



# Mandalay

## Waste Report 2020

Version 2.0



Mandalay™



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# The Mandalay Report

## Research Background

Mandalay Technologies supplies products and services to approximately 20% of Australian waste management organisations. Mandalay clients are predominantly local government authorities who use Mandalay's software, data collection, and control and management systems for waste management. With a development focus on increasing personalisation of waste services, Mandalay is investing in data integration and management technology which identifies property and individual waste management behaviour.

Download the  
full report here:



## Research Objectives

This report details the findings of a national consumer survey undertaken in October 2020. Footprints Market Research has conducted this research on behalf of Mandalay with the overall aim to provide Mandalay with an authoritative insight into the attitudes and behaviours of Australian residents when it comes to waste.

As part of our commitment to consumer waste management, Mandalay's primary objective is to establish a research benchmark of attitudes and behaviours to waste and recycling.

The research is set out to measure:

### Behaviours

- Knowledge and usage of waste services, including Council tips and recycle shops
- Self-rating on volume of waste produced and bin fullness
- Self-rating on recycling efforts including composting, packaging, and use of recycled materials
- Sources of information on waste services, including Council resources

### Attitudes

- Satisfaction with waste services including Council tips
- Attitudes towards recycling
- Knowledge of what can be recycled
- Motivations and barriers to recycling
- Attitudes towards illegal dumping and removal of single use plastic bags
- Opinion of Australia's performance in waste reduction and recycling
- Suggested improvements to local waste services

## Research Method and Sample

This research was conducted online in October 2020 with 1,507 Australian residents. The sample included residents who own or rent their home and have at least some responsibility for managing their household's waste disposal (e.g. putting the wheelie bins out for collection and sorting any recycling).

The sample included 63% who own their home (or paying a mortgage) and 37% renting their home.

21% aged 18-29 years, 35% aged 30-49 years, 31% aged 50-69 years, 14% aged 70 years and over.

49% identify as male, 51% identify as female.

# KEY FINDINGS



## WHAT'S IMPORTANT TO YOUR RESIDENTS?

*"I would like to see more information provided in the community. For example, simple instructions on what can and cannot be recycled with a list of examples, and how to do so correctly."*

*"Let us know where exactly our recycling waste is being taken and how it is being reused. Some information about the environmental impacts of not recycling on our planet, but also the benefits of recycling correctly."*

WA RESIDENT (RURAL)

## RESIDENTS BEHAVIOURS & ATTITUDES

Research has shown that residents are generally happy with the waste collection services provided by their local council. This extends to their general waste collection, recycling collection and access to Council tips. Suggested improvements to waste management services by participants include reducing the cost of accessing some Council tips, more kerbside pick-ups and greater education/facilities for recycling.

Residents are trying to do the right thing with their recycling (rather than being fully committed) so anything that makes this process easier will be welcomed. There remains confusion around some items for recycling, particularly soft plastics, and some cynicism that recycling is actually happening.

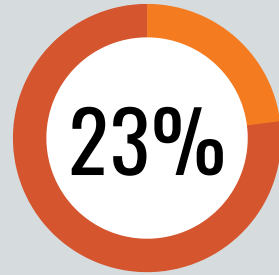
The community wants options, education, and ease of access to waste disposal and recycling but won't necessarily make the effort to seek out these resources – they have to be taken on the journey to more efficient waste management.

# RESIDENTS' BEHAVIOURS & ATTITUDES

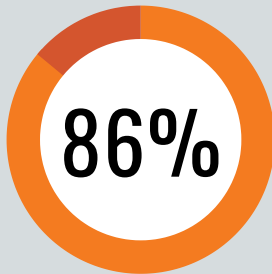
**Household Waste & Recycling Disposal** - 80% of residents dispose of the same or less waste than others in their neighbourhood and dispose of the same or more recycling.



**Council Tip Usage** - 23% of residents use a Council tip every 6-months or more often.



**Household Waste & Recycling Satisfaction** - 86% of residents are satisfied with general waste and recycling collection (wheelie bins)



**Council Tip Satisfaction** - 70% of residents are satisfied with the Council tip (24% are ambivalent)



**73%**

73% of residents are trying to do the right thing and recycling correctly most of the time.

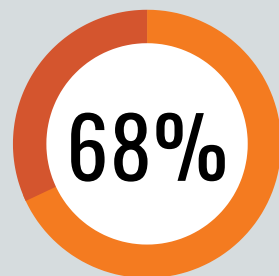
12% say they are completely committed.

**12%**

**Avoiding excess packaging** - 25% of residents are committed to choosing products with less packaging.



**Barrier to Recycling** - 68% say that a primary barrier to recycling correctly all the time is being unsure if some items can be recycled.



## ITEMS TAKEN TO COUNCIL TIP:

**48%**  
E-Waste

**45%**  
General Waste

**39%**  
Recyclables

**38%**  
Green Waste

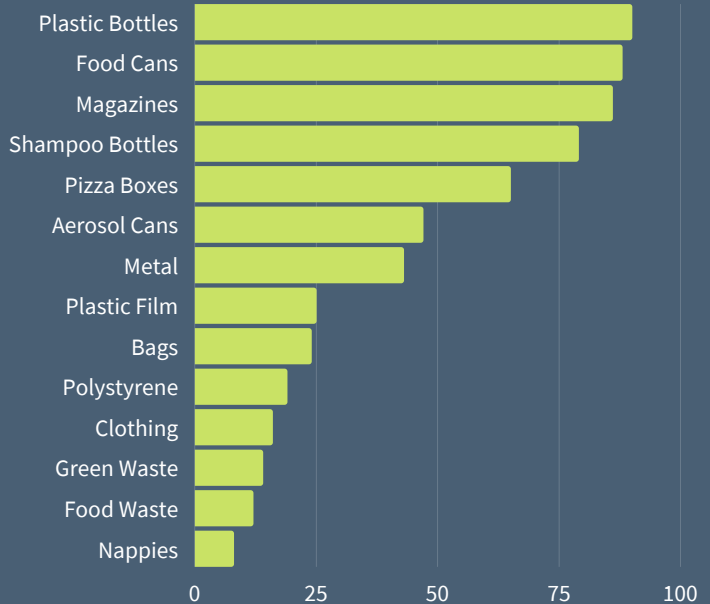
**37%**  
White Goods

**35%**  
Hazardous Waste

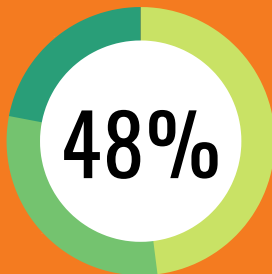
# RESIDENTS' BEHAVIOURS & ATTITUDES

## WHAT CAN GO INTO THE HOUSEHOLD RECYCLING BIN? –

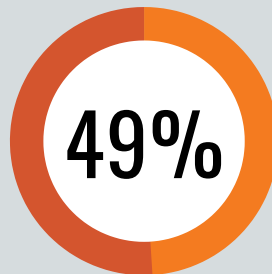
90% believe plastic drink bottles can go into the recycling bin along with food cans at 88% and magazines at 86%, however plastic film (25%), polystyrene (19%), clothing (16%), green waste (14%), food waste (12%) and nappies (8%) are also put into the recycling bin by some.



**Australia's Waste Report Card –**  
48% of residents believe Australia is performing well on a global scale in terms of waste reduction and recycling (30% are unsure).



**Knowledge of Waste & Resource Recovery System –** 49% know very little or nothing about it.



## SINGLE USE PLASTIC BAGS

59%

Totally support their removal and have adapted easily while 19% support this but took a while to adapt.

## RECYCLING INFORMATION

43%

Say their largest source of information about recycling is from stickers on wheelie bins followed by TV media at 36%.

## ILLEGAL DUMPING

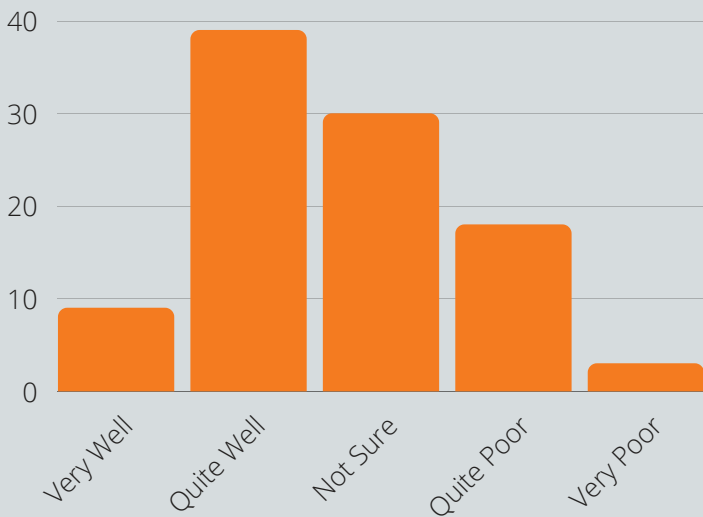
55%

Believe that people should take personal responsibility for illegal dumping and 24% would like heavier fines.

# WASTE REDUCTION AND RECYCLING KNOWLEDGE

*How well is Australia performing in terms of waste reduction & recycling, on a global scale?*

Around half (48%) of residents give Australia a positive report card for its waste reduction and recycling, although 30% are unsure how well the nation is performing on a global scale. Residents in NSW and those aged 18-49 years have the most positive view of Australia’s performance in waste & recycling management.



.....

**“Council should also demonstrate how best waste can be treated/recycled at home to encourage citizens.”**  
**- Sydney resident**

*Australian residents perceived performance of national waste reduction & recycling compared to the rest of the world, by age and location.*

AGE	18-29	30-49	50-69	70+
Very Well	12%	11%	6%	7%
Quite Well	36%	36%	43%	44%
Not Sure	27%	34%	30%	25%
Quite Poorly	21%	16%	17%	22%
Very Poorly	4%	2%	4%	2%



LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Very Well	12%	7%	8%	13%	7%	11%	6%	6%
Quite Well	44%	34%	41%	44%	35%	38%	42%	43%
Not Sure	27%	34%	30%	29%	30%	30%	30%	28%
Quite Poorly	16%	20%	18%	13%	22%	18%	21%	18%
Very Poorly	2%	5%	2%	2%	6%	3%	2%	5%

# WASTE MANAGEMENT KNOWLEDGE AND BEHAVIOURS

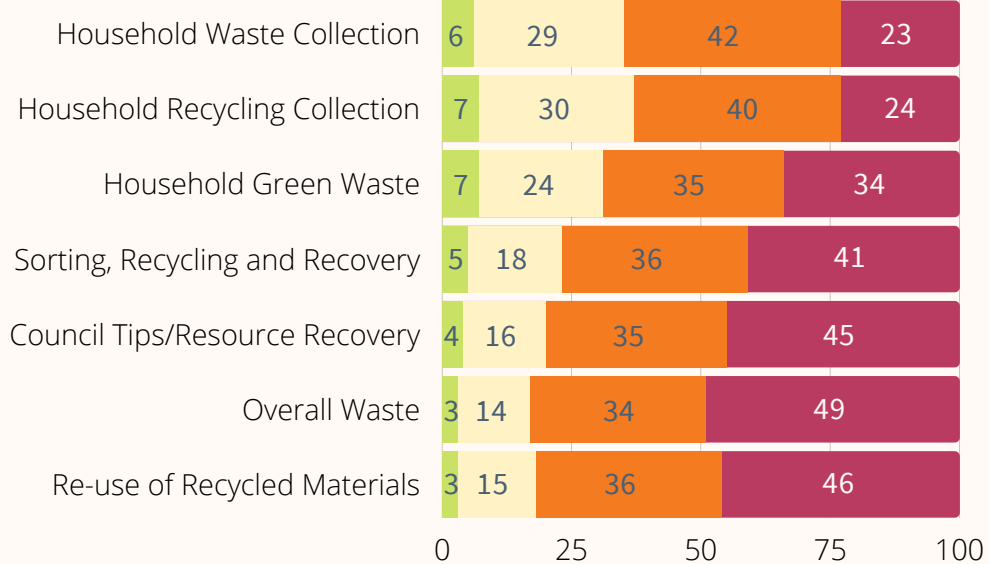
## KNOWLEDGE OF WASTE COLLECTION AND RECOVERY

Residents believe they know at least something about their waste and recycling collection services, however, up to half of residents know little or nothing about the broader waste and resource recovery system including Council tips and the use of recycled materials.

Younger residents are less likely to know about their household and recycling collection services. This correlates to the large number of younger residents living in apartments where they may be one step removed from the collection process.

### Residents level of knowledge of local waste collection and resource recovery systems. (%)

- Know a lot
- Know a fair bit
- Know something
- Know little or nothing



Nearly half (49%) of Australian residents know little or nothing about the **overall waste and resource recovery systems in their local council** with an additional 34% only knowing a small amount.



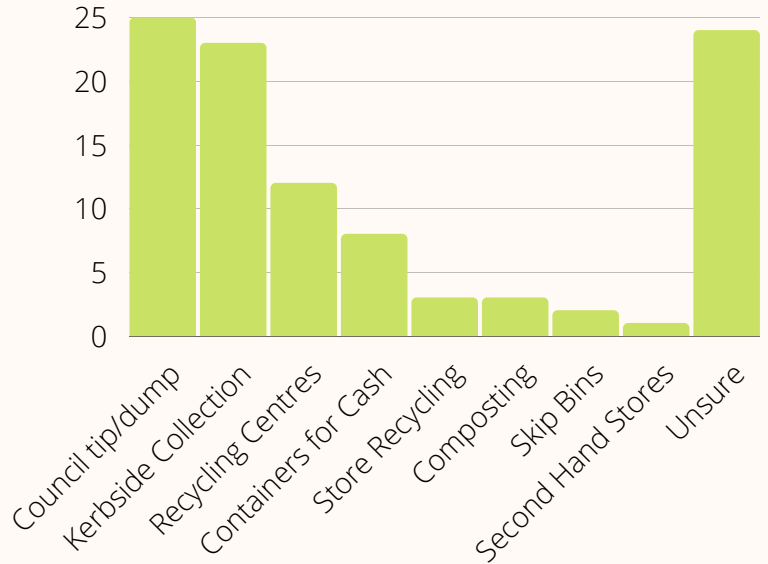
Within the same residents we see similar results when it comes to knowledge and use of **council tips and resource recovery centres**.





# UNPROMPTED MENTIONS OF WASTE AND RECYCLING SERVICES

When asked what waste and recycling services the participants were aware of, aside from regular wheelie bin collection, residents mention Council tips and kerbside/hard waste collection as alternative options to dispose of or recycle household waste. These are followed at lower levels by 'recycling centres' and cash for containers.



## INSIGHTS



The highest mentions for **Council tips** came from:

**QUEENSLAND**  
**35%**

The highest mentions for **kerbside collection** came from:

**VICTORIA**  
**33%**



The highest mentions of **recycling centres** came from:

**SOUTH AUSTRALIA**  
**18%**



The highest mentions of **Cash for Containers** came from:

**WESTERN AUSTRALIA**  
**15%**



# AWARENESS OF WASTE DISPOSAL SERVICES

Most residents are aware of general waste and recycling services while three quarters (74%) are aware of council green waste collection. Two thirds know of kerbside/pick-up council collection services and a similar number are aware of council tips. Metro areas have lower awareness of waste collection services including tips and tip shops correlating to the larger number of apartments and townhouses in urban areas.

Regional and rural areas have greater awareness of tips and tip shops compared to metro areas but have lower awareness (access) to Council pick-ups.



LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
General Waste	90%	92%	96%	99%	96%	92%	94%	97%
Recycling	84%	90%	91%	94%	87%	87%	91%	92%
Green Waste	74%	82%	64%	89%	60%	74%	75%	70%
Council Pickup	67%	70%	54%	79%	75%	72%	56%	50%
Council Tips	52%	60%	74%	63%	65%	56%	74%	73%
Tip Shop	28%	33%	58%	28%	46%	32%	55%	53%

# USAGE OF WASTE DISPOSAL SERVICES



Usage of green waste collection is significantly lower in Queensland compared to other states while Council tip usage is significantly higher in the state, as is use of tip shops. South Australia has the highest claimed usage of green waste collection. Those living in apartments have lower usage of all services.

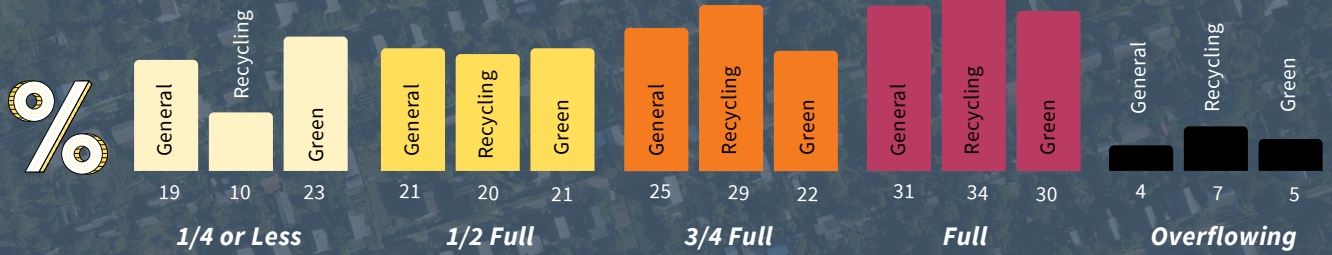
Regional and rural areas have greater usage of tips and tip shops compared to metro areas and lower usage of Council pick-ups.

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
General Waste	85%	89%	93%	96%	92%	89%	93%	88%
Recycling	79%	86%	86%	90%	85%	83%	89%	82%
Green Waste	60%	63%	26%	78%	49%	52%	57%	50%
Council Pickup	44%	42%	26%	38%	55%	47%	23%	19%
Council Tips	23%	25%	45%	20%	24%	23%	43%	44%
Tip Shop	9%	10%	18%	10%	15%	11%	15%	19%

# WASTE COLLECTION CAPACITY

## BIN FILL ON AN AVERAGE COLLECTION WEEK

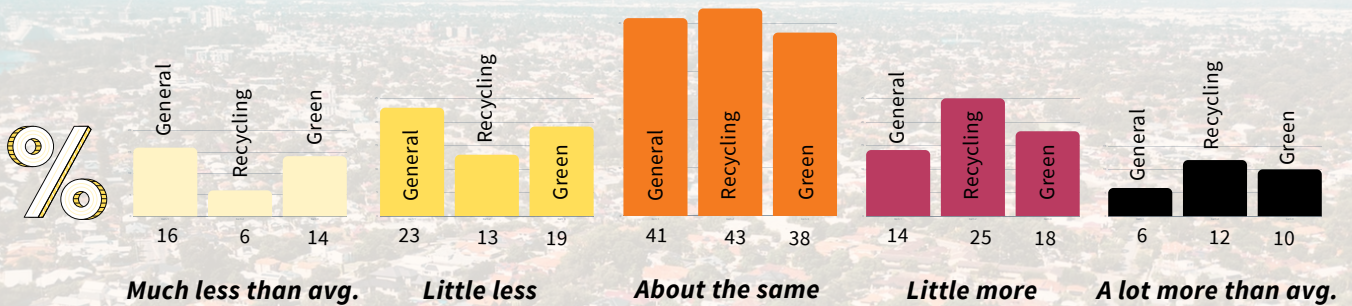
Around one third of residents claim to have a full wheelie bin for each collection day, across all three services (where applicable). Highest usage is correlated to young families and those living in metro and regional areas.



<b>Single/Couple</b>	27%	15%	27%	24%	25%	21%	24%	30%	19%	23%	26%	30%	2%	4%	4%
<b>Young Families</b>	8%	3%	21%	17%	16%	22%	24%	24%	24%	43%	44%	28%	9%	12%	6%
<b>Adult Families</b>	10%	5%	12%	16%	14%	20%	31%	30%	28%	37%	43%	35%	6%	8%	5%
<b>Metro</b>	17%	9%	22%	21%	21%	22%	27%	29%	23%	32%	34%	29%	4%	7%	5%
<b>Regional</b>	22%	10%	22%	19%	16%	21%	22%	28%	20%	32%	39%	34%	5%	7%	4%
<b>Rural</b>	28%	16%	28%	22%	26%	16%	19%	27%	20%	26%	24%	30%	5%	8%	6%

## PERCEIVED COMPARISON TO THE NEIGHBOURHOOD AVERAGE

Most residents (80%) believe they dispose of the same amount, or less, compared to other households in their neighbourhood. Conversely, 80% believe they put as much or more recycling out for collection and 66% put the same or more green waste into their green bin. Highest claimed waste disposal is from young families (32% more than average).



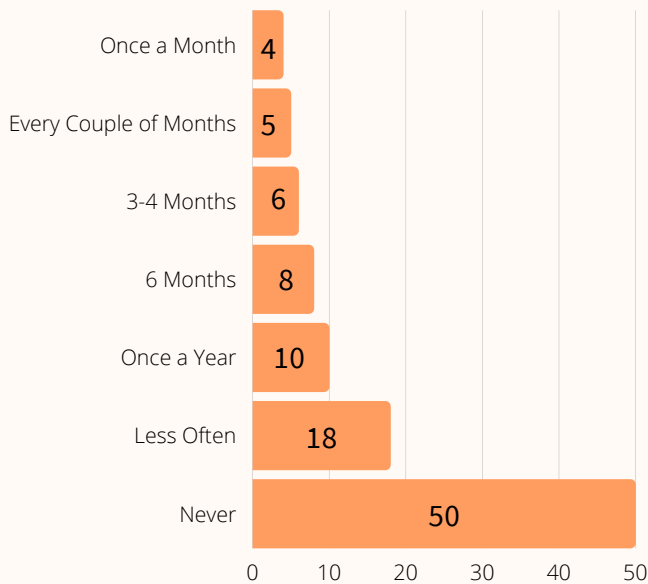
<b>Single/Couple</b>	22%	8%	18%	26%	16%	20%	36%	42%	36%	11%	22%	18%	4%	11%	9%
<b>Young Families</b>	6%	1%	9%	20%	11%	18%	43%	46%	42%	22%	29%	19%	10%	13%	12%
<b>Adult Families</b>	11%	5%	11%	16%	7%	16%	52%	43%	42%	14%	30%	21%	7%	41%	10%
<b>Metro</b>	15%	5%	14%	22%	13%	19%	41%	43%	37%	15%	26%	19%	7%	12%	11%
<b>Regional</b>	18%	3%	13%	23%	15%	19%	41%	42%	40%	14%	25%	18%	5%	15%	10%
<b>Rural</b>	21%	11%	17%	24%	16%	19%	40%	45%	42%	11%	19%	16%	4%	8%	6%

# USAGE OF COUNCIL TIPS AND TIP SHOPS

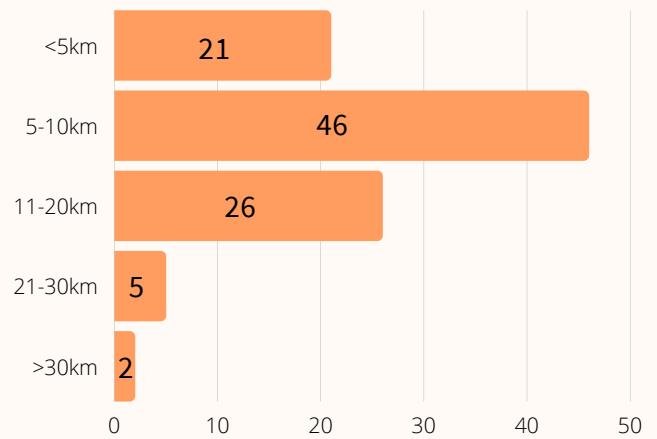


Approximately one quarter (23%) of residents use their Council tip at least every 6-months, with a third (33%) accessing their tip every 12-months. General waste is dropped off most often, followed by green waste and almost half have taken e-waste to the tip. There are good levels of satisfaction with the Council tip (70%).

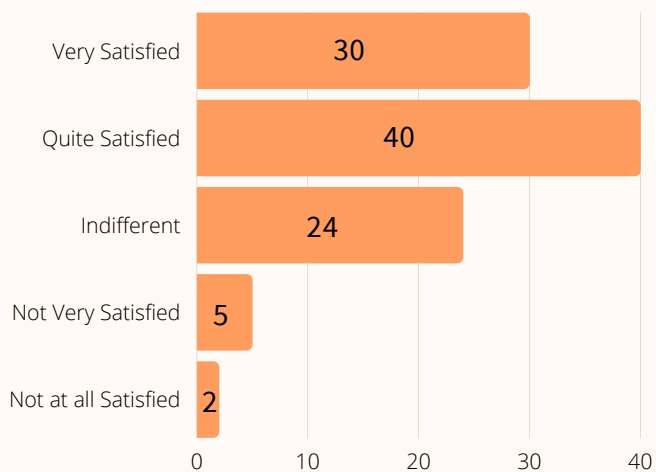
## Frequency of visiting a Council tip (%)



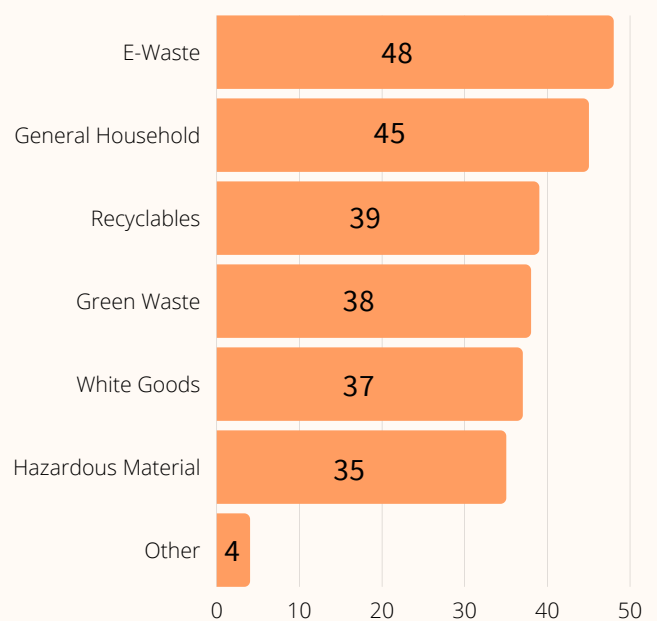
## Distance travelled to Council tip (%)



## Satisfaction with Council tip (%)



## Items taken to Council tip (%)



# USAGE OF COUNCIL TIPS AND TIP SHOPS

Tip usage is significantly higher in Queensland and lower in New South Wales and Victoria. Similarly, it is higher in regional and rural areas and those who live in freestanding homes.

## Usage of Tip by type of residence

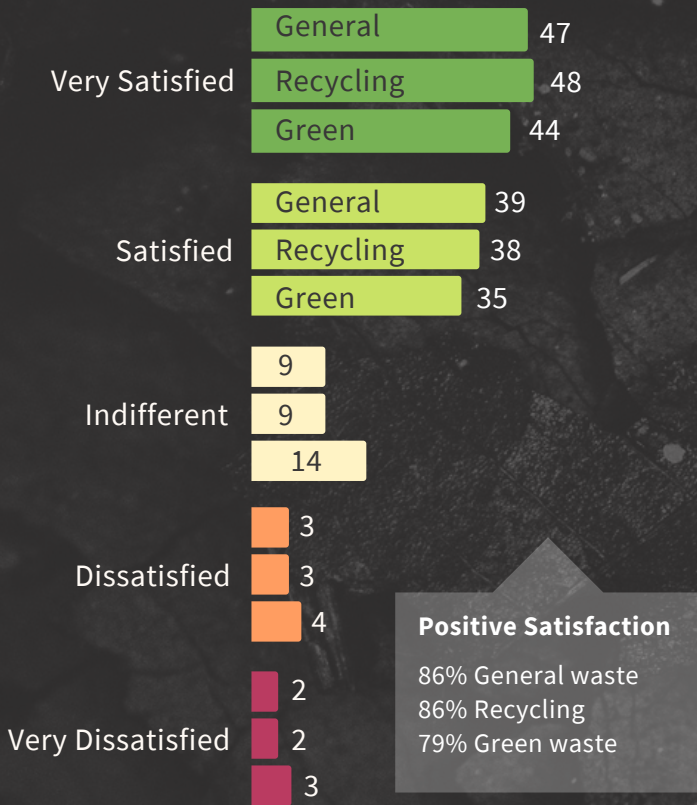
DWELLING	House	Terrace	Townhouse	Apartment
Every 6 months or more	25%	15%	18%	16%
Less often	32%	28%	15%	17%
Never	42%	57%	67%	67%
Satisfaction	57%	75%	85%	72%

## Usage of Tip by State

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Every 6 months or more	18%	17%	35%	10%	21%	18%	30%	33%
Less often	25%	27%	30%	38%	29%	25%	33%	36%
Never	58%	56%	35%	52%	49%	57%	38%	32%
Satisfaction	73%	71%	73%	56%	65%	72%	38%	62%

# WASTE MANAGEMENT AND RECYCLING ATTITUDES

## RESIDENT SATISFACTION (%)

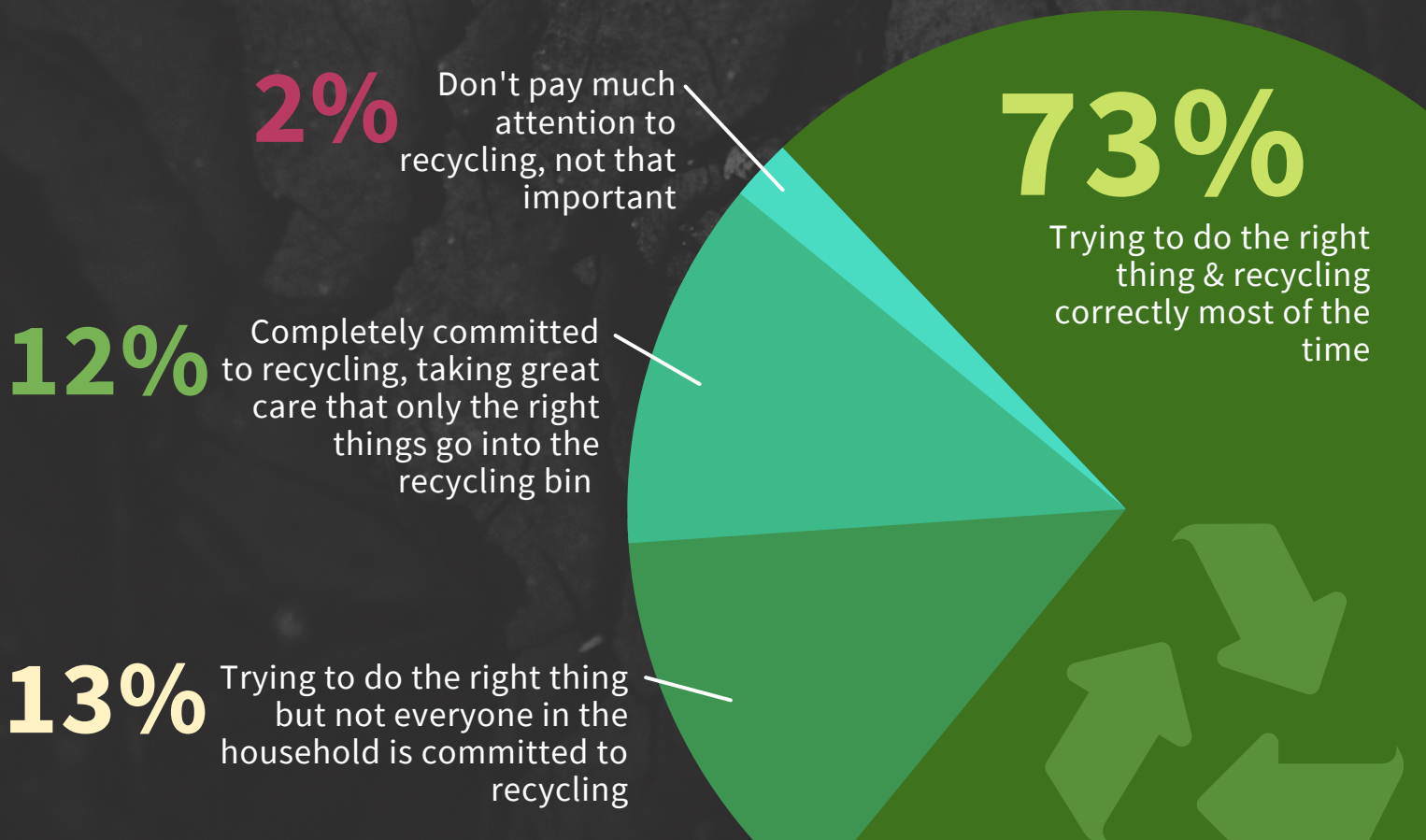


## SATISFACTION WITH WASTE DISPOSAL SERVICE

Most residents are satisfied with each waste disposal service from their local Council, with average satisfaction scores standing at more than 8 out of 10. The only differences are found for green waste collection, with lower satisfaction levels in Queensland and rural areas.

## COMMITMENT TO RECYCLING

One in eight residents (12%) are completely committed to recycling, making sure they put only the correct materials into the recycling bin. The vast majority of residents (73%) try to do the right thing most of the time.



# SIGNIFICANT DIFFERENCES IN COMMITMENT TO RECYCLING BY LOCATION AND DEMOGRAPHICS

All of the statistics listed are higher than the national average except where noted as lower.

*“Every day is a conundrum. If it has a number and triangle on it, it goes in.”*

**70+ year olds** - More likely to say they are trying to do the right thing most of the time (83%)

**83%**

**18-29 year olds** - More likely to say that not everyone in the household is committed to recycling (21%)

**21%**

**30-49 year olds** - More likely to say that not everyone in the household is committed to recycling (18%)

**18%**

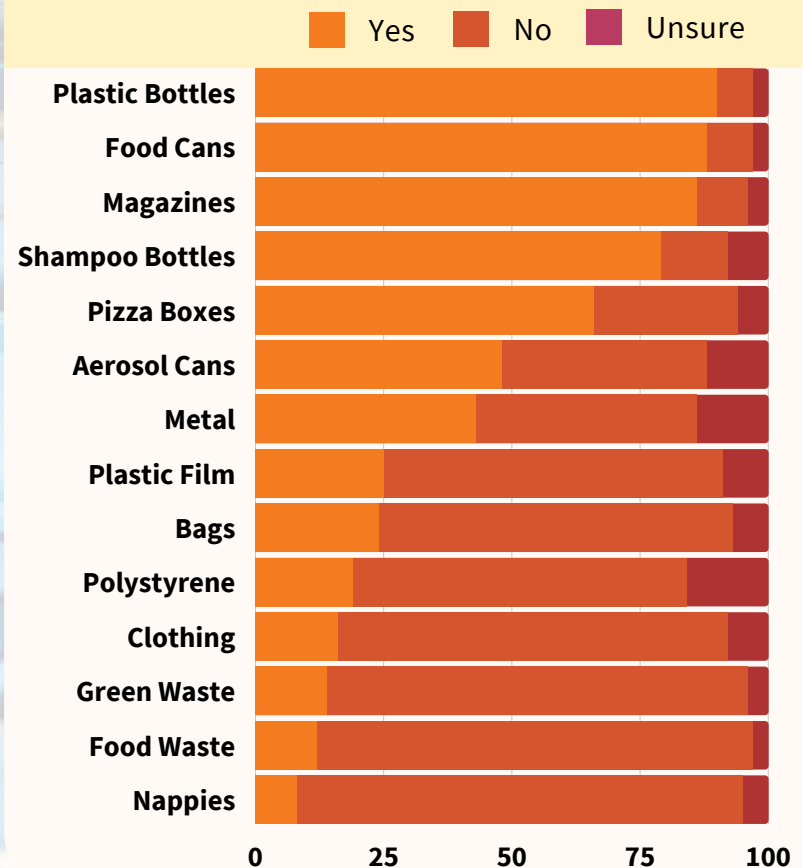
## UNDERSTANDING WHAT CAN BE PLACED IN THE RECYCLING WHEELIE BIN

Most residents are confident in recycling plastic bottles, food cans, magazines and pizza boxes. There is greater confusion around aerosol cans and metal in general. Around a quarter of residents believe they can recycle soft plastics.

9% of residents mention other items they are unsure about recycling. There were most mentions for various types of plastic but also a range of other household waste. These include:

- Broken glass, china and lightbulbs
- Meat trays
- Empty cleaning bottles
- Bubble wrap
- Coffee pods and takeaway coffee cups
- Egg cartons
- Longlife/tetra milk cartons
- Plastic take-away containers/plastic trays
- Plastic packaging/chip packets
- Lids/bottle tops
- Paper towels

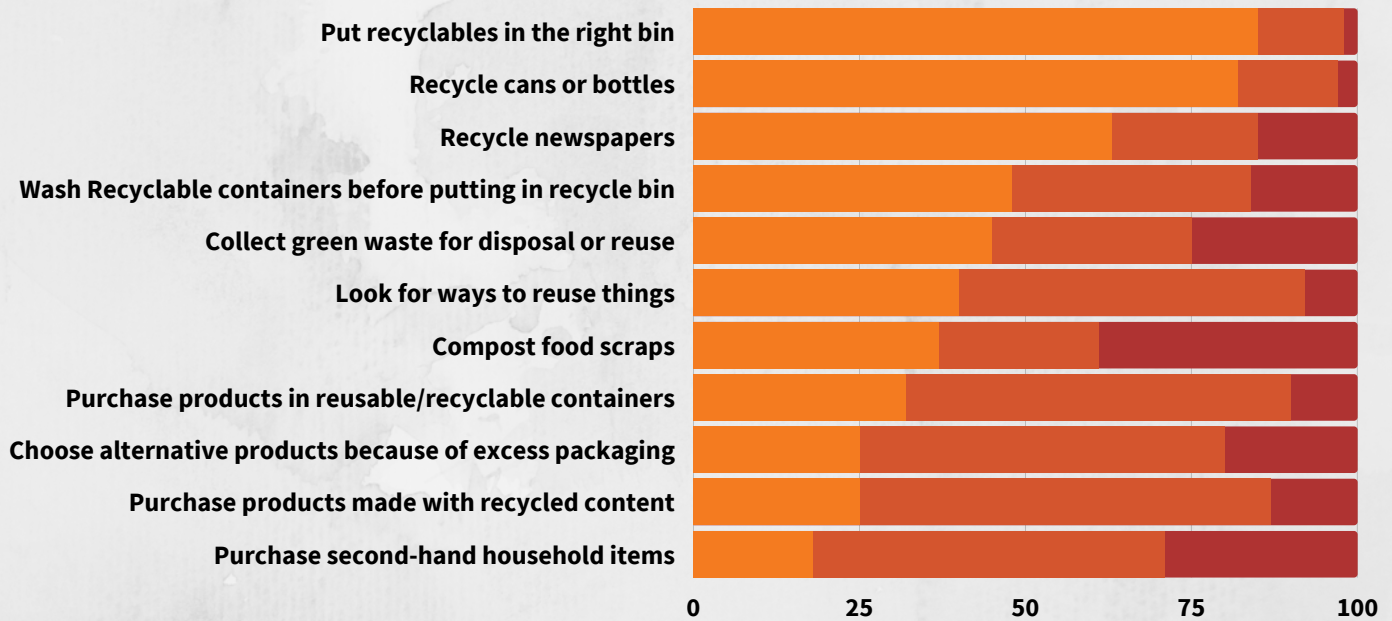
### What Residents Believe They Can Recycle



# ENVIRONMENTALLY FRIENDLY BEHAVIOURS

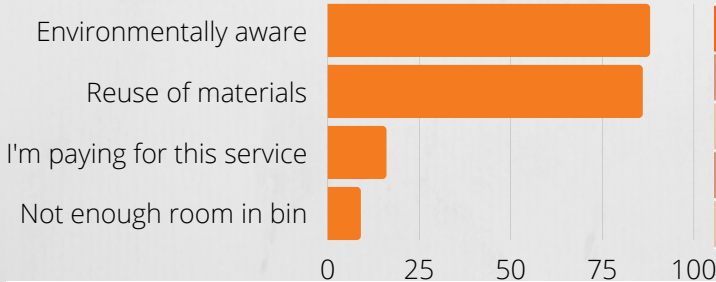
Aside from recycling, there is moderate take-up of other environmental behaviours including making positive choices to purchase less packaging and/or recyclable packaging. Younger residents have lower rates of recycling but higher levels of purchasing second hand and recycled goods.

Often Sometimes Rarely / Never



## MOTIVATIONS TO RECYCLE

There are dual motivations for recycling – environmental awareness and the reuse of materials. These are relatively consistent across the board. Younger residents are more likely to nominate ‘environmental awareness’ while older residents nominate ‘reuse of materials’.



AGE	18-29	30-49	50-69	70+
Environmentally aware	92%	87%	88%	82%
Reuse of materials	85%	84%	85%	93%
Paying for service	12%	16%	17%	21%
Not enough room in bin	10%	12%	6%	2%

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Environmentally aware	88%	88%	87%	87%	90%	88%	91%	81%
Reuse of materials	87%	85%	86%	85%	84%	86%	84%	86%
Paying for service	15%	19%	17%	16%	12%	16%	15%	19%
Not enough room in bin	10%	6%	6%	12%	10%	9%	9%	9%



# BARRIERS TO RECYCLING

The most significant (self-reported) barrier to recycling is uncertainty if some materials can be recycled. This is higher for the youngest and oldest Council residents. Inconvenience is noted by almost one in five residents while a similar number are cynical if recycling actually occurs.

## NSW residents

Inconvenient to separate recyclables from other waste (22%)

## VIC residents

All goes to landfill anyway (22%)

## Metro residents

Inconvenient to separate recyclables from other waste (20%)

## Apartments

Inconvenient to separate recyclables from other waste (23%)

## 18-29 y.o.

Higher for **unsure what can be recycled** (73%) and **inconvenient to separate waste & recycling** (20%)

## 30-49 y.o.

Higher for **inconvenient to separate waste & recycling** (20%)

## 50-69 y.o.

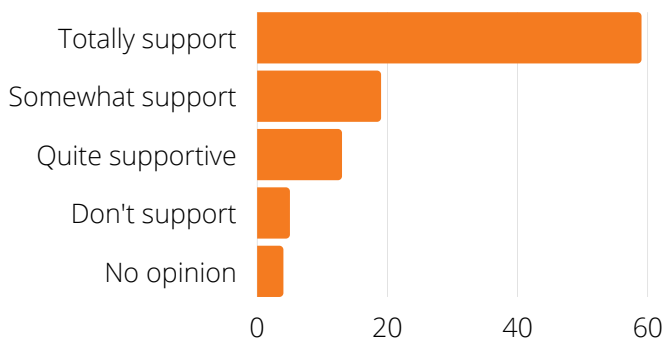
No difference

## 70+ y.o.

Higher for **unsure what can be recycled** (75%)

## ATTITUDES TOWARDS REMOVAL OF SINGLE USE PLASTIC BAGS

Most residents support the removal of single use plastic bags, even if it takes some adjustment in behaviour. Support is strongest in WA.

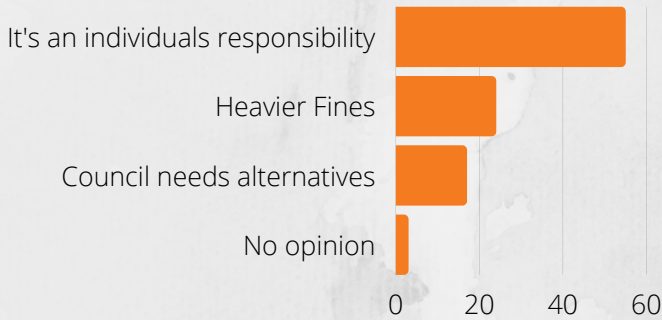


AGE	18-29	30-49	50-69	70+
Total Support	61%	53%	62%	64%
Support but needs adjustment	25%	22%	13%	15%
Quite supportive but annoyed	10%	16%	13%	9%
Don't support	1%	5%	6%	8%
No opinion	3%	4%	5%	4%

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Total Support	54%	59%	58%	66%	69%	59%	61%	57%
Support but needs adjustment	24%	19%	17%	14%	15%	20%	19%	18%
Quite supportive but annoyed	12%	14%	14%	9%	10%	13%	13%	12%
Don't support	5%	5%	6%	6%	3%	5%	5%	7%
No opinion	4%	3%	4%	6%	3%	4%	4%	6%

# ATTITUDES TOWARDS ILLEGAL DUMPING OF WASTE

While most residents believe it is the responsibility of each individual to do the right thing and dispose of their waste legally, a quarter (24%) would like to see heavier fines for illegal dumping. This is significantly higher for residents aged 18-49 years. Residents living in rural areas would like to see their Council offering more alternatives for waste disposal, as would older residents aged 70 years and over.

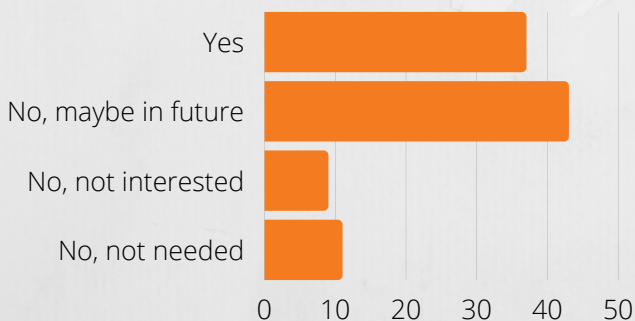


AGE	18-29	30-49	50-69	70+
Individual responsibility	53%	54%	57%	58%
Heavier fines	24%	22%	13%	5%
More Alternatives	19%	20%	27%	36%
No opinion	3%	4%	2%	1%

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Individual responsibility	55%	52%	56%	56%	58%	56%	53%	52%
Heavier fines	19%	19%	15%	15%	17%	17%	20%	15%
More Alternatives	24%	26%	24%	25%	21%	22%	26%	33%
No opinion	3%	2%	4%	4%	3%	4%	1%	1%

# ACCESSING INFORMATION FROM COUNCIL

Almost four out of ten (37%) residents have accessed information from their Council's website regarding waste and recycling (this could be any type of information). This is higher for older residents while younger residents say they may search for information in the future (rather than expressing a lack of interest).



AGE	18-29	30-49	50-69	70+
Yes	33%	35%	41%	38%
No, but might in future	50%	44%	39%	39%
No, not interested	10%	11%	7%	5%
No need	7%	10%	13%	18%

LOCATION	NSW	VIC	QLD	SA	WA	Metro	Regional	Rural
Yes	39%	40%	29%	37%	40%	38%	33%	34%
No, but might in future	41%	43%	46%	41%	45%	44%	44%	38%
No, not interested	10%	8%	10%	7%	6%	8%	9%	12%
No need	10%	9%	15%	15%	9%	10%	14%	15%

# RECYCLING: SOURCES OF INFORMATION

Visual reminders at the point of waste disposal are strong reminders to residents regarding what to recycle, as is word of mouth and information gleaned through the media. There are significant differences in information retrieval for each age group e.g. word of mouth and social media are more influential for younger residents while bin stickers, flyers and local media are more important for older residents.

## DIFFERENCES BY LOCATION AND DEMOGRAPHICS - HIGHER THAN THE NATIONAL AVERAGE EXCEPT WHERE NOTED AS LOWER

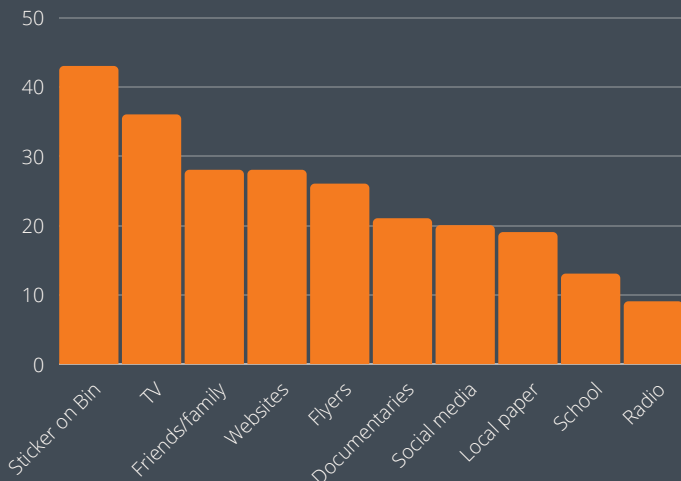
<b>NSW residents</b>	<b>Social media</b> (24%) <b>Radio</b> (13%)
<b>VIC residents</b>	<b>Letterbox/flyers</b> (30%)
<b>QLD residents</b>	<b>Letterbox/flyers</b> (19%, lower reliance)
<b>Metro residents</b>	<b>Websites</b> (30%) <b>Info/ads on TV</b> (34%, lower reliance) <b>Local Newspaper</b> (17%, lower reliance)
<b>Rural residents</b>	<b>Local Newspaper</b> (25%) <b>Websites</b> (21%, lower reliance) <b>School</b> (7%, lower reliance)
<b>18-29 y.o.</b>	Highest for <b>friends/family/neighbours</b> (39%) followed by <b>social media</b> (36%) and <b>school</b> (32%) Below average for most other sources including <b>wheelie bin stickers</b> (35%), <b>TV</b> (29%), <b>flyers</b> (13%) and <b>documentaries</b> (16%)
<b>30-49 y.o.</b>	Above average for <b>social media</b> (24%) and <b>school</b> (16%) Below average for <b>wheelie bin</b> (36%) and <b>local paper</b> (16%)
<b>50-69 y.o.</b>	Above average for <b>social media</b> (24%) and <b>school</b> (16%) Highest for <b>wheelie bin stickers</b> (51%) and above average for <b>flyers</b> (34%) and local paper (23%) lower for <b>word of mouth</b> (23%) and <b>social media</b> (11%)
<b>70+ y.o.</b>	Highest for <b>wheelie bin stickers</b> (53%) and above average for <b>flyers</b> (34%), <b>documentaries</b> (32%) and <b>local paper</b> (31%) lower for <b>websites</b> (19%), <b>word of mouth</b> (16%) and <b>social media</b> (6%)

# PREFERRED INFORMATION SOURCE FROM COUNCIL

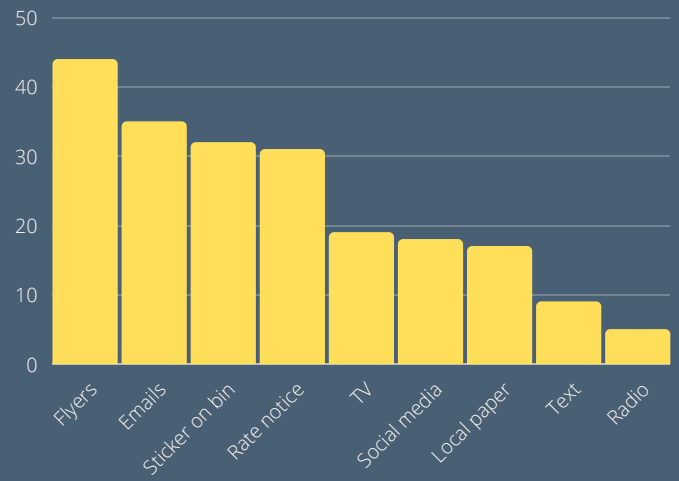
Across all residents, physical flyers and email notifications are the two expected sources of information from Council. Younger residents prefer social media messages.

<b>NSW residents</b>	<b>TV</b> (23%) <b>Flyers in letterbox</b> (40%, lower preference)
<b>QLD residents</b>	<b>Emails</b> (29%, lower reliance) <b>Local Paper</b> (12%, lower preference)
<b>SA residents</b>	<b>Letterbox/flyers</b> (55%)
<b>Metro residents</b>	<b>Social media</b> (20%) <b>Text messages</b> (10%)
<b>Rural residents</b>	<b>Social media</b> (10%, lower preference)
<b>18-29 y.o.</b>	Higher for <b>social media</b> (35%, highest mention) and <b>texts</b> (13%) Lower for <b>flyers</b> (34%)
<b>30-49 y.o.</b>	Higher for <b>social media</b> (25%) and <b>TV</b> (23%)
<b>50-69 y.o.</b>	Higher for <b>flyers</b> (48%) Lower for <b>local paper</b> (13%), <b>social media</b> (5%) and <b>texts</b> (7%)
<b>70+ y.o.</b>	Higher for <b>flyers</b> (53%) and <b>local paper</b> (23%) lower for <b>social media</b> (3%) and <b>texts</b> (5%)

Information sources for residents (%)



Method of received information from Council (%)



# SUGGESTED IMPROVEMENTS TO LOCAL WASTE SERVICES

## IMPROVEMENTS FOR COUNCIL TIPS

Just under half of residents who use their Council tip had a suggested improvement to the service. Most of these comments related to the cost of waste disposal at the tip, with a call for lower fees (for all or some types of waste) or more free days/vouchers each year. One in ten mentioned a site issue such as road access, signage and site maintenance.

Reduce/remove fees is mentioned most often in South Australia (35%) and Victoria (29%) and in regional areas (33%).

## SUGGESTED IMPROVEMENTS FOR COUNCIL TIPS FROM SURVEY PARTICIPANTS

*“It costs so much to take stuff to the tip. The average person cannot afford to go.” (Perth)*

*“Free dumping of green waste. And no annual fee increases well over the cost-of-living increase.” (Regional Qld)*

*“I think the council could reduce the tip fees seeing as we also pay rates each year.” (Melbourne)*

*“It is quite expensive, and I live in an area that does not have kerbside garbage collection so I think the council should provide tip vouchers as part of paying rates.” (Rural Tas)*

*“Make it free of charge to take recyclables to the tip. It used to be a few months ago.” (Rural Vic)*

*“Not charge people who rent a home.” (Regional Qld)*

*“Ability to accept all plastics.” (Brisbane)*

*“I find it chaotic and unsure where to go to dispose. Better signage.” (Perth)*

*“Cleaner roads in the tip as I always seem to end up with a flat tyre when I visit.” (Sydney)*

*“Staff to help people coming in on their own. A few more instructions/directions for people who have never been before. Try and save some of the waste.” (Regional Qld)*

*“Provide clearer instructions on their website about what can be recycled.” (Melbourne)*

*“They should also demonstrate how best waste can be treated/recycled at home to encourage citizens.” (Sydney)*



# IMPROVEMENTS FOR LOCAL WASTE SERVICES

Towards the end of the research, residents were asked if they would like to see improvements to their local waste services. More than half took the opportunity to express their opinion. Improvements included a mix of information, increased frequency of services, reduced fees and more options for recycling.

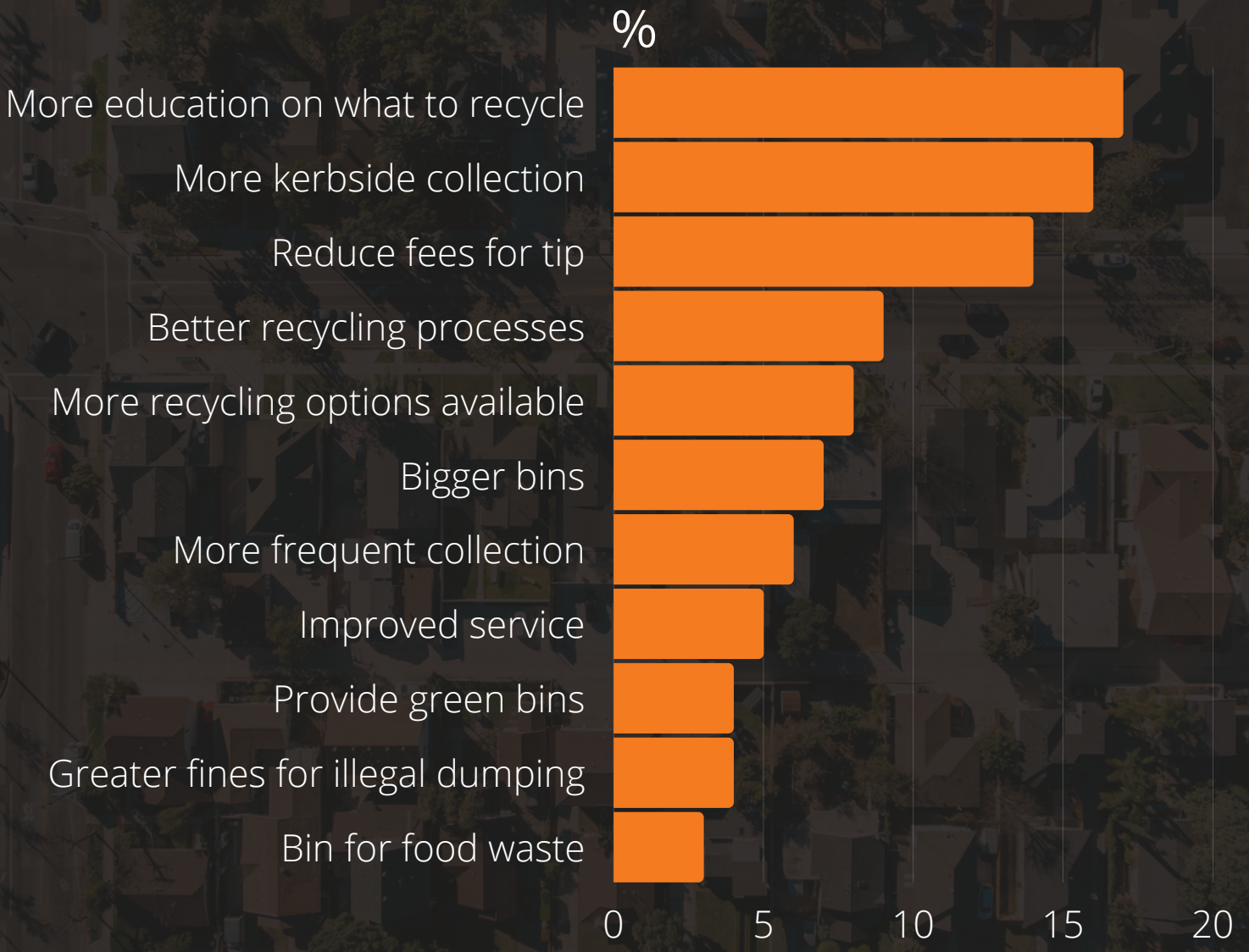
56% of residents described an improvement they would like to see to their local waste services (unprompted).

Differences by location and age:

- More kerbside collections in Queensland (25%) and regional areas (27%)
- Reduced fees in regional areas (21%) and rural areas (20%)
- Provide green bins in WA (13%)
- More education/information for 18-29 year olds (25%)



## SUGGESTED IMPROVEMENTS TO LOCAL WASTE SERVICES



## SUGGESTED IMPROVEMENTS FOR LOCAL WASTE SERVICES

“I would like to see more information provided in the community. For example, simple instructions on what can and cannot be recycled with a list of examples, and how to do so correctly. Also let us know where exactly our recycling waste is being taken and how it is being reused. Some information about the environmental impacts of not recycling does to our planet, but also the benefits of recycling correctly, with a website and/or phone number to find out more about this issue.” (Regional WA)

....

“Maybe have regular letterbox newsletters on the correct way to recycle, what can go into each bin, tip services and tip shops (where they are, how they work, etc). Just general information in newsletter form about local waste services so everybody is well informed.” (Melbourne)

....

“A conveniently located and free service to drop off ALL items for recycling. I have in the past taken items to a neighbouring council's recycling centre as my council has no similar service that I am aware of. I have taken TVs, computer equipment, used engine oil, fluro light bulbs, and whitegoods. I also take car parts, panels and wheels to a motor wrecker where they have a skip for metals and car parts which can be left for free.” (Melbourne)

....

“Provide more services to people i.e. the inner west council is too big now, and different areas receive different bins (i.e. compost and green bins), and it's awful for me who wants to do the right thing and can't. And force more apartment buildings to adopt compost and working bins as a communal responsibility through strata, instead of allowing humans to continue to live like there's no tomorrow.” (Sydney)

....

“Perhaps incentivise the service by offering a reduction in rates etc for those who follow the rules.” (Regional NSW)

....

“Assess people's red, yellow and green bins and personally go door to door with a report and explanation and demo of how to improve their practices.” (Sydney)





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