)**

This report was researched and prepared by



A Prince Consulting Pty Ltd trading as APC Environmental Management  
ABN 96 077 504 226  
TH4/28 West Street  
North Sydney NSW 2060  
Phone: (02) 9907 0994  
Fax: (02) 9907 0330  
Email: [admin@aprice.com.au](mailto:admin@aprice.com.au)  
Web: [www.aprice.com.au](http://www.aprice.com.au)

For

Manager of Regulatory Services,  
Mr Garry Baldry  
Hawkesbury City Council  
P O Box 146  
Windsor NSW 2756  
Phone: 4560 4542  
Fax: 4560 4400  
Mobile: 0409 929 819  
Email: [garry.baldry@hawkesbury.nsw.gov.au](mailto:garry.baldry@hawkesbury.nsw.gov.au)

December 2010

© 2010 A Prince Consulting Pty Ltd trading as APC Environmental Management

#### **DISCLAIMER**

Any representation, statement, opinion or advice, expressed or implied in this publication is made in good faith, but on the basis that APrince Consulting Pty Ltd, trading as APC, is not liable (whether by reason of negligence, lack of care or otherwise) to any person for any damage or loss whatsoever, which has occurred or may occur in relation to that person taking

or not taking (as the case may be) action in respect to any representation, statement of advice referred to here.

## TABLE OF CONTENTS

<b>Executive Summary .....</b>	<b>6</b>
<b>1 Background.....</b>	<b>9</b>
<b>2 Introduction .....</b>	<b>10</b>
<b>3 Methodology .....</b>	<b>11</b>
3.1 Project inception meeting .....	11
3.2 Background Research .....	11
3.3 Press release .....	11
3.4 Survey .....	12
3.5 Focus Groups .....	12
<b>4 Results .....</b>	<b>14</b>
4.1 Background research findings.....	14
4.2 Survey Results .....	15
4.3 General comments from the surveys.....	23
4.4 Focus groups .....	23
<b>5 Key Findings .....</b>	<b>29</b>
<b>6 Recommendations .....</b>	<b>32</b>
<b>Appendix A Draft Media Releases .....</b>	<b>32</b>
<b>Appendix B Phone Survey Questions.....</b>	<b>35</b>
<b>Appendix C Online survey Questions .....</b>	<b>39</b>
<b>Appendix D Hand out for focus group attendees.....</b>	<b>41</b>
<b>Appendix E St Albans Community Consultation .....</b>	<b>42</b>
<b>Appendix F Other Local Council Comparisons.....</b>	<b>43</b>
<b>Appendix G Monthly service statistics.....</b>	<b>48</b>
<b>Appendix H Flyer.....</b>	<b>49</b>

### TABLE OF TABLES

Table 1 Service Summary July 2008 – June 2010.....	6
Table 2 Total calls made and surveys completed .....	12
Table 3 Focus groups conducted.....	13
Table 4 Service Summary July 2008 – June 2010.....	15
Table 5 Please indicate which age bracket you fit into.....	16
Table 6 Gender.....	16
Table 7 Do you own or rent? .....	16
Table 8 What is the number of occupants in your household? .....	17
Table 9 Access to the service? .....	17
Table 10 Used service in last 12 months?.....	17
Table 11 How many times did you use the service in last 12 months .....	18
Table 12 Why didn't you use the clean up service.....	18
Table 13 How often does your household need a bulk waste service?.....	18
Table 14 Would you prefer the collection to be on a set date or on-call .....	19
Table 15 How did you find out about the service .....	19
Table 16 How much do you think it costs council to provide a service .....	20
Table 17 How much are you prepared to pay for a service .....	21
Table 18 Should oncall services be charged as part of the rates or user pays?.....	22
Table 19 In the last 12 months how often have you used the Waste Management Facility ...	22
Table 20 How do you currently dispose of waste.....	23
Table 21 Focus Groups –Service Preferences – Session 1 .....	24
Table 22 Willingness to pay – Session 1 .....	24
Table 23 Focus Group Service Preferences – Session 2.....	26
Table 24 Willingness to pay –Session 2 .....	26
Table 25 Focus Groups Summary.....	27
Table 26 Willingness to Pay –Summary.....	27
Table 27 Statistics for the Financial Years 2008/09 to 2009/10.....	48

## EXECUTIVE SUMMARY

Hawkesbury City Council (HCC) engaged APC Environmental Management (APC) to develop and deliver a community consultation program in relation to the future options for the household bulky waste clean-up service. The current contract expires in August 2011 and council have chosen to take the opportunity to fully explore community opinions on a range of options prior to preparing new contract documents and specifications for the next service due to commence September 2011.

The community consultation project consisted of the following elements:

- Background research (service history and comparisons with other similar councils)
- Press releases for distribution to local media
- Telephone surveys (for those in and out of the service area)
- A web survey and
- Focus group sessions.

The current on-call household bulky waste clean-up service is available to 12,000 residents twice a year. Transpacific Cleanaway, the existing contractor, provided the following service information as shown in Table 1 below indicating that 26% of applicable residents used the service in the last twelve months and 83% used the service once.

**Table 1 Service Summary July 2008 – June 2010**

Criteria	July 2008 to June 2009	July 2009 to June 2010
Total Collections	3,684	3,796
Residents Serviced	3,045	3,154
% receiving one service per year	82.7%	83.1%
% receiving 2 services per year	17.3%	16.9%

### Consultation Methodology

Two telephone surveys were developed, one for properties with a service 'urban' the other for properties without a current service 'rural'. A random selection of phone numbers from the local white pages was developed and forwarded to council to advise if the suburb was in or out of the service area. Three phone surveyors worked various daytime and evening shifts from the 21<sup>st</sup> October – 3<sup>rd</sup> November and invited householders to participate in the phone survey by responding to a series of multiple choice questions. In total 507 phone calls were made to gain an acceptance rate of 200 households.

A separate on line survey was developed and posted on council's website from 28th October till December 17<sup>th</sup>. During this time 141 people started the survey with 102 residents completing all questions. The online survey software called Survey Monkey has functionality which prevents multiple responses from the same computer responding.

Two focus groups were conducted on the 23<sup>rd</sup> November consisting of 21 residents who expressed an interest via the council's resident consultation panel, the phone or on line survey.

The demographics of those who completed the telephone and on line surveys are as follows:

- 62% were female, 38% were male.
- 13% were between 18-34 years old; 48% between 35-55 years; 39% over 56 years.
- 90% were owners, 9.5% were renters and 0.5% were 'other'
- The majority of properties had 2 (33%) or 4 (21%) occupants
- Of all residents surveyed 52% had access to the service, 41% did not and 7% were unsure.



## Key Findings

### Phone and on-line surveys

*Type of service preferred* - There was an even division of residents that preferred an on-call collection (40%) to a scheduled collection (39%). 16% wanted a combination of the two services.

*Service frequency preferred* - Residents with and without a service were asked how often they required a bulk waste service. 28% indicated they required a service once a year, 39% twice a year and 14% more than twice a year. Only 8% indicated they did not need a service at all.

*Willingness to pay* - When asked how much they are prepared to pay for the service: 30% didn't know, 18% weren't prepared to pay anything, 9% would pay what they are already paying (\$10-\$20/household). 7% would pay \$20-\$30, 8% would pay \$40-\$50, 5% thought the charge should be a pay by weight/volume system – similar to the tip where you are charged for what you dispose of, 3% thought it should be the same charge or less than the tip – which it currently is, 3% thought the charge should be absorbed into the rates.

*Type of charging system* - 65% of respondents prefer a user pays system. Only 27% thought the fee should be charged on the rates notice.

### Focus Group

*Service type* - The focus group participants indicated a clear preference for a combination service whereby Council continues the existing “on call” service to 12,000 properties for 1.5m<sup>3</sup> and introduces a scheduled service to rural areas once per year but for double the standard size collection i.e. 3m<sup>3</sup>. The second equally preferred options were a combination service whereby Council continue the existing “on call” service for 12,000 properties and introduce a user pays system for rural areas or just continue the existing “on call” service to 12,000 properties

*Willingness to pay* - There was an appreciation that a user pay service would be more expensive and the most popular response was \$40 - \$50 while for an on-call service the response was \$20 - \$30.

### Desktop Review

Desk top research of ten other similar local government areas was conducted to ascertain the types of bulk waste collection services offered in Council areas similar to Hawkesbury with diverse geographic spread and urban, rural residential and rural areas and socio demographic profile.

*Service accessibility* - All but one of the 10 councils offer a bulk waste service to all residents with a garbage service.

*Type of service* - Six offer an on-call collection while three offer a scheduled service.

*Number of services per annum* - All offer two or more services a year.

*Charging method* - The cost of the service is combined within the overall domestic waste management charge when it appears on the rate notice.

*Participation rates* - on-call service (26-44%) compared to 70-90% with a scheduled collection.

Council correspondence - Based on a review of complaint letters received by Council from residents when the service was introduced it appeared that whilst there was a negative reaction to the initial introduction of a separate fee for the bulk waste service it is likely that the same response would be received to any new line item placed on the rates notice. i.e. for libraries or child care as some residents would complain that they don't use those services and should not have to pay. The complaint appears to be about the charge – regardless of what it is for, not the bulk waste service itself.

### **Summary**

It is clear from each of the consultation methods that residents do not understand the true cost of operating the bulk waste service and have unrealistic expectations about service levels and costs. The fact that the bulk waste service appears as a separate line item on their rates notice seems to lead to the perception that the bulk waste charge is optional. Many comments from residents were that they feel that the service should be 'free' and be included as part of the rates they are already paying. This indicates that residents feel that all of the services they receive as part of their current rates charges are 'free'. However, APC assumes that residents actually mean that their rates should not increased but they should still get a bulk waste service.

Given that 83% of current service users only use one service per annum a compromise for council is to provide an option of reducing the number of services to once per annum however offering unlimited additional services on a user-pay basis. It was recognised during the consultation program that the equivalent service from a private operator or skip bin business would be substantially higher than that which the contractor could provide.

### **Recommendations**

Based on the outcomes of the research and public consultation process APC strongly suggest council undertakes the following:

1. That the bulky waste cleanup service cost should be incorporated into the Domestic Waste Management Charge from the 2011-12 rates notice and future years.
2. That the true cost of the collection service be included in the waste charge to allow for the service to be more widely promoted within the community.
3. That in an effort to contain the escalating true costs of providing the service that council offer only one service per annum as part of the standard service however, unlimited additional services can be provided on a user-pays basis.
4. That council consider introducing a separate direct cost recovery charge for the collection and disposal of mattresses as an alternative to banning mattresses from the kerbside bulk waste collection program.
5. That contract documents for the new household bulky waste collection service be developed with five potential service options, each to be priced separately for council's budgetary consideration. The service options are:
  - On call collection 12,000 services once per year
  - On call collection 12,000 services once per year, user pay for any additional services
  - On call collection 21,000 services once per year
  - On call collection 21,000 services once per year, user pay for any additional services
  - On call collection 12,000 services and scheduled collection for 9,000 rural services once per year

## 1. BACKGROUND

Hawkesbury City Council (HCC) engaged APC Environmental Management (APC) to develop and deliver a community consultation program in relation to the future options for the household bulky waste clean-up service.

A community survey conducted in 2003 revealed broad community support for a bulky waste collection service. As a result in 2004 council tendered then adopted an "at call" household cleanup service for bulky items twice a year, to selected properties within the city boundaries. The current service is provided by the Transpacific Cleanaway within 21 days of a customer request. A maximum amount of material equivalent to a box trailer load (1.8m x 1.2m x 600mm) is collected per household.

The service is offered to approximately 12,000 residential premises in the higher density residential areas of the council. Initially, in 2004, a \$36.00 annual fee was introduced for all ratepayers within the selected area for two collections per year. The fee appeared as a separate line item on the rates notice and as a result there was significant public outcry. This resulted in negative publicity and some 200 letters to council. This community reaction was one of the most vocal and negative responses to any council service ever introduced and Council still receives complaints from residents who are levied the fee but do not use the service. In response to the adverse community reaction Council reduced the fee to \$15.00 per property for the same service. In an effort to contain costs the service is not widely promoted.

The current contract expires in August 2011 and council have chosen to take the opportunity to fully explore community opinions on a range of options prior to preparing new contract documents and specifications for the next service due to commence September 2011.

Council, at a meeting in 2010, resolved to undertake a public consultation process to:

- a) determine how the service should be provided in the future and
- b) explore expanding the service to all properties in the city area that currently receive a garbage service.

The project scope of the community consultation consultancy specified three activities:

1. Conduct a public consultation process encompassing all those properties in the city that currently receive a garbage service (approx. 21,000 services), to explore introducing a service on a cost sharing basis, user pays basis, or other method of eligible participant payment that would cover:
  - a) all these properties,
  - b) some of these properties or
  - c) none of these properties.
2. Once the public consultation process is completed, the consultant will provide a report to Council staff with recommendations
3. Should it be determined that the matter should progress to preparing tender documents, then the consultant is to arrange the preparation of such documents in consultation with Council staff, ready for submission to Council's lawyers for approval.

Following awarding of the consultancy to APC Council confirmed the scope of works to include undertaking all three aspects. The Tender documents are being prepared concurrently to the consultation report as Council is seeking to award the contract early 2011 so that accurate predicted expenditure can be included in the 2011 - 2012 Council budget cycle.

The project is deemed to conform with the objectives set out in Council's Strategic Plan i.e.,

*“Objective: Investigating and Planning the City’s future in consultation with our community, and co-ordinating human and financial resources to achieve this future.”*

## 2 INTRODUCTION

Any community consultation program should meet the following objectives:

- Maximise community awareness of the process
- Educate the community about the issues
- Advise the community on the outcomes of the consultation process.

Successful public consultation provides the participants with the necessary facts and information to make informed decisions. When selling the benefits of any new approach it is important to frame the possible options and relative costs of any new service against the broader social, economic and environmental benefits that can be realised. It is important to move beyond the narrow focus of fees and charges to successfully capture the hearts and minds of the community.

APC proposed to set the consultation in the broadest waste context possible in an attempt to achieve the necessary shift in community attitudes and awareness that would be required to embrace any new direction. The community must:

- Recognise that waste is an issue that affects every person every day
- Acknowledge that waste spans beyond one generation and beyond the current term of council
- Recognise the short and long-term costs of waste management on the community, the economy and the environment

Key information presented to the community included:

- State government policy direction and targets
- Facts about Council’s current domestic waste service and costs
- Comparison from other local government areas re service options and costs
- Case studies of how other councils on the metropolitan fringe of Sydney have addressed the social equity issues
- Success and limitations of current services
- Options - cost and benefits

It was imperative that the community be consulted as widely as possible and APC developed a multi-pronged consultation strategy by inviting the community to be heard by offering a variety of avenues for participation. Consultation could consist of a combination of qualitative and quantitative methods to determine community opinion. The mix of elements should aim to capture the widest range of responses from the community in a non threatening way.

Based the need to gain the maximum amount of information in the most cost effective method and with some time constraints APC proposed the following approach:

- Surveys – 200 phone and on-line survey on council web site
- Focus groups (4)

In addition council has supported the initiative with the following elements:

- Press releases in local media
- Council website information
- Council newsletter

### 3 METHODOLOGY

The methodology for this work consisted of

- Background research (service history and comparisons with other councils)
- Press releases
- Telephone surveys (for those in and out of the service area)
- Web surveys
- Community Consultation sessions.

The following section outlines how each element of the project was undertaken. The results are provided in Section 4.

#### 3.1 *Project inception meeting*

On being awarded the project Anne Prince, APC's Director and Janelle Booth, Senior Consultant met with Matthew Owens, Director of City Planning, Garry Baldry, Manager of Regulatory Services and Michael Laing, Senior Strategic Planner (Community) on 12<sup>th</sup> October, 2010 to discuss and agree on roles, responsibilities, survey content, venues and timeline. As a result of this meeting council agreed to proceed with the on-line and phone survey and to conduct four focus groups. Venues, dates and times were agreed.

Council provided the following background documents regarding the Council's community consultation approach and demographics:

- Hawkesbury Community Survey 2009 (and 2007 with workshops outcomes):  
[www.hawkesbury.nsw.gov.au/community/about-the-hawkesbury/community-surveys](http://www.hawkesbury.nsw.gov.au/community/about-the-hawkesbury/community-surveys)
- Hawkesbury Social Atlas 2009 (parts 1 & 2):  
[www.hawkesbury.nsw.gov.au/community/about-the-hawkesbury/demography-and-population-trends](http://www.hawkesbury.nsw.gov.au/community/about-the-hawkesbury/demography-and-population-trends)

#### 3.2 *Background Research*

APC sought copies of relevant documents relating to the history bulk waste service. This included some council papers, consultation documents and resident correspondence. It also included a feasibility study conducted into providing a bulk waste service in the St Alban's area, which currently does not receive a bulk waste service due to the distance and difficulties to access some of the properties. The findings of the research are presented in Section 4.

#### 3.3 *Press release*

APC produced two press releases to advise the community of the program and to encourage their participation with the on line survey and attendance at the focus groups. Council's media officer also produced a press release. All were provided to the local media, unfortunately, we understand none were printed. As no free editorial was available Hawkesbury City Council paid for some advertising space to promote the web survey and public consultation sessions. A copy of the press releases developed by APC is provided in *Appendix A*.

### 3.4 Survey

The best way to determine attitudes and opinions of residents is to carry out a survey. APC designed a survey that conformed to the following guidelines:

- The survey sample must be representative
- A survey should aim to obtain at least 100 responses.
- The survey questions should be clear and easy to understand
- The survey questions should not be ambiguous, emotive or leading.

It was proposed that the survey would explore the following issues:

- current bulky waste collection program use
- future bulky waste collection program
- charging regimes
- willingness to pay

The survey was developed to ascertain the views of the households with the kerbside bulk waste service which we termed “urban” and those properties without the bulk waste service which we termed “rural”.

Both telephone and web surveys were conducted. The following methods were used:

#### 3.4.1 Telephone Survey

Two surveys were developed, one for ‘urban’ properties and the other ‘rural’ properties. A random selection of phone numbers from the local white pages was developed and forwarded to council to advise if the suburb was in or out of the service area. Three phone surveyors worked various daytime and evening shifts from the 21<sup>st</sup> October – 3<sup>rd</sup> November and invited householders to participate in the survey responding to a series of multiple choice questions. In total 507 phone calls were made to gain an acceptance rate of 200 households. The division between rural and urban areas is shown in the table below:

**Table 2 Total calls made and surveys completed**

	Urban	Rural	Total
Completed	111	89	200
No answer, refused call etc	175	132	307
<b>Total phone calls</b>	<b>286</b>	<b>221</b>	<b>507</b>

A copy of both surveys is provided in *Appendix B*. The results are provided in Section 4 and key findings are discussed in Section 5.

#### 3.4.2 On line web based survey

For other interested residents, who were not randomly selected for the phone survey, a separate on line survey was developed and posted on council’s website from 28<sup>th</sup> October till December 17<sup>th</sup>. During this time 141 people started the survey with 102 residents completing all questions. The online survey software called Survey Monkey has functionality which prevents multiple responses from the same computer responding. The results are provided in Section 4. A copy of the survey is provided in *Appendix C*.

### 3.5 Focus Groups

Focus groups provide an opportunity to exchange a much greater level of information both to and from attendees. The meetings sought to present the research conducted, discuss options, explore the community’s service needs and willingness to pay and then seek group feedback via open discussion and voting on options in order of preference.

Each focus group was facilitated by APC's Director with a non facilitator recording comments. Council officers welcomed participants and were in attendance at all times to answer any question or provide comment as required. A PowerPoint presentation was used to guide the session and this together with a summary handout was provided to all participants. Refer *Appendix D*.

Council has a contact list of residents who are willing to be approached and participate in sessions to determine the future needs of their community. Council's Senior Strategic Planner (Community) made initial contact with the list advising them of the subject, dates, times and venues and requested all willing participants to confirm their interest directly to APC. In addition, residents who were randomly contacted during the phone survey or who undertook the web based survey were invited to self nominate to attend a focus group.

It was proposed that the four focus groups would occur over two time slots – daytime and evening to accommodate people's life styles and availability. The following dates, times and venues were advertised:

- Wednesday 24<sup>th</sup> November, 2010 – 1pm – 3.00pm – Tebbutt Room, Library, Windsor
- Wednesday 24<sup>th</sup> November, 2010 – 7.00pm – 9.00pm – Council Chambers
- Wednesday 1<sup>st</sup> December – 7.00pm – 9.00pm – North Richmond Community Centre
- Thursday 2<sup>nd</sup> December – 7.00pm – 9.00pm – Wilberforce School of Arts

The target number for each group was 15 persons to enable sufficient dialogue and interchange between members. Due to poor response of residents due to other conflicting social activities as the timing coincided with end of school year activities only two focus groups were held. The table below shows the number of participants at each focus group held.

**Table 3 Focus groups conducted**

Date	Time	Number participants
23 <sup>rd</sup> November, 2010	1 – 3 pm	13
	7 – 9 pm	8

## 4 RESULTS

The results of the consultation program are divided into the following sections:

- Background research findings
- Survey findings
- Focus group findings.

Detailed information related to each aspect is provided in the appendices.

### 4.1 *Background research findings*

#### 4.1.1 Council Correspondence

APC reviewed a sample of letters from 200 residents who opposed the introduction of the bulk waste fee. The letters were mostly received by Council in August 2004 in response to the July rates notice following the fee being introduced. Most of the letters were requesting that the fee be removed as the resident didn't want or use the service. The letters were exacerbated by the local media that ran an article indicating that the fee had not been approved at a Council meeting. Council responded to each of the letters at the time explaining the level of consultation that had been undertaken and the rationale for introducing the service.

Whilst this reaction is the worst that council has seen in relation to introducing a service it is likely that the same, or greater negative response, would be received to any new line item placed on the rates notice. The enquiries relating to the charge reduced significantly from September 2004.

#### 4.1.2 St Albans Community Consultation

Council also received representations from the St Albans community to be included and have access to the bulky waste household cleanup service. 312 properties in the St Albans area were currently utilising Council's waste collection service based on garbage truck accessibility.

Using indicative service prices from the incumbent contractor a letter was sent to all 312 residents eligible for the proposed service to determine support for either an

On-call service - \$25.00 each service, or \$50.00 per year for 2 services; or  
Scheduled service – \$38.00 each service, or \$76.00 per year for 2 services.

The responses indicated the following:

- 30% of households responded - 95 responses of 315 eligible residents
- 75% supported kerbside household clean up service – 69 of the 95 responses
- 77% supported **on-call service** - 53 of the 69 responses

More information on this consultation process is available in *Appendix E*

#### 4.1.3 Desktop research of similar councils' bulk waste service

Desk top research of ten other similar local government areas was conducted to ascertain the types of bulk waste collection services offered. Council areas were selected with similar socio demographic profile and diverse geographic spread with urban, rural residential and rural areas. The councils selected and agreed to by Hawkesbury Council included:

1. Hornsby,
2. Baulkham Hills,
3. Penrith,
4. Blue Mountains,
5. Camden,
6. Liverpool,
7. Wollondilly,
8. Gosford,



## 9. Wyong,

## 10. Cessnock

The key outcomes are:

- All but one of the 10 councils offer a bulky waste cleanup service to all residents with a garbage service.
- Six offer an on-call collection, three offer a scheduled collection.
- All offer two or more services a year.
- The cost of the service is combined and incorporated into the overall domestic waste management charge.
- Participation rates are much lower for those with an on-call service (26- 44%) compared to 70-90% with a scheduled collection.

The results did vary widely and are provided in summary and table format in *Appendix F*.

#### 4.1.4 Current Contractor service information

The current contractor, Transpacific Cleanaway provided data to assist with understanding current service usage. Table 4 provides summary data for the two most recent years with the results indicating that 26% of residents with access to the service use the service and of those 83% use the service once per year.

**Table 4 Service Summary July 2008 – June 2010**

Criteria	July 2008 to June 2009	July 2009 to June 2010
Total Collections	3,684	3,796
Residents Serviced	3,045	3,154
% receiving one service per year	82.7%	83.1%
% receiving 2 services per year	17.3%	16.9%

When asked about issues to be considered in the next tender process Cleanaway indicated that an ever increasing number of mattresses being presented. Mattresses were only recorded separately since August 2009 as a result of the additional charge introduced by waste facilities or processors to receive them. In the year 2009 – 2010 for eleven months 485 mattresses were collected. For the next tender Cleanaway suggested that if the contractor could charge a fee direct back to Council for mattresses it would reduce the tenderer carrying the risk which would be built into the tender price resulting in an inflated price to Council to cover all contingencies.

Month by month collection data for the past two years are provided in *Appendix G*

#### 4.2 Survey Results

The results from the telephone survey and on-line survey have been combined to provide overall results. It should be noted that some questions were worded slightly differently in the on-line survey than the phone surveys. The phone survey allowed a more conversational manner of questions. Additionally some questions were open ended, or asked for comments, rather than set multiple choice questions. The comments have been summarised into the most common answers. The on-line survey skipped to relevant questions depending on whether the responder had utilised the bulk waste service or not.

The responses to questions have been shown in the order that the questions were asked. There are different numbers of responses to each question as some questions were only asked of residents receiving the service.

In total 341 people responded to the surveys - 141 responded to the on-line web survey and 200 responded to the phone survey.

#### 4.2.1 Survey demographics

It is important to understand the demographics of the survey participants when interpreting the results. The demographics are shown in the following four tables. In summary of those that completed the surveys:

- 62% were female, 38% were male.
- 13% were between 18-34 years old; 48% between 35-55 years; 39% over 56 years.
- 90% were owners, 9.5% were renters and 0.5% were 'other'
- The majority of properties had 2 (33%) or 4 (21%) occupants

This is representative of the Hawkesbury City Council demographic. There were more female than male respondents, whilst this is not typical of the Hawkesbury demographics it is typical of most surveys that females are more likely to respond than men.

**Table 5 Please indicate which age bracket you fit into**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
18 - 34	19	17.1%	5	5.6%	10	17.2%	6	11.8%	34	13.2%
35 -55	59	53.2%	35	39.3%	30	51.7%	23	45.1%	124	48.1%
56 +	33	29.7%	49	55.1%	18	31.0%	22	43.1%	100	38.8%
Total	111	100.0%	89	100.0%	58	99.9%	51	100.0%	258	100.0%

**Table 6 Gender**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Male	30	27.0%	44	49.4%	23	60.3%	24	47.1%	97	37.6%
Female	81	73.0%	45	50.6%	35	39.7%	27	52.9%	161	62.4%
Total	111	100.0%	89	100.0%	58	100.0%	51	100.0%	258	100.0%

**Table 7 Do you own or rent?**

Response	Phone Urban		Phone Rural		Web Survey		Total	
	No.	%	No.	%	No.	%	No.	%
Rent	15	13.5%	4	4.5%	13	9.8%	32	9.6%
Own	96	86.5%	84	94.4%	120	90.2%	300	90.1%
Other		0.0%	1	1.1%	0	0.0%	1	0.3%
Total	111	100.0%	89	100.0%	133	100.0	333	100.0%

**Table 8 What is the number of occupants in your household?**

Response	Phone Urban		Phone Rural		Web Survey		Total	
	No.	%	No.	%	No.	%	No.	%
1	14	12.7%	7	7.9%	7	12.1%	28	10.9%
2	34	30.9%	36	40.4%	16	27.6%	86	33.5%
3	15	13.6%	13	14.6%	14	24.1%	42	16.3%
4	26	23.6%	16	18.0%	12	20.7%	54	21.0%
5	13	11.8%	13	14.6%	6	10.3%	32	12.5%
6	3	2.7%	2	2.2%	2	3.4%	7	2.7%
More	5	4.5%	2	2.2%	1	1.7%	8	3.1%
Total	110	100.0%	89	100.0%	58	99.9%	257	100.0%

#### 4.2.3 Service related questions

Of all residents survey 52% had access to the service, 41% did not and 7% were not sure. Prior to the telephone survey council had advised APC which residents had access to the service or not. For the web survey residents had to 'self determine' whether or not they were in the service area. It was assumed that if they were aware of the service, or had used it in the past they had access to the bulk waste service.

**Table 9 Access to the service?**

Response	Phone Survey Urban		Phone Survey Rural		Web Survey		Total	
	No.	%	No.	%	No.	%	No.	%
Yes	101	91.0%	8	9	64	48.1%	173	52.0%
No	6	5.4%	61	68.5	69	51.9%	136	40.8%
Don't know	4	3.6%	20	22.5			24	7.2%
Total	111	100.0%	89	100%	133	100.0%	333	100.0%

Of those 175 residents with a service 47% had used it within the last twelve months, 49% had not and 4% didn't know. Of the web survey participants 66% had used the service in the past 12 months which indicates that the type of residents conducting the web survey valued the service. Of the randomly selected properties only 36% had used the service the previous 12 months which is more representative of the 'average' Hawkesbury population.

**Table 10 Used service in last 12 months?**

Response	Phone -Urban		Web-Survey		Total	
	No.	%	No.	%	No.	%
Yes	40	36.0%	42	65.6%	82	46.9%
No	67	60.4%	19	29.7%	86	49.1%
Don't know	4	3.6%	3	4.7%	7	4.0%
Total	111	100.0%	64	100.0%	175	100.0%

Of those that had used the service 63% had used it once a year 35% used it twice. The web survey participants had a higher percentage of households that had used the service twice a year (40%) compared to the phone survey respondents (29%).

**Table 11 How many times did you use the service in last 12 months**

Response	Phone -Urban		Web-Survey		Total	
	No.	%	No.	%	No.	%
One	25	65.8%	24	58.5%	49	62.8%
Two	11	28.9%	16	39.0%	27	34.6%
Don't know	2	5.3%	0	2.4%	2	2.6%
Total	38	100.0%	40	100.0%	78	100.0%

Of the 67 phone survey participants that had access to the bulk waste service but did not use it in the past twelve months 34% indicated they did not have enough waste – 13% said they had too much waste. 18% took it to the tip themselves. 13% didn't require a service, which could also be interpreted as not having enough waste. 3% indicated they did not use the service as they didn't know it was available.

**Table 12 Why didn't you use the clean up service**

Response	Phone -Urban	
	No.	%
Didn't know about it	2	3.0%
Not enough waste	23	34.3%
Take to tip themselves	12	17.9%
Too much rubbish	6	9.0%
Didn't need it	9	13.4%
Could wait for collection	5	7.5%
Other	10	14.9%
Total	67	100.0%

Residents with and without a service were asked how often they required a bulk waste service. 28% indicated they required a service once a year, 39% twice a year and 14% more than twice a year. Only 8% indicated they did not need a service at all.

**Table 13 How often does your household need a bulk waste service?**

Response	Phone -Urban		Phone - Rural		Web-Have used service		Web - Haven't used service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Once	34	31%	23	25.8%	16	27.6%	12	23.5%	73	28%
Twice	46	41%	31	34.8%	23	39.7%	21	41.2%	100	39%
More than twice	5	4.5%	15	16.9%	15	25.9%	10	19.6%	35	14%
Every 2 years	2	1.8%	2	2.2%	1	1.7%	1	2.0%	5	1.9%
Not required	9	8.1%	11	12.4%	0	0.0%	5	9.8%	20	7.8%
Don't know	4	3.6%	5	5.6%	1	1.7%	2	3.9%	10	3.9%
Other	11	9.9%	2	2.2%	2	3.4%	0	0.0%	15	5.8%
Total	111	100%	89	100%	58	100%	51	100%	258	100%

There was an even split of residents that preferred an on-call collection (40%) to a scheduled collection (39%). 16% wanted a combination of the two services. Phone survey respondents were able to ask for clarification about the difference between the two services. A much higher percentage of web respondents were interested in a combination of the services. Those web respondents that do not currently use the clean up service favoured an on-call service (49%).

**Table 14 Would you prefer the collection to be on a set date or on-call**

Response	Phone -Urban		Phone - Rural		Web-Have used service		Web - Haven't used service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
On call	53	47.7%	34	38.2%	16	27.6%	5	49.0%	103	39.9%
Scheduled	44	39.6%	37	41.6%	19	32.8%	25	9.8%	100	38.8%
Combination	3	2.7%	16	18.0%	22	37.9%	17	33.3%	41	15.9%
Don't know or no answer	11	9.9%	2	2.2%	1	1.7%	4	7.8%	14	5.4%
Total	111	100%	89	100%	58	100%	51	100%	258	100%

As minimal promotion is conducted for the service APC asked residents that used the service how they found out about it. There was a variety of responses with the highest response being based on neighbours putting their material out (22%). 14% of residents contacted council or the hotline, an additional 14% saw the flyer shown in *Appendix H*. 12% knew about the service because of the charge on their rates notice. Other means included the council website, word of mouth, council newsletter, or they'd always known and can't remember how they initially found out about it.

**Table 15 How did you find out about the service**

Response	Phone -Urban		Web-Survey		Total	
	No.	%	No.	%	No.	%
Flyer	8	7.2%	15	25.9%	23	13.6%
Council website	1	0.9%	12	20.7%	13	7.7%
Contacted council	13	11.7%	11	19.0%	24	14.2%
Neighbours put theirs out	29	26.1%	8	13.8%	37	21.9%
Newsletter	7	6.3%			7	4.1%
Word of mouth	10	9.0%			10	5.9%
Rates notice	21	18.9%			21	12.4%
Other	10	9.0%	4	6.9%	14	8.3%
Didn't know	12	10.8%	13	22.4%	25	14.8%
Total	111	100.0%	58	100.0%	169	100.0%

APC asked a range of questions to determine cost sensitivity and willingness to pay. The first question was how much the participants thought it cost council to provide the service per household per year. 70% of respondents didn't, 18% thought it cost more than \$75/household. The rest (12%) thought it cost somewhere between \$10 - \$75/ household.

**Table 16 How much do you think it costs council to provide a service**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
\$10 - \$20	3	2.7%	1	1.1%	1	2.9%	5	12.5%	5	2.1%
\$20 - \$30	0	0.0%	1	1.1%	1	2.9%	3	7.5%	2	0.9%
\$30 - \$40	2	1.8%	3	3.4%	1	2.9%	3	7.5%	6	2.6%
\$40 - \$50	3	2.7%	1	1.1%	4	11.8%	3	7.5%	8	3.4%
\$50 - \$75	4	3.6%	1	1.1%	3	8.8%	5	12.5%	8	3.4%
more	26	23.4%	13	14.6%	3	8.8%	7	17.5%	42	17.9%
Don't know	73	65.8%	69	77.5%	21	61.8%	14	35.0%	163	69.7%
Total	111	100.0%	89	100.0%	34	100.0%	40	100.0%	234	100.0%

Other comments included:

- I thought it is included in our rates
- No idea - we are paying regardless of whether it is used or not so Council should be in front!
- Heaps
- Not as much as Council charges each and every household
- Too much
- All I know is the Council charges every household a bulk clean up fee and not many householders use the service (what a rip off)
- Its included in our rates, so that everyone subsidies even though you may not use it.
- \$ 500,000
- Not sure? Part of my rates
- Less than the fee included in the rates.
- Should be a council service, included in our rates, as other councils do.
- Depends on recycling value of materials
- cost is the cost is added to all land rates whether the service is used or not
- I don't know, but I do know that the clean up service has always been funded via a levy paid by all ratepayers.
- not much
- no idea but you own the tip
- No idea, but less than it takes to clean up the illegal dumped rubbish
- The council is making large amounts of money from this scheme and most of the Hawkesbury residents don't use it. Again you have to buy it back as mulch, again another cash grab!

- It's a cash grab and a rip off. This council is way behind compared to others, scrap the bulky waste and introduce green bins for green waste. As it is we are paying to dump our green waste
- Nothing, levy on all for a few using the service pays for the current service
- Heaps
- \$166.00 per tonne
- A lot of money
- Irrelevant - part of rates
- Do not care
- If not all residents are using the service but are still paying for it there must be savings
- It is a rip off and so is the tip

The next question was how much the resident is prepared to pay for the service. 30% didn't, 18% weren't prepared to pay anything, 9% would pay what they are already paying \$10-\$20/household, 7% would pay \$20-\$30, 8% would pay \$40-\$50, 5% thought the charge should be a pay by weight/ volume system – similar to the tip where you are charged for what you dispose of, 3% thought it should be the same charge or less than the tip – which it currently is and 3% thought the charge should be absorbed into the rates.

A lot more of the phone respondents were hesitant about providing an answer saying they 'didn't know' compared to the web respondents who possibly had more time to consider their answer.

**Table 17 How much are you prepared to pay for a service**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
\$0	20	18.0%	19	21.3%	7	14.0%	8	21.1%	46	18.4%
\$1 - \$10	6	5.4%	3	3.4%	1	2.0%	5	13.2%	10	4.0%
\$10 - \$20	4	3.6%	4	4.5%	15	30.0%	6	15.8%	23	9.2%
\$20 - \$30	7	6.3%	2	2.2%	8	16.0%	7	18.4%	17	6.8%
\$30 - \$40	5	4.5%	2	2.2%	2	4.0%	4	10.5%	9	3.6%
\$40 - \$50	8	7.2%	12	13.5%	1	2.0%	3	7.9%	21	8.4%
\$50 - \$75	3	2.7%	6	6.7%	5	10.0%		0.0%	14	5.6%
more	3	2.7%	6	6.7%		0.0%	3	7.9%	9	3.6%
Don't know	35	31.5%	31	34.8%	8	16.0%	1	2.6%	74	29.6%
Based on quantity put out	10	9.0%	1	1.1%	1	2.0%		0.0%	12	4.8%
Absorb in rates	5	4.5%	1	1.1%	1	2.0%	1	2.6%	7	2.8%
Same/less than tip	5	4.5%	2	2.2%	1	2.0%		0.0%	8	3.2%
Total	111	100.0%	89	100.0%	50	100.0%	38	100.0%	250	100.0%

Residents were asked whether they thought the fee for the service should be charged on the rates notice or user pays. As rates are a form of a user pays system the 'definition' of user pays in this context is that residents would pay as they book prior to the service being conducted. This may not have been fully understood by all survey participants. The overwhelming response (65%) was that residents prefer a user pays system. Only 27% thought the fee should be charged on the rates notice.

**Table 18 If Council offers an on-call service do you think it should be charged as part of the rates or paid for by those that use the service?**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Rates	33	29.7%	21	23.6%	15	25.9%	9	17.6%	69	26.7%
User pays	72	64.9%	64	71.9%	31	53.4%	35	38.6%	167	64.7%
Don't know	6	5.4%	4	4.5%	4	6.9%	2	3.9%	14	5.4%
Other					8	13.8%	5	9.8%	8	3.1%
Total	111	100.0%	89	100.0%	58	100.0%	51	69.9%	258	100.0%

All survey participants were asked how often they used the Hawkesbury Waste Management Facility in the past twelve months. 42% had not used it at all, 14% had used it once and 17% had used it twice, 8% had used it four times. This shows that a large proportion of residents do not use the waste management facility, but those that do generally visit multiple times.

**Table 19 In the last 12 months how often have you used the Hawkesbury Waste Management Facility**

Response	Phone Urban		Phone Rural		Web Have service		Web No service		Total	
	No.	%	No.	%	No.	%	No.	%	No.	%
Never	45	39.5%	36	40.4%	28	48.3%	10	19.6%	109	41.8%
Once	11	9.6%	15	16.9%	11	19.0%	8	15.7%	37	14.2%
Twice	16	14.0%	17	19.1%	11	19.0%	8	15.7%	44	16.9%
Three	12	10.5%	0	0.0%	4	6.9%	7	13.7%	16	6.1%
Four	9	7.9%	9	10.1%	2	3.4%	5	9.8%	20	7.7%
Five	3	2.6%	2	2.2%	1	1.7%	4	7.8%	6	2.3%
Six	4	3.5%	6	6.7%	0	0.0%	3	5.9%	10	3.8%
Monthly	1	0.9%	2	2.2%	0	0.0%	0	0.0%	3	1.1%
Other	13	11.4%	2	2.2%	1	1.7%	6	11.8%	16	6.1%
Total	114	100.0%	89	100.0%	58	100.0%	51	100.0%	261	100.0%



For residents that did not use the bulk waste service they were asked how they disposed of their waste. They could provide multiple responses to this question. 59% indicated they took it to the waste management facility themselves, 23% mulched or composted the green waste at home, 8% said they didn't have any waste and 7% stored it on their property.

**Table 20 How do you currently dispose of waste**

Response	Phone - Rural		Web Survey		Total	
	No.	%	No.	%	No.	%
Take to waste management facility	63	59%	78	62.4%	63	59%
Store it on property	7	7%			7	7%
Don't have any	9	8%	4	3.2%	9	8%
Mulch or compost	24	23%	34	27.2%	24	23%
Take it to a friends or relatives	3	3%	9	7.2%	3	3%
Total	106	100.0%	125	100.0%	106	100.0%

#### 4.2.3 General comments from the surveys

People were asked if they had any other general comments. This attracted a range of related and unrelated responses. Residents often compared Hawkesbury to other council services they were aware of, particularly Blacktown City Council. The key relevant and repeated comments were that

- Four independent households commented that there was no where to place materials out the front of their property. Alternative (possibly centralised) locations for waste placement may need to be arranged for these properties.
- Some residents requested tip vouchers in place of the kerbside collection.
- Residents felt strongly that they shouldn't be charged for the service they don't use.
- Four people requested a kerbside green waste service
- Some residents complained about waste not being collected on time by the Contractor however this is likely to be as a result of the residents not booking and just placing their material out when they see their neighbours participating as they would with a scheduled service. not being aware that it is an on call booking service and that the contractor is under no obligation to collect their waste.

#### 4.3 Focus groups

Following a detailed PowerPoint presentation residents were able to ask questions and then participate in the general discussion. APC facilitated discussion that resulted in nine service options being proposed as options. All participants were given the opportunity to select their top three preferences in order. The results were as follows:

##### 4.3.1 Session 1 - 23<sup>rd</sup> November, 1.00 – 3.00 pm

###### 4.3.1.1 Voting preferences

This focus group preferred:

Option 6 - Combination - continue existing “on call” service twice per year- (12,000 properties) and rural scheduled once per year x 3m<sup>3</sup> and  
 Option 8 - Combination - continue the existing “on call” service (12,000 properties) and user pay for rural area

**Table 21 Focus Groups –Service Preferences – Session 1**

No.	Options	Preference			Total
		1	2	3	
1	No service – residents make their own arrangements	2	0	0	2
2	Continue existing “on call” service -(12,000 properties)	2	2	0	4
3	Provide <u>scheduled service</u> to the existing properties with a service (12,000 properties)	0	0	1	1
4	<u>On call” service</u> to all properties with a garbage service (21,000 properties)	0	3	1	4
5	<u>Schedule</u> service for 21,000	0	0	0	0
6	Combination - continue existing “on call” service -(12,000 properties) and rural <u>scheduled</u> once per year x 3m <sup>3</sup>	5	3	2	10
7	Combination - continue the existing “on call” service (12,000 properties) and provide scheduled drop off for “rural	0	2	2	4
8	Combination - continue the existing “on call” service (12,000 properties) and user pay for rural area	4	3	2	9
9	<u>User pays”</u> – council charges a fee when residents use the service (approx \$60-\$80/service)	0	1	3	4

Next participants were asked how much they were prepared to pay based on either a user pays system where only residents utilising the service paid for it upfront, or on a cost sharing basis where all residents paid for the service on their rates regardless of whether they used the service or not. The majority of people (50%) were prepared to pay between \$40 - \$50 for a user pays service while on a cost share basis the price was \$20 – \$30 was most popular (41%).

**Table 22 Willingness to pay – Session 1**

User pays		Cost Share	
Cost range	No. Responses	Cost range	No. Responses
0	1	0	1
0 - \$10	0	0 - \$10	0
\$10 - \$20	0	\$10 - \$20	2
\$20 - \$30	1	\$20 - \$30	5
\$30 - \$40	0	\$30 - \$40	4
\$40 - \$50	5	\$40 - \$50	0
\$50 - \$60	1	\$50 - \$60	0
\$60 - \$70	0	\$60 - \$70	0
\$70 - \$80	2	\$70 - \$80	0
<b>Total</b>	<b>10</b>		<b>12</b>

#### 4.3.1.2 Question and Answer Session

During the question and answer session a number of questions were raised. The questions from residents and the Council/APC response are noted below.

- Q. When tenants move out they leave out there bulky waste what happens?  
 A. Council - advised Compliance officers regularly check area.

Q. What is the current service costing council. Would like to know the budget? \$15 x 12,000 (services) = \$180,000.

A. Council advised the budget was set at \$157,000 however the contractor has sought two variations in the past two years and the current cost exceeds \$180,000 so the reserves are paying for the service which is unsustainable.

Q. Tenants come and go so how do they get notification about the service?

A. Council has previously provided a brochure re the service, but not since.

Q Does the Contractor take bulky waste to the Hawkesbury tip?

A. Council has directed Contractor to take waste elsewhere

Q. Why does builders waste costs more per tonne to tip?

A. Council has to pay for a private contractor to process

Q. What happens with the computers, TV's, residents would like these recycled?

A. National EPR program coming where computer and TV manufactures will be responsible and will pay for collection as part of a national rollout over the next 5 yrs. Not sure when NSW will start

Q Will Styrofoam packaging be collected in bulky waste pick up.

A. Yes

Additional comments from this session included

1. Council needs to advertise what is accepted and what can be put out for collection. Resident telephoned to book service and not told of restrictions.
2. Residents are happy with the cost up front and on rates notice
3. Rural residents would be happy with 3m<sup>3</sup> once per year collection
4. Include additional information on rates notice to the effect – “you are entitled to two collections”
5. Provide on rates notice information if you are urban or rural area
6. Rural areas only receive the Courier and council advises in the Gazette which rural areas have to pay for
7. Cost share – is it possible that everyone pays but reduce the amount. Could you possibly buy vouchers for the tip? Eg. 21,000 pay \$25 per year and if you would like more then buy vouchers for tip

#### 4.3.2 Session 2 - 23<sup>rd</sup> November, 7.00- 8.45 pm

##### 4.3.2.1 Voting preferences

In the second session the same process was followed, however the options provided were influenced by those determined at the first consultation meeting. The results were as follows:

This focus group preferred:

Option 2 - Continue existing “on call” service -(12,000 properties)

Option 6 - Combination - continue existing “on call” service -(12,000 properties) and rural scheduled once per year x 3m<sup>3</sup>

**Table 23 Focus Group Service Preferences – Session 2**

No.	Option	Preference			Total
		1	2	3	
1	No service – residents make their own arrangements	1	0	0	1
2	Continue existing “on call” service -(12,000 properties)	4	1	1	6
3	Provide <u>scheduled</u> service to the existing properties with a service (12,000 properties)	0	0	0	0
4	<u>On call</u> ” service to all 21,000 properties with a garbage service	0	2	1	3
5	<u>Schedule</u> service for 21,000	0	0	1	1
6	Combination - continue existing “on call” service -(12,000 properties) and rural <u>scheduled</u> once per year x 3m <sup>3</sup>	3	2	0	5
7	Combination - continue the existing “on call” service (12,000 properties) and provide scheduled drop off for “rural	0	1	2	3
8	Combination - continue the existing “on call” service (12,000 properties) and user pay for rural area	0	1	0	1
9	<u>User pays</u> ” – council charges a fee when residents use the service (approx \$60-\$80/service)	1	1	2	4

The majority of people (50%) were prepared to pay between \$40 - \$50 for a user pays service while on a cost share basis the price was \$20 – \$30 was most popular (41%).

**Table 24 Willingness to pay –Session 2**

User pays		Cost Share	
Cost Range	No. Responses	Cost Range	No. Responses
0	0	0	0
0 - \$10	0	0 - \$10	0
\$10 - \$20	1	\$10 - \$20	0
\$20 - \$30	1	\$20 - \$30	3
\$30 - \$40	2	\$30 - \$40	2
\$40 - \$50	0	\$40 - \$50	3
\$50 - \$60	1	\$50 - \$60	0
\$60 - \$70	2	\$60 - \$70	0
\$70 - \$80	1	\$70 - \$80	0
<b>Total</b>	<b>8</b>		<b>8</b>

**4.4.2.1 Question and Answer**

Q. Do we know from Contractor how many premises use the service once or twice?

A. Have requested information from Contractor

Q. Interested in how much it costs the council to run the service now?

A. Council advised the budget was set at \$157,000 however the contractor has sought two variations in the past two years and the current cost exceeds \$180,000 so the reserves are paying for the service which is unsustainable.

Q. Is there a backyard collection for aged/infirm/incapacitated?

A. Council does offer a service for these households

Q. Resident raised the question about excess packaging  
 A .The National Packaging Covenant was explained.

Q. Does the Contractor charge for what they do or overall contract price?  
 Contractor is paid a set fee

Additional comments from this session included

- To reduce waste we need to increase costs - \$15 is unrealistic
- Council should support properties with exceptional heavy leaf fall in Richmond Streets
- Council needs to liaise with Dept of Defence and Housing to advise tenants re the service .
- One resident provided some research on skip bag which have been used in Dublin/Ireland, Bag, collect & dispose = £75 per bag (refer attached).
- Agree they need a service, but make cost effective for all.
- Council should encourage recycling and educate residents on how to recycle, biggest element is to reduce waste – Garry provided with helpful website: [www.recyclingnearyou.com.au](http://www.recyclingnearyou.com.au)

#### 4.3.3 Combined results

The results from both of the focus groups were combined to provide the following results.

The focus group participants indicated a clear preference for:

1. A combination service whereby Council continues the existing “on call” service to 12,000 properties for 1.5m<sup>3</sup> and introduces a scheduled service to rural areas once per year but for double the standard size collection i.e. 3m<sup>3</sup>
2. Combination service whereby Council continue the existing “on call” service for 12,000 properties and introduce a user pays system for rural areas
3. Continue the existing “on call” service to 12,000 properties

**Table 25 Focus Groups Summary**

Options	Total Session 1	Total Session 2	TOTAL
No service – residents make their own arrangements	2	1	3
Continue existing “on call” service -(12,000 properties)	4	6	10
Provide <u>scheduled</u> service to the existing 12,000 properties	1	0	1
<u>On call</u> ” service to all properties with a garbage service (21,000)	4	3	7
<u>Schedule</u> service for 21,000	0	1	1
Combination - continue existing “on call” service -(12,000 properties) and rural <u>scheduled</u> once per year x 3m <sup>3</sup>	10	5	15
Combination - continue the existing “on call” service (12,000 properties) and provide scheduled drop off for “rural	4	3	7
Combination - continue the existing “on call” service (12,000 properties) and user pay for rural area	9	1	10
<u>User pays</u> ” – council charges a fee when residents use the service (approx \$60-\$80/service	4	4	8

The focus group participants were able to gain an understanding about the service and disposal costs and therefore possibly had a more realistic expectation about the true cost of the service. There was an appreciation that a user pay service would be more expensive and the most popular response was \$40 - \$50 while for an on-call service the response was \$20 - \$30.

**Table 26 Willingness to Pay –Summary**

Cost range	User pays			Cost Share		
	Session 1	Session 2	Total	Session 1	Session 2	Total
0	1	0	1	1	0	1
0 - \$10	0	0	0	0	0	0
\$11 - \$20	0	1	1	2	0	2

\$21 - \$30	1	1	2	5	3	8
\$31 - \$40	0	2	2	4	2	6
\$41 - \$50	5	0	5	0	3	3
\$51 - \$60	1	1	2	0	0	0
\$61 - \$70	0	2	2	0	0	0
\$71 - \$80	2	1	3	0	0	0
<b>Total</b>	<b>10</b>	<b>8</b>	<b>18</b>	<b>12</b>	<b>8</b>	<b>20</b>

## 5 KEY FINDINGS

### 5.1 Surveys

The demographics of those who completed the telephone and web surveys are as follows:

- 62% were female, 38% were male.
- 13% were between 18-34 years old; 48% between 35-55 years; 39% over 56 years.
- 90% were owners, 9.5% were renters and 0.5% were 'other'
- The majority of properties had 2 (33%) or 4 (21%) occupants

The combined responses by criteria are detailed below:

*Type of service preferred* - There was an even division of residents that preferred an on-call collection (40%) to a scheduled collection (39%). 16% wanted a combination of the two services.

*Service frequency preferred* - Residents with and without a service were asked how often they required a bulk waste service. 28% indicated they required a service once a year, 39% twice a year and 14% more than twice a year. Only 8% indicated they did not need a service at all.

*Willingness to pay* - When asked how much they are prepared to pay for the service: 30% didn't know, 18% weren't prepared to pay anything, 9% would pay what they are already paying (\$10-\$20/household). 7% would pay \$20-\$30, 8% would pay \$40-\$50, 5% thought the charge should be a pay by weight/volume system – similar to the tip where you are charged for what you dispose of, 3% thought it should be the same charge or less than the tip – which it currently is, 3% thought the charge should be absorbed into the rates.

*Type of charging system* - 65% of respondents prefer a user pays system. Only 27% thought the fee should be charged on the rates notice.

*Service usage* - Of those 175 residents with a service 47% had used it within the last twelve months, 49% had not and 4% didn't know. Of the web survey participants 66% had used the service in the past 12 months. Overall of all randomly surveyed properties only 36% had used the service the previous 12 months which is more representative of the 'average' Hawkesbury population.

*Service use frequency* - Of those that had used the service 63% had used it once a year 35% used it twice.

*Reasons for non use of service* - Of the 67 phone survey participants that had access to the service but did not use it in the past twelve months 34% indicated they did not have enough waste – 13% said they had too much waste. 18% took it to the tip themselves. 13% didn't require a service, which could also be interpreted as not having enough waste. 3% indicated they did not use the service as they didn't know it was available.

*Current service costs* - Participants thought it cost council to provide the service per household per year. 70% of respondents didn't know how much it cost, 18% thought it cost more than \$75/household. The rest (12%) thought it cost somewhere between \$10 - \$75/household.

*Use of Hawkesbury Waste Management Facility in last twelve months* -. 42% had not used it at all. 14% had used it once and 17% had used it twice. 8% had used it four times. This shows that a large proportion of residents do not use the waste management facility, but those that do generally visit multiple times.

*Residents current disposal patterns* - residents that did not use the bulk waste service were asked how they disposed of their waste. 59% indicated they took it to the waste management facility themselves, 23% mulched or composted the green waste at home, 8% said they didn't have any waste and 7% stored it on their property.

## 5.2 Focus Group Results

The results from both of the focus groups were combined to provide the following results. The focus group participants indicated a clear preference for:

- Combination service whereby Council continues the existing “on call” service to 12,000 properties for 1.5m<sup>3</sup> and introduces a scheduled service to rural areas once per year but for double the standard size collection i.e. 1.5m<sup>3</sup>

The second two equally preferred options were:

- Combination service whereby Council continue the existing “on call” service for 12,000 properties and introduce a user pays system for rural areas  
or
- Continue the existing “on call” service to 12,000 properties or

There was an appreciation that a user pay service would be more expensive and the most popular response was \$40 - \$50 while for an on-call service the response was \$20 - \$30.

## 5.3 Desktop Review

**5.3.1 Local government survey** - desk top research of ten other similar local government areas was conducted to ascertain the types of bulk waste collection services offered in Council areas similar socio demographic profile and diverse geographic spread with urban, rural residential and rural areas. All but one of the 10 councils offers a service to all residents with a garbage service. Six offer an on-call collection, three offer scheduled services. All offer two or more services a year. The cost of the service is combined with the overall domestic waste management charge. Participation rates are much lower for those with an on-call service (26- 44%) compared to 70-90% with a scheduled collection.

**5.3.2 Past correspondence** - based on a review of 200 complaint letters received by Council from residents when the service was introduced in 2004 it appeared that whilst there was a negative reaction to the initial introduction of a separate fee for the bulk waste service it is likely that the same, or greater negative response, would be received to any new line item placed on the rates notice. For example if a separate line item for libraries or child care was charged residents would complain that they don't use those services and should not have to pay. The complaints appear to be about the charge – regardless of what it is for, not the bulk waste service itself.

Deleted:



#### 5.4 Summary

It is clear from each of the consultation methods that residents do not understand or appreciate the true cost of operating the bulk service and have unrealistic expectations about service levels and costs. The fact that the bulk waste service appears as a separate line item on their rates notice seems to lead to the perception that the bulk waste charge is optional.

Many comments from residents were that they feel that the service should be 'free' and be included as part of the rates they are already paying. This indicates that residents feel that all of the services they receive as part of their current rates charges are 'free'. However, APC assumes that residents actually mean that their rates should not increase but they should still get a bulk waste service.

Given that 83% of current service users only use one service per annum a compromise for council is to provide an option of reducing the number of services to once per annum however offering unlimited additional services on a user-pay basis. It was recognised during the consultation program that the equivalent service from a private operator or skip bin business would be substantially higher than that which the contractor could render.

## 6 RECOMMENDATIONS

Based on the outcomes of the research and public consultation process APC strongly suggest council undertakes the following:

1. That the bulky waste cleanup service cost should be incorporated into the Domestic Waste Management Charge from the 2011-12 rates notice and future years.
2. That the true cost of the collection service be included in the waste charge to allow for the service to be more widely promoted within the community.
3. That in an effort to contain the escalating true costs of providing the service that council offer only one service per annum as part of the standard service however, unlimited additional services can be provided on a user-pays basis.
4. That council consider introducing a separate direct cost recovery charge for the collection and disposal of mattresses as an alternative to banning mattresses from the kerbside bulk waste collection program.
6. That contract documents for the new household bulky waste collection service be developed with five potential service options, each to be priced separately for council's budgetary consideration. The service options are:
  - On call collection 12,000 services – once per year
  - On call collection 12,000 services once per year, user pay for any additional services
  - On call collection 21,000 services once per year
  - On call collection 21,000 services once per year, user pay for any additional services
  - On call collection 12,000 services and scheduled collection for 9,000 rural services once per year

**APPENDIX A DRAFT MEDIA RELEASES**

**Draft media release  
Hawkesbury City Council  
Bulk waste services consultation  
1<sup>st</sup> November 2010**

**What do you do with your bulky waste?**

Hawkesbury City Council are currently reviewing their household bulky waste service contract. Council are consulting with residents to determine how the service should be provided in the future and to explore expanding the service to all properties in the city that currently receive a garbage service.

For the past five years Hawkesbury City Council has provided a household bulky waste service twice a year. Properties eligible for the service phone to book in their request and are given a date within 21 days for the collection of items left at the kerbside. The amount of waste permitted for each service is restricted to a 1.8m x 1.2m x 600mm box trailer load with certain items excluded.

The service was introduced to approximately 12,000 properties in higher density residential areas after a community survey in 2004 showed favour for the service. However after the service commenced, there was an adverse reaction with residents objecting to the fee being imposed upon them if they chose not to use the service. Only those with the service available to them are charged the \$15 fee which appears as a separate line item on the rates notice.

Council are considering expanding the service to all properties but are aware that this would increase the cost of service. The current charge is below the market rate charged by other councils. When the service is re-tendered it is likely to result in a higher fee. Council need to determine if and how the majority of residents want to proceed with the service prior to re-tendering.

Council are considering the following options in order of least expensive to most expensive per household:

- No service at all and residents make their own arrangements for bulk waste disposal
- Continuing the existing on call service (12,000 properties)
- Provide a scheduled service to the existing properties with a service (12,000 properties)
- Expanding the on call service to all properties with a garbage service (21,000 properties)
- Pay per use – council charges a fee as residents use the service.

Residents can drop materials off to the Hawkesbury Waste Management Facility however Council are trying to extend the life of the Facility for as long as possible so it is preferable for the waste to be handled by a contractor who can sort the waste and dispose of it at alternative facilities.

An online survey is available to determine residents views on options for providing this service [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au). Focus groups are also being conducted over two weeks to assist in developing recommendations to council to enquire about the focus groups or survey please contact Michael on 4560 4437.

**Draft media release  
Hawkesbury City Council  
Bulk waste services consultation  
26<sup>th</sup> November 2010**

**What do you do with your bulky waste?**

Hawkesbury City Council are currently reviewing their household bulky waste service contract. Council are consulting with residents to determine how the service should be provided in the future and to explore expanding the service to all properties in the city that currently receive a garbage service.

For the past five years Hawkesbury City Council has provided a household bulky waste service twice a year. Properties eligible for the service phone to book in their request and are given a date within 21 days for the collection of items left at the kerbside. The amount of waste permitted for each service is restricted to a 1.8m x 1.2m x 600mm box trailer load with certain items excluded.

Based on feedback from residents council are considering expanding the service to all properties with a garbage service but this would increase the cost of service to at least \$30-\$40/hhld. The current charge of \$15/hhld is below the market rate charged by other councils. Council need to determine if and how the majority of residents want to proceed with the service prior to re-tendering.

Based on the community consultation sessions to date council are considering the following options

- Continuing the existing on call service (12,000 properties) with a scheduled collection for rural areas.
- Offering one on call collection per household and a pay per use service for any additional services – ie council charges a fee as residents use the service.

Residents can drop materials off to the Hawkesbury Waste Management Facility however Council are trying to extend the life of the Facility for as long as possible so it is preferable for the waste to be handled by a contractor who can sort the waste and dispose of it at alternative facilities.

200 phone surveys have also been conducted randomly throughout the council. Phone survey indicated that 38% of households require a service twice a year, 27% require a service once a year.

When asked about costs nearly all households did not know how much it costs council to run the service and didn't know how much they were prepared to pay. Some felt it should be absorbed within the rates, however under the local government act the rates should still reflect the real cost of the service. The focus groups have provided an opportunity to explain the service costs to residents.

An online survey is available to determine residents views on options for providing this service [www.hawkesbury.nsw.gov.au](http://www.hawkesbury.nsw.gov.au). Two more focus groups are being conducted on Wednesday and Thursday to assist in developing recommendations to council to enquire about the focus groups or survey please contact Garry on 4560 4542.

**APPENDIX B –PHONE SURVEY QUESTIONS****Household Bulky Waste Cleanup Service – Urban Phone Survey**

Hello, I'm conducting a survey on behalf of the Hawkesbury city Council. Council will be using the results of the surveys to decide about future **Household Bulky Waste Cleanup Service** for the council area. Do you have a moment to answer a few short questions?

**Just checking you are still a resident of Hawkesbury Council and haven't moved out of the area?**

Do not proceed if no, if unsure ask suburb and check printout

**Are you over 18 yrs of age?** If no ask for someone else in house or decline

**Q1. Do you live in an area with access to a "on call" Household Bulky Waste Cleanup Service?**

Yes	
No	
DON'T KNOW	

**Q2. Have you used the household bulky waste clean-up service in the last 12 months?**

Yes	
No	
DON'T KNOW	

If yes go to Q3 and if no go to Q4

**Q3 Did you use the service over the last 12 months, if so how many times ?**

None	
One	
Two	
More	
DON'T KNOW	

**Q4. Why didn't you use the household bulky waste clean-up service during the last 12 months?**

Didn't know about it	
Not sure what to put out	
Couldn't wait for collection	
Missed the service	
Not enough waste	
Other	
REFUSED / DON'T KNOW	

**Q5 How often does your household NEED a household bulky waste clean-up-service?**

Once a year	
Twice a year	
More than twice	
Once every 2 yrs	
Not required	
DON'T KNOW	

Other \_\_\_\_\_

**Q6. Would you prefer the household bulky waste clean-up service to be on a set date and advised just prior or have the flexibility of "on call" where you ring when you need it ?**

On call	
Scheduled	
Combination of the two	

REFUSED / DON'T KNOW	
----------------------	--

**Q7. How did you find out that this service is available to your property [DON'T PROMPT]**

Flyer	
Council website	
Contacted council	
Neighbours put theirs out	
Other	
Didn't know	

**Q8. How much do you think it costs council to provide a household bulky waste cleanup service to each property once per year including collection and disposal? [DON'T PROMPT]**

\$1 - \$10		\$40 - \$50	
\$10 - \$20		\$50 - \$75	
\$20 - \$30		More	
\$30 - \$40		DON'T KNOW	

**Q9 How much are you prepared to pay for a household bulky waste clean-up service once per year, limited to a box trailer size [DON'T PROMPT]**

\$1 - \$10		\$40 - \$50	
\$10 - \$20		\$50 - \$75	
\$20 - \$30		More	
\$30 - \$40		DON'T KNOW	

**Q10 If council offers an "on call" service do you think the cost of the service should be included in the rates for all properties who have access to the service or be paid for by those who use it ?**

Charged on rates	
User pays	
DON'T KNOW	
Other	

**Q11. In the last 12 mths how often have you visited the Hawkesbury Waste Management Facility? [DON'T PROMPT]**

Never		Three		Six	
Once		Four		Monthly	
Twice		Five		Other	

**Q 12 Council will be holding a number of focus groups over coming weeks to explore these issues further. Would you like to participate? Yes / NO**

**Q 13 Number of occupants in your household?**

1		2		3		4		5		6		More	
---	--	---	--	---	--	---	--	---	--	---	--	------	--

**Q 14 Which suburb do you live in ? \_\_\_\_\_**

**Q 15 Do you rent or own your home ?**

Rent		Own	
------	--	-----	--

**Q 16 Your Age (tick box)**

18 - 34		35 - 54		55 +	
---------	--	---------	--	------	--

Q 17

**Gender**

Male		Female	
------	--	--------	--



**HOUSEHOLD BULKY WASTE CLEANUP SERVICE RURAL PHONE SURVEY  
RURAL – “NO SERVICE”**

Hello, I’m conducting a survey on behalf of the Hawkesbury city Council. Council will be using the results of the surveys to decide about future bulky waste collection program for the council area. Do you have a moment to answer a few short questions?

**Just checking you are still a resident of Hawkesbury Council and haven’t moved out of the area?**

Do not proceed if no, if unsure ask suburb and check printout

**Are you over 18 yrs of age?** If no ask for someone else in house or decline

**Q1. Do you live in an area with access to the “on call” Household Bulky Waste Cleanup Service ?**

Yes	
No	
DON'T KNOW	

**Q 2 Please indicate how you dispose of any bulky waste currently ? (tick one or more)**

- Take to waste facility
- Store it
- Don’t have any
- Mulch / compost
- Take it to friends or relatives

Other \_\_\_put in recycling bin and take to tip by trailer skip bin or put in trailer \_\_\_\_\_ does not need the service\_\_\_\_\_

**Q3. How often does your household NEED a Household Bulky Waste Cleanup Service? [DON’T PROMPT]**

Once a year	
Twice a year	
More than twice	
Once every 2 yrs	
Not required	
DON'T KNOW	

Other \_\_\_\_\_

**Q4. Would you prefer the Household Bulky Waste Cleanup Service to be on a set date and advised just prior or have the flexibility of “on call” where you ring when you need it ?**

Scheduled	
On call	
Combination of the two	
DON'T KNOW	

**Q5. How much do you think it costs council to provide a Household Bulky Waste Cleanup Service to each property once per year including collection and disposal? [DON’T PROMPT]**

\$1 - \$10		\$40 - \$50	
\$10 - \$20		\$50 - \$75	
\$20 – \$30		More	
\$30 - \$40		DON'T KNOW	

**Q6 How much are your prepared to pay for a Household Bulky Waste Cleanup Service once per year limited to a box trailer size [DON’T PROMPT]**



\$1 - \$10		\$40 - \$50	
\$10 - \$20		\$50 - \$75	
\$20 - \$30		More	
\$30 - \$40		DON'T KNOW	

**Q7 If council offers an “on call” Household Bulky Waste Cleanup Service do you think the cost of the service should be included in the rates for all properties who have access to the service or only be paid for by those who use it ?**

Charged on rates	
User pays	
DON'T KNOW	

Other \_\_\_\_\_

**Q8. In the last 12 mths how often have you visited the Hawkesbury Waste Management Facility? [DON'T PROMPT]**

Never		Three		Six	
Once		Four		Monthly	
Twice		Five		Other	

**Q 9 Council will be holding a number of focus groups over coming weeks to explore these issues further. Would you like to participate? Yes / NO**

**Q 10 Number of occupants in your household?**

1	1	2		3		4		5		6		More	
---	---	---	--	---	--	---	--	---	--	---	--	------	--

**Q 11 Which suburb do you live in ? \_\_\_\_\_/\_\_\_\_\_**

**Q 12 Do you rent or own your home ?**

Rent		Own	
------	--	-----	--

**Q 13 Your Age (tick box)**

18 - 34		35- 54	1	55+	
---------	--	--------	---	-----	--

**Q 14 Gender**

Male		Female	
------	--	--------	--

**Thank you for taking the time to complete this survey**



## APPENDIX C ONLINE SURVEY QUESTIONS

The following survey was formatted in Survey Monkey to provide a range of multiple choice or free text answers to questions.

- Question #1. Are you a resident of Hawkesbury Council?
- Resident details
- Question #2. Is this household occupied by renters or owners?
- Question #3. Please indicate how you currently dispose of any household bulky waste which does not fit in your regular garbage bin (tick one or more)
  - Urban residents - service provided
- Question #4. Have you used the Council household bulky waste clean-up service in the last 12 months?
  - Urban residents - service provided
- Question #5. How many times have you used the Council household bulky waste clean-up service in the past 12 months?
- Question #6. How often does your household NEED a household bulky waste clean-up service?
- Question #7. Would you prefer the Council household bulky waste clean-up service to be on a scheduled date and advised just prior or have the flexibility of 'on call' where you ring and book when you need it?
- Question #8. How did you find out that the Council household bulky waste clean-up service is available to your property?
- Question #9. How much do you think it costs Council to provide a household bulky waste clean-up service to each property once per year including the collection and disposal of items?
- Question #10. How much are you prepared to pay for a household bulky waste clean-up service once per year, limited to a box trailer size?
- Question #11. If Council offers an 'on call' service do you think the cost of the service should be included in the rates for all properties who have access to the service or be paid by those who use it?
- Question #12. In the last 12 months how often have you visited the Hawkesbury Waste Management Facility?
- Question #13. Number of occupants in your household?
- Question #14. Which suburb do you live in?
- Question #15. Please indicate your age bracket
- Question #16. Please indicate your gender
- Question #17. Council will be holding a number of focus groups over the coming weeks to explore these issues further, would you like to participate?

- Rural residents - no service provided
- Question #18. How often does your household NEED a household bulky waste cleanup service?
- Question #19. Would you prefer the Council household bulky waste clean-up service to be on a scheduled date and advised just prior or have the flexibility of 'on call' where you ring and book when you need it?
- Question #20. How much do you think it costs Council to provide a household bulky waste clean-up service to each property once per year including the collection and disposal of items?
- Question #21. How much are you prepared to pay for a household bulky waste clean-up service once per year, limited to a box trailer size?
- Question #22. If Council offers an 'on call' service do you think the cost of the service should be included in the rates for all properties who have access to the service or be paid by those who use it?
- Question #23. In the last 12 months how often have you visited the Hawkesbury Waste Management Facility?
- Question #24. Which suburb do you live in?
- Question #25. Please indicate your age bracket
- Question #26. Please indicate your gender
- Question #27. Council will be holding a number of focus groups over the coming weeks to explore these issues further, would you like to participate?
- Residents - details for focus group
- Question #28. Please provide your name, daytime contact phone number and email address so Council can contact you about the focus groups
- Question #29. Please indicate which focus group you are able to attend

## APPENDIX D HAND OUT FOR FOCUS GROUP ATTENDEES

### Summary of council cleanup considerations

#### Hawkesbury City Council current service

- Service introduced in 2004
- 12,000 premises in higher density areas (57% of population)
- Restricted to a box trailer load (1.5m<sup>3</sup>)
- \$15/year/ eligible premises (discounted from initial cost of \$36/service)
- Limit 2 loads per year
- On-call service
- Up to 21 day response time

#### Collection Options

*Note these are in order of what is expected to be least expensive to most expensive:*

1. No service at all and residents make their own arrangements for bulk waste disposal
2. Continuing the existing on call service (12,000 properties) at an increased cost
3. Provide a scheduled service to the existing properties with a service (12,000 properties)
4. Expanding the on call service to all properties with a garbage service (21,000 properties)
5. Pay per use – council charges a fee as residents use the service (approx \$60-\$80/service).

#### Oncall

- Convenience can use the service when you are moving
- Inconvenience of calling & waiting up to 21 days
- Less waste generated by council overall due to lower participation

#### Scheduled

- Notice to all residents and households can plan ahead
- More expensive to deliver the service per household for less dense housing.
- Dumping, scavenging and more rubbish on streets
- Greater participation therefore more rubbish generated by council overall

#### Service frequency

Results from phone survey

- 38% of people require twice per year
- 29% once/year
- 4% every two years
- 10% not at all
- 9% don't know
- 10% other frequencies

#### Cost of service

- Under the Local Government Act – council can charge for the full cost of the service.
- Cost per service includes – waste collection, waste disposal, landfill levy, education, administration, plus margin to the contractor.
- Other Sydney councils charges are between \$33- \$88/hhld for two services/year
- This fee is usually rolled up as part of waste charge which includes recycling, general waste, landfill operating costs, administration, enforcement and education.
- To cover all of Hawkesbury requires longer travel distances than many other councils
- Current tipping costs at Hawkesbury Waste Management facility
  - Dry/mixed waste \$166/tonne (average \$20/120kg load)
  - other facilities - dry waste = \$214-\$277/tonne (ave \$26 - \$33kg/120kg load)

#### Size

Increased size limit = increased cost due to additional tipping costs and possibly multiple truck loads of waste. Options are 1.5m<sup>3</sup> (current size limit), 2m<sup>3</sup> average at other councils, 2.5m<sup>3</sup> or 3m<sup>3</sup>

#### Coverage

Who should be entitled to the service – all residents with a garbage service (21,000 households), existing service area 12,000 households.

## APPENDIX E ST ALBANS COMMUNITY CONSULTATION

A copy of a report to council based on community consultation with the St Albans community was provided and is summarised below:

Council received representations from the St Albans community to be included and have access to the bulky waste household cleanup service. Council records revealed that 312 properties in the St Albans area were currently utilising Council's waste collection service based on garbage truck accessibility.

Stakeholder consultation with the incumbent contractor indicated that a scheduled service would be more expensive than an "on call" service due to higher levels of participation and the greater amount of waste anticipated that would be placed out for collection. Indicative service prices were provided by the Contractor.

As part of the public consultation process a letter was sent to all 312 residents eligible for the proposed service to determine whether there is sufficient support for either of the service options. The options were either:

- On-call service -       Where individuals contact the contractor and book a kerbside household cleanup service within a 21 day period of the phone call at an indicative cost of around \$25.00 each service, or \$50.00 per year for 2 services (subject to tender process);
- OR
- Zoned service –       Where people would leave material out on the roadside during a particular period and the contractor systematically collects all the materials presented during this period at an indicative cost of around \$38.00 each service, or \$76.00 per year for 2 services (subject to tender process).

The responses indicated the following:

- 30% of households responded - 95 responses of 315 eligible residents
- 75% supported kerbside household clean up service – 69 of the 95 responses
- 77% supported **on-call service** - 53 of the 69 responses

Although it would indicate that the majority of those who completed the survey supported the introduction of a on call bulky household kerbside waste pickup service, the majority of residents within the St Albans area did not respond to the survey, which may provide a truer indication of the real level of interest to the introduction of the service (with the associated charges), by the St Albans community.

The report recommended that:

1. Council consider the public consultation results from the St Albans residents with the view to extending the Kerbside Household Cleanup Service to St Albans Area.
2. Council review the associated costs involved and consider extending the public consultation process to other areas of the Hawkesbury Local Government Area to ascertain if a Kerbside Household Cleanup Service would be viable.

## APPENDIX F OTHER LOCAL COUNCIL COMPARISONS

A summary of the main findings comparing the 10 councils is provided below:

- Service offered? 9 offer a service, one does not
- Contractor or council operated? 6 have a contractor provided service, 3 a council provided service
- Oncall or scheduled? 6 provide an oncall service, 3 are scheduled collections
- Service frequency – scheduled collection 1 council offers 1 service pa, 2 councils offer 2 services pa
- Service frequency – oncall collection 2 services – 3 councils, 4 services - 1 council, 6 services – 2 councils
- On call contact point? Contractor – 4 councils, Council – 2 councils
- Total number of properties with garbage service? Range from 17,300 – 66,000
- Total number of properties with clean up service? All properties with garbage service except Hornsby who do not offer service to remote water accessible only properties.
- Are materials separated for collection? 6 councils offer separate metals, 2 councils offer separate vegetation service, 1 council does recovery post collection
- Do properties pay less if no access to a bulky waste service? Only at Hornsby residents without a service pay \$60 less per year
- Is bulk waste clean up rate shown separately on the rates notice? 9 councils – no, 1 council – N/A
- Contractor payment per property/year? Commercial inconfidence therefore not advised
- Contractor payment for additional service? Between \$56- \$88 / m<sup>3</sup> for Camden and Wyong, \$18 - \$33 for 2m<sup>3</sup> at Gosford.
- Size limit of material to kerb? Range 1 – 3m<sup>3</sup>
- Size limit enforced? Yes -2 councils, flexible – 4 councils, not enforced – 2 councils
- Per cent of households to use service? Scheduled – 70 – 90%, on call – average 26 – 40%
- Current domestic garbage charge? For 120 – 140 litre MGB - \$227,\$249, \$269, \$348, \$369  
For 240 litre MGB - \$297, \$321, \$402, \$467

Councils were also asked to share any 'lessons learnt' to assist Hawkesbury with reviewing their service. The following information was provided from Gosford and Cessnock.

### Gosford City Council

*Rural areas* - Some areas of council are too remote or have difficult road access. Council organises 3 services per year at predetermined set down/deposit points for residents to take their bulky waste. These areas are Council road reserves or RFS unit /stations. Council officer attends and ensures compliance regarding quantity and types of materials that contractor takes away. Council liaises with progress associations in these areas to ensure good level of communication between council and residents.

*Service frequency and size* - Next time I would increase the volume to be collected and lessen the times the service is available to each property. This will result in a more costly service however as the contractor will need to estimate rather than have a known volume to collect. Contact Glen Pastell [glen.pastell@gosford.nsw.gov.au](mailto:glen.pastell@gosford.nsw.gov.au) for further information.

Cessnock City Council had recently undertaken a public consultation process into a kerbside bulky collection service with a report tabled at Council meeting on 6th October 2010. Council currently offers two (2) free waste vouchers to residents and based on this report will increase the vouchers to four (4) per year for free access to the Waste and Resource Centre where vehicles entering the landfill area must pass a reuse screening area where items can be dropped off for reuse thus increasing diversion from landfill. Vouchers are issued with rate notice. Key issues raised in the consultation process included: Recognition that the voucher system was not convenient for residents without cars

or the elderly, kerbside bulky waste collection was not consistent with reducing waste to landfill as all waste co-collected and opportunity for reuse lost, Amenity - unsightliness and potential for litter

## Summary of Selected Council bulky waste Cleanup Service Information

Questions	Baulkham Hills	Blue Mts	Camden Council	Cessnock Council	Gosford Council	Hornsby Council	Liverpool	Penrith	Wollondilly	Wyong
Who provides the service?	Contractor	Council	Council	See council consultation review	Contractor -	Contractor	Council	Contractor	Contractor	Contractor
Scheduled or on call?	On call	Scheduled 1 x per yr	On call		On call but coordinated with next garbage day	Scheduled – Contract – 2 per year for domestic and monthly for MUD's	On call	On call	2 x Scheduled in April/May and Oct/Nov	On call
On call contact point? Council or contractor	Contractor via waste hotline		Council		Contractor via hotline	NA	Council	Contractor via hotline	NA	Contractor via hotline and internet booking system
On call services per year?	2	N/A	2		6	NA	2	4	NA	6
Total No. Properties with garbage service?	?	?	17,300		66,616	56,000	55,000	49,000 single 63,000 MDU's	15,000	60,000
Total No. Of properties with clean up service?	?	?	As above		As above but provisions made for remote areas	54,000	As above	As above	As above	As above
How do you decide who has access to service. Urban/rural/all areas?	?		As Above		As above	Remote properties with limited road access or river access.	NA	NA	NA	NA
Are materials separated for collection?	Yes - veg, metal, other	Veg two chipping services per yr	Metals separately		Metals sorted at landfill post collection. Separate bulk waste and bulk green waste collection service	Contractor goes before pickup and sets metals aside for separate collection	White goods and metal. Counts as one of the two collection provided	Metal collected separately at kerbside for recycling	Metal and batteries placed in separate pile for collection.	
Current domestic garbage charge	?	\$ 297.00 with 240 bin/\$227	\$252.70		\$269.00 or \$321 for	\$271.00	\$299.00	\$249.00 for 120G&R or	Towns 369.00/ 402.00 on bin	\$348.50

		with 140 bin			240lit garbage			\$467.00 240G&R	size. Rural \$302 / 335.00 no veg service	
Do properties pay less if no access to a bulky waste service?	?	NA	NA		NA	\$60.00	NA	NA	NA	NA
Is clean up rate shown separately on the rates notice?	No	No	No		No	No	No	No	NO	No
Contractor payment per property/year?		?	Not revealed but additional services are charged at \$88.00		range from \$18 to \$30 per pickup 2m3	Not available	Not available	Unknown	Unknown	Not divulged additional service is \$56.80 / m3
Questions	Baulkham Hills	Blue Mts	Camden Council	Cessnock Council	Gosford Council	Hornsby Council	Liverpool	Penrith	Wollondilly	Wyong
Size limit of material to kerb? yes/no	No – only limit is weight of articles		Yes – 1 m3		2 m3	2-3mtrs	Flexible. If presented OK will be collected.	1.8m x1.3 m	1.5 m3	2.0 m3 per collection
Size limit enforced	No	Yes -2 cubic m	Flexible Will generally remove if presented neatly		Flexible but if too much, will count as 2 services of the 6 allowed	not strictly enforced	No	flexible	Yes. Contractor will take 1.5m3, leave the rest. takes photo as evidence	
% of households to use service	?		Not known		11% used entitlement of 6 per year	70% use 2 services. 90% use one service	30-40%, 400 properties / wk use service.	24,000 collection per annum	Approx 80% or about 12,000 per year	200-300 per week. Average 1 service. HH pa
Suggestions to change your service?					See below	See below		See below	See below	

**Gosford-** Contractors can't always rely on internet bookings as, residents often underestimate amount of material put out and this makes planning truck availability difficult. Main issues are associated with flats and housing commission. Council will negotiate with rental properties for one additional collection per year. This avoids often indiscriminate dumping of excess materials on kerb. Council has communicated with real estate agents and encouraged them to hold bonds until all unapproved bulky waste removed.





**APPENDIX G MONTHLY SERVICE STATISTICS**

The following table shows the detailed monthly statistics for the bulk waste service over the past two financial years were provided by Transpacific Cleanaway.

**Table 27 Statistics for the Financial Years 2008/09 to 2009/10**

<b>Month</b>	<b>Tonnes</b>	<b>Mattresses</b>	<b>Collections/ Month</b>	<b>Calls Received</b>
Jul-08	33.08		318	444
Aug-08	33.78		262	381
Sep-08	29.90		306	452
Oct-08	44.92		286	473
Nov-08	44.98		343	508
Dec-08	53.42		414	488
Jan-09	30.80		293	540
Feb-09	40.14		286	393
Mar-09	35.64		389	574
Apr-09	50.76		296	429
May-09	31.92		246	363
Jun-09	23.20		245	392
Jul-09	33.12		271	465
Aug-09	33.84	32	323	516
Sep-09	41.72	31	386	456
Oct-09	40.64	40	308	551
Nov-09	41.00	20	312	490
Dec-09	48.66	45	390	472
Jan-10	41.60	44	301	567
Feb-10	64.22	78	361	505
Mar-10	53.28	76	398	524
Apr-10	39.92	38	301	492
May-10	29.72	28	281	421
Jun-10	52.66	53	164	415

APPENDIX H FLYER

# You Call - We Haul!



Your residential property may be eligible for Hawkesbury City Council's Household Clean Up Kerbside Collection Service.

If you are eligible you will see a charge of \$15.00 on your rates notice which entitles you to **TWO KERBSIDE PICKUPS** per financial year of up to a box trailer load of household clean up goods and waste items. That saves you two trips to the Hawkesbury Cit Council Waste Management facility each year!


All you need to do is call **CLEANAWAY** on **1300 889 527** for a collection date within 21 days. On that date, put your household clean up goods on the kerbside outside your property and the contractor will take the materials away.

It's easy. You call and we haul your unwanted items away. The contractor takes household cleanup items to waste facilities outside of the Hawkesbury where they are reused or recycled as far as possible.




### Allowable items are:

- Tins, tinware, scrap metal (excluding car parts) and other metal products and the like.
- Household furniture and appliances such as refrigerators, freezers, stoves, washing machines and the like.
- Garden tools and equipment such as mowers, pot plant containers and the like.
- Timber not exceeding 1.5 metres in length and capable of being able to be handled by two persons.
- Tree cuttings and prunings tied in bundles of a manageable size not exceeding 1.2 metres in length. Branches are not to be more than 10cm in diameter.



### Items not allowed are:

- Tree stumps, tree trunks, soil, sand, concrete, bricks, car parts, building materials, liquid waste, commercial/industrial waste, automotive batteries, hazardous waste or particularly heavy items.
- Amounts to be collected from each premises will be restricted to approximately one box trailer load i.e. 1.8m x 1.2m x 600mm.



Cleanaway:  
**1300 889 527**

Nov 2007