

## Analysis of additional community feedback on draft Recycling and Waste Strategy

### Participation profile

A total of 255 survey responses submissions were received. Just over half of the responses were from females (53%), and 22% were from males.

### Findings from consultation

#### Q5) Expansion of the Tip Shop at the Talinga Road Waste & Transfer Centre

A total of 145 survey responses were received in response to this proposal. As outlined below, half of these respondents (50%) indicated support or conditional support.

Overall sentiment	Support	Conditional support	Oppose	Unable to determine
Number (% of responses)	51 (35%)	22 (15%)	13 (9%)	59 (41%)

Key messages that emerged from the verbatim comments were:

- *Support: Agree / Fine / Good idea / Great idea / Yes*
- *Conditional support: Depends on cost of expansion and cost to residents / explain the service / free service for ratepayers or at no extra cost*
- *Oppose: Critical of current contractor / not required / leave as is / no interest / encourages waste dumping*
- *Unable to determine: Don't understand proposal / never heard of Tip Shop / statement made unrelated to proposal / no comment / not sure / never used it.*

#### Q6) Future investigation and community consultation on a user-pays service for the hard rubbish collection

A total of 194 survey responses were received in response to this proposal. As outlined below, just over half (57%) opposed the proposal, with only a third (35%) indicating support or conditional support.

Overall sentiment	Support	Conditional support	Oppose	Unable to determine
Number (% of responses)	26 (13%)	43 (22%)	111 (57%)	15 (8%)

Key messages that emerged from the verbatim comments were:

- *Support: Agree / good idea / all services should be user pays*
- *Conditional support: 1-2 free services per year and any additional services could be user-pays / supported but wanted rates/waste charge reduction / supported based on other criteria (see further detail on page 2)*
- *Oppose: existing rates-charges cover this service / increased dumping / return to annual municipal-wide collection / general opposition (see further detail on page 2)*
- *Unable to determine: Comments on other waste services, questions asked, comment on need to consult.*

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*There were three distinct themes in the 'Conditional support' responses:*

- a) 20 of the 43 wanted 1-2 free services per year and any additional services could be user-pays;*
- b) 11 of the 37 wanted a rates/waste charge reduction or a subsidised waste service*
- c) the remaining 12 made more generic comments about the conditions of their support or the concerns they had.*

*There were four distinct themes in the 'Oppose' responses –*

- a) 42 of the 111 believed that the existing rates-charges should cover the hard rubbish service*
- b) 26 of the 111 were generally opposed to the user-pays proposal*
- c) 23 of the 111 believed the fee would lead to increased dumping of hard rubbish*
- d) 20 of the 111 wanted the booked service dropped and a return to the annual municipal-wide collection.*