



***Your Needs, Our Options***  
***Waste Rural and Semi Rural Areas***  
**Community Engagement Report**

**Date: August-September 2013**

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## **Executive Summary**

The current waste management facilities and services provided throughout the remaining Rockhampton Region are being reviewed with a focus on rural and semi rural areas to the South and West of the Region. The aim is to provide appropriate services that this community want whilst seeking to best streamline services, overcome some existing issues, abide by safety regulations, abide by legislative requirements and ensure that Rockhampton Regional Waste & Recycling (RRW&R) deliver these services at appropriate costs to the community.

It has been identified by RRW&R that a structured plan needs to be developed on the basis that:

- The community's requests for waste management are understood more clearly,
- There may be significant infrastructure changes for commercial and equity reasons,
- Assist RRW&R operate within legislation: *Waste Reduction and Recycling Act (QLD) 2011*, and
- The direction of the then Department of Environment and Heritage Protection (EPH) is to close the existing Lakes Creek Road Landfill with the current estimate for this being late 2016.

The community engagement plan: *Your Needs, Our Options - Waste Facilities and Services for Rural and Semi Rural areas* is a two staged approach. Stage 1 is to understand what residents require from available services with discussions on how to overcome current waste issues – tools used in this stage include a survey (mailed to all households identified – also online) and also town meetings. Stage 2 utilises information from Stage 1 and details more information including fully costed options.

Total response for the Stage 1 exercise was 317 respondents; this represented a 95% confidence level with an interval of 4.95% (based on the landholders and renters believed to be in this area: 1648). In terms of representivity there were responses gathered throughout three main sectors – Laurel Banks to Morinish, Stanwell to Gogango and Marmor to Midgee. However some responses for areas further out were lower than anticipated, please review demographics for details. There was though very good attendance at meetings held throughout these areas, a total of 191 people attending a town meeting.

### **Main messages from participants...**

#### **1. Localised bin stations are the preferred option for most areas**

- These included: Laurel Banks, Bushley, Gogango, Midgee and Marmor.
- Ridgeland and Westwood revealed mixed views if they should evolve into the proposed bin stations.
- Retain as is: Dalma and Bajool.

#### **2. Local communities want more local ownership over bin stations**

- 24% of all comments with regards to waste concerns/issues were related to non locals using facilities.
- 20% of all comments outlined concerns over users (most often non locals) leaving stations in a mess.
- Ideas around local ownership/manned stations were brought up at numerous meetings.

#### **3. Almost all bin stations have issues with littering, exposed items and scavenging**

- 55% of respondents in Laurel Banks to Morinish sector had a concern with Laurel Banks Bin Station.
- 36% of respondents in the Midgee to Marmor sector had a concern with Midgee Bin Station.
- 22% of respondents in Stanwell to Gogango sector had a concern with Bushley Bin Station.
- For the Stanwell to Gogango sector, 60% of respondents had no issues relating to Bin Stations.

#### **4. Harder penalties should be enforced on illegal dumpers**

- This was a common theme throughout many of the town meetings.

#### **5. Usage at Bin Stations close to the City tends to be higher than those further out**

- Laurel Banks, Midgee and Bushley Bin Stations were most frequently used in their respective sectors.

#### **6. Midgee and Gogango are in agreeance to move bin stations**

- No significant support to move the following bin stations: Laurel Banks, Dalma and Westwood.
- Bushley, Marmor and Ridgeland there is some support but not significant support.

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## **Waste services options “Your Needs, Our Options” Engagement**

RRW&R provided various options through the community engagement to the three sectors that could be delivered to their area. Community members could choose multiple options if they wish to.

It was detailed both through the survey and also the town meetings that each service / facility would come at a cost and an indicative cost was provided, subject to change. More definite costs would be calculated when it is known what facilities and services were requested. All defined costs will be provided in STAGE 2 of the public meetings/consultation.

To make delivery of these services equitable and financially viable, RRW&R will analyse all of the information and bring the results and precise costs back to the community for further consultation.

It was disclosed to residents that they have the option of independently employing a contractor to collect their waste, at their own expense and responsibility.

The following three options were available across all three sectors being engaged - Laurel Banks to Morinish, Midgee to Marmor and Stanwell to Gogango:

### **Option 1 – Localised Bin Stations – Residents only – \$110 per year**

Option 1 is for the Bin Stations to be fenced and locked and become a Localised Bin Station. Local residents would be provided a swipe card / key card for entry. This may be through a paid subscription service, potentially through the rates process. The figure above was based on all residents in the area subscribing to the service. Strategies would also be implemented to help reduce illegal dumping at Bin Stations such as enabling CCTV. Note this facility would have a recycling bin allocated as well.

### **Option 2 – Mobile Skip Bins – Residents only – \$832 per year**

Option 2 is to replace the permanent Bin Stations with mobile manned skip bins (15 metres in length). This service would be scheduled to visit certain townships on a defined weekend each month. One skip bin would be allocated for all types of waste, whilst another would be allocated as a recycling bin.

### **Option 3 – Remove Bins Stations – Redirect/Reduce/Closure \$19.45**

Option 3 is to remove Bin Stations altogether and rely on current Transfer Stations / Landfills and contractors. The above figure is an indicative redirection / reduction based on all Bin Stations across the Region being removed. Funds could be utilised at other facilities. If certain areas wish to retain their Bin Stations this redirection / reduction cost would be modified. There would also be closure and clean up costs for sites if this was to proceed. It was detailed that households have the option of independently employing a contractor to collect their waste, at their own expense and responsibility.

**Due to the locality differences in sectors there were three different options relating to transfer stations for each sector, these appropriate Option 4 was only provided to that sector:**

### **Option 4 – Laurel Banks to Morinish sector – Improve the Alton Downs Transfer Station – Charges based on user pays**

Option 4 is to improve the Transfer Station at Alton Downs so that additional types of waste can be disposed of there, instead of travelling to the Lakes Creek or the Gracemere Landfill.

### **Option 4 – Midgee to Marmor sector – Improve the planned Bajool Transfer Station – Charges based on user pays**

Option 4 is to improve the planned Transfer Station at Bajool so that additional types of waste can be disposed of there instead of travelling to the Lakes Creek or the Gracemere Landfill.

### **Option 4 – Stanwell to Gogango sector – Install a Transfer Station – Stanwell – Charges based on user pays**

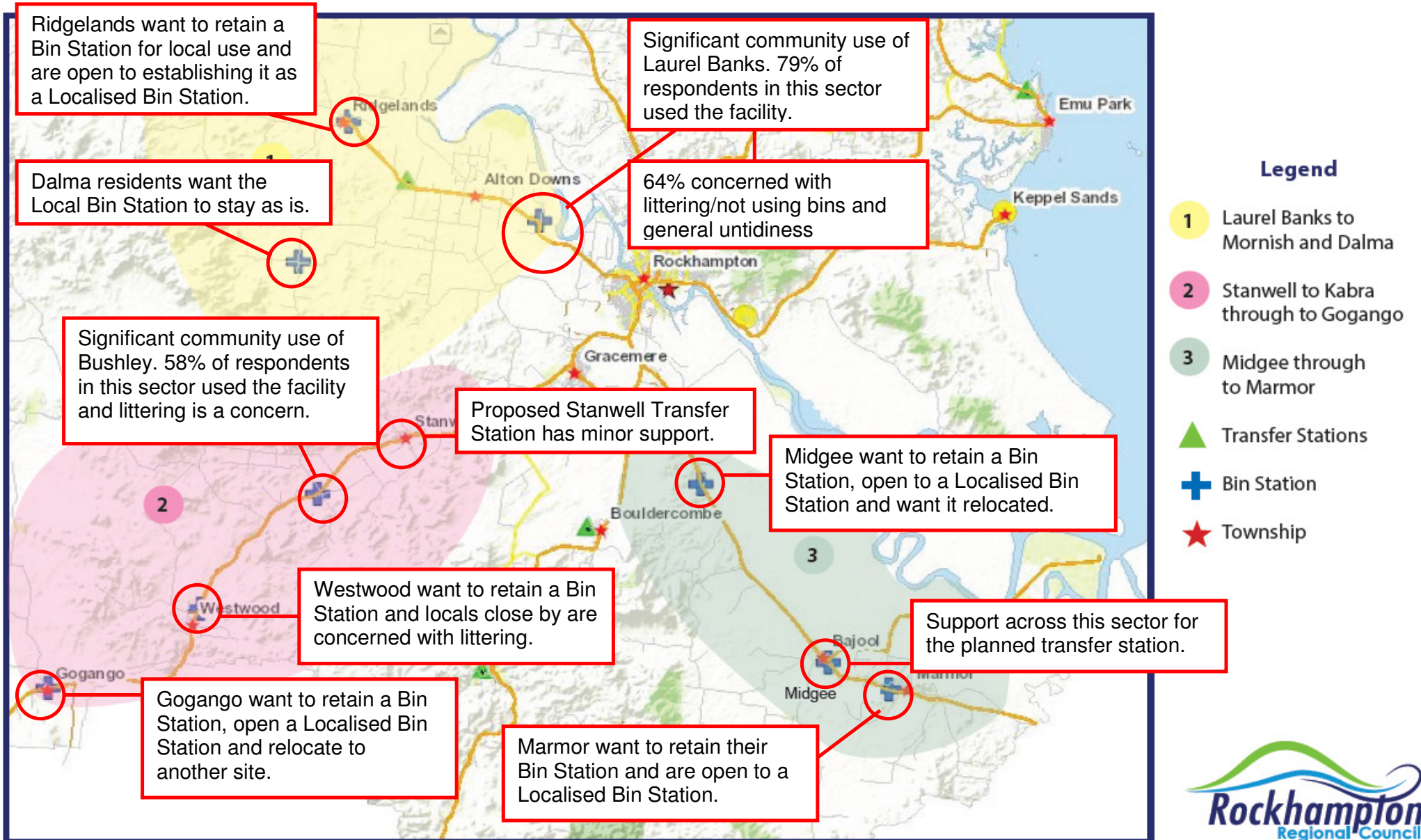
Option 4 is to install a potential Transfer Station at Stanwell for convenience of residents throughout the area.



# Your needs, Our options

## Waste Facilities and Services consultation

Areas to be consulted - 1, 2 and 3



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## **Facility Summary – What residents asked...**

### **1. Laurel Banks to Morinish Sector**

**Laurel Banks Bin Station** – Preferred option is a Localised Bin Station facility, same location with implemented monitoring devices, recycling and a caretaker.

**Alton Downs Transfer Station** – Review hours of operation, make recycling accessible and review site operations to make dumping easier.

**Ridgeland** – Mixed views. Retain where it is and improve monitoring or have a Localised Bin Station facility, same location considered better by community but they are open to moving the site. What ever direction, monitoring and recycling requested.

**Dalma Bin Station** – Retain as is.

### **2. Stanwell to Gogango Sector**

**Bushley Bin Station** – Preferred option is a Localised Bin Station, same location preferred with some open to moving. Review site and come up with measures that reduce littering, exposed building materials and increase safety of users.

**Westwood Bin Station** – Mixed views as survey results not conclusive. Retain as is or a Localised Bin Station implemented. Implement measures to reduce littering and increase safety.

**Gogango Bin Station** – Preferred option is a Localised Bin Station – move to another location close to town and make easy to use for older residents.

**Potential Transfer station at Stanwell** – Polarised views from those persons that completed the survey question. There was support for the concept at the town meetings.

### **3. Midgee to Marmor Sector**

**Midgee Bin Station** – Preferred option is a Localised Bin Station - move it to another location, ensure there is monitoring and potentially having it manned.

**Bajool Bin Station** – Retain as is.

**Planned Bajool Transfer Station** – Residents requested the following services: disposal of general household waste, whitegoods, greenwaste, building waste, agricultural waste and the ability to recycle.

**Marmor Bin Station** – Preferred Option is a Localised Bin Station, same location but some open to moving and implement measures to reduce littering.

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## **Stage 1: Meetings and main themes**

### **Wycarbah Hall – 5 August 2013, 7.30pm to 9pm – 34 participants**

- Residents are open to Localised Bin Stations but wanted more info.
- Concerns over commercial entities dumping at current bin sites.
- Some local residents wanted to organise waste contractors.
- There was a focus on elderly residents and they had to be looked after.
- Could a transfer station be established at Stanwell?
- Bushley participants wanted to know if they had to find another location.

### **Bajool School of Arts – 19 August 2013, 7pm to 8pm – 32 participants**

- Marmor resident vocal about retaining the Bin Station at their township.
- Equitable and fair provision of service was raised.
- Discussion on what can be legally dumped/recycled on residential property.
- Issues of littering in particular with Midgee and Marmor bin stations.
- Questions asked about how a Transfer Station at Bajool would work.
- Bin Stations as they currently operate are being abused, mainly because of them being unmanned/poor surveillance.

### **Ridgелands Hall – 21 August 2013, 6.30pm to 8pm – 45 participants**

- Measures against illegal dumping need to be more proactive such as attempts to catch and prosecute illegal dumpers.
- Those that are littering are not local community members.
- Increase the operating hours at Alton Downs Transfer Station.
- Residents open to a Localised Bin Station at Ridgелands and there were some ideas on where it could be moved to such as the old Quarry.
- Dalma resident indicated their bin areas are kept clean.

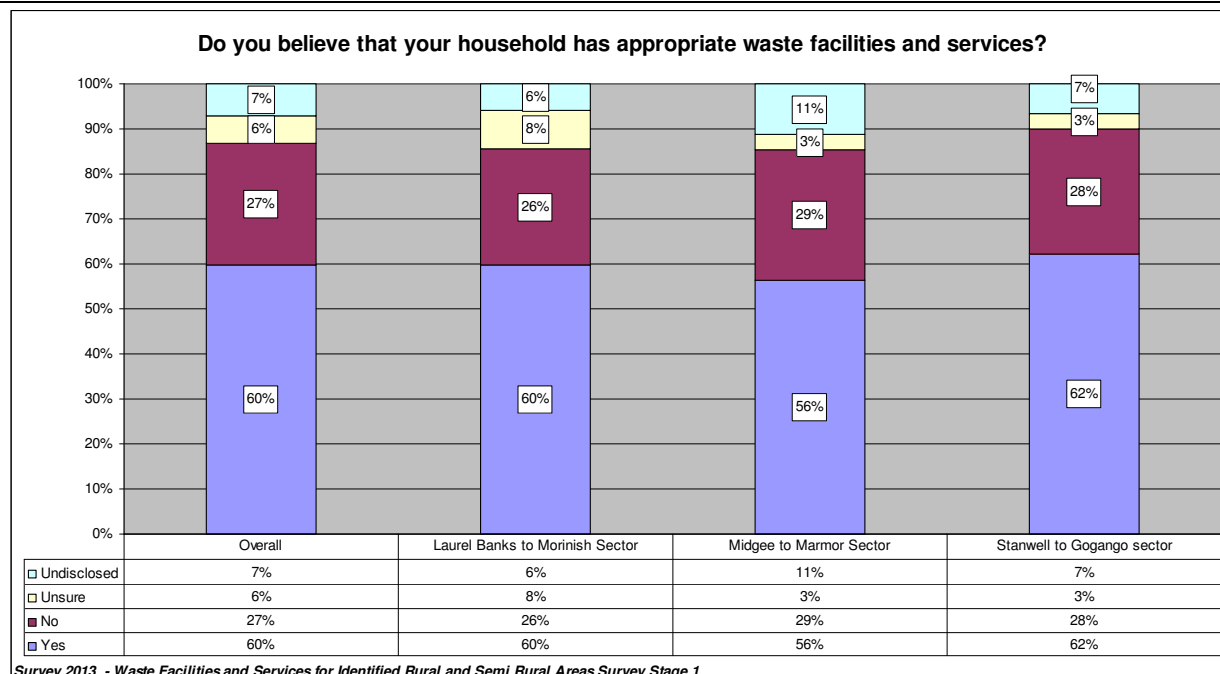
### **Alton Downs Hall – 26 August 2013, 7pm to 8.30pm – 61 participants**

- Request for a local caretaker to be employed at Laurel Banks.
- Residents open to Localised Bin Station but keep at Laurel Banks.
- Those that are littering are not local community members.
- Concerns over scavenging by both people and animals.
- Ideas to improve Localised Bin Stations include a drive up ramp.
- Dalma resident indicated they would like to keep their bin as is.

### **Gogango Hall – 5 September 2013, 7pm to 8.30pm – 19 participants**

- Residents open to a Localised Bin Station that needs to be moved from its current location and away from the highway.
- An idea floated that residents bring the bins into an area once a week.
- There were concerns raised that waste planning approvals needing to be obtained from the State Government were overly excessive.

## Access to waste facilities / services in Rural & Semi Rural areas



### Laurel Banks to Morinish Sector

	Yes	No	Unsure	Undisclosed
Alton Downs	62%	25%	9%	4%
Dalma	44%	56%	0%	0%
Garnant	62%	15%	0%	23%
Glenroy*	NR	NR	NR	NR
Morinish*	100%	0%	0%	0%
Pink Lily*	67%	22%	0%	11%
Ridgeland	67%	33%	0%	0%
South Yaamba*	50%	0%	50%	0%

\* Small sample sizes

### Marmor to Midgee Sector

	Yes	No	Unsure	Undisclosed
Bajool	53%	28%	6%	14%
Marmor	58%	32%	0%	11%
Midgee*	60%	40%	0%	0%
Port Alma*	100%	0%	0%	0%

\* Small sample sizes

### Stanwell to Gogango Sector

	Yes	No	Unsure	Undisclosed
Bushley*	25%	50%	0%	25%
Gogango	62%	38%	0%	0%
Kabra	76%	16%	8%	0%
Kalapa	17%	66%	17%	0%
Morinish	50%	50%	0%	0%
Stanwell	68%	32%	0%	0%
Westwood*	69%	12%	19%	0%
Wycarbah*	50%	0%	0%	50%

\* Small sample sizes



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## Maps

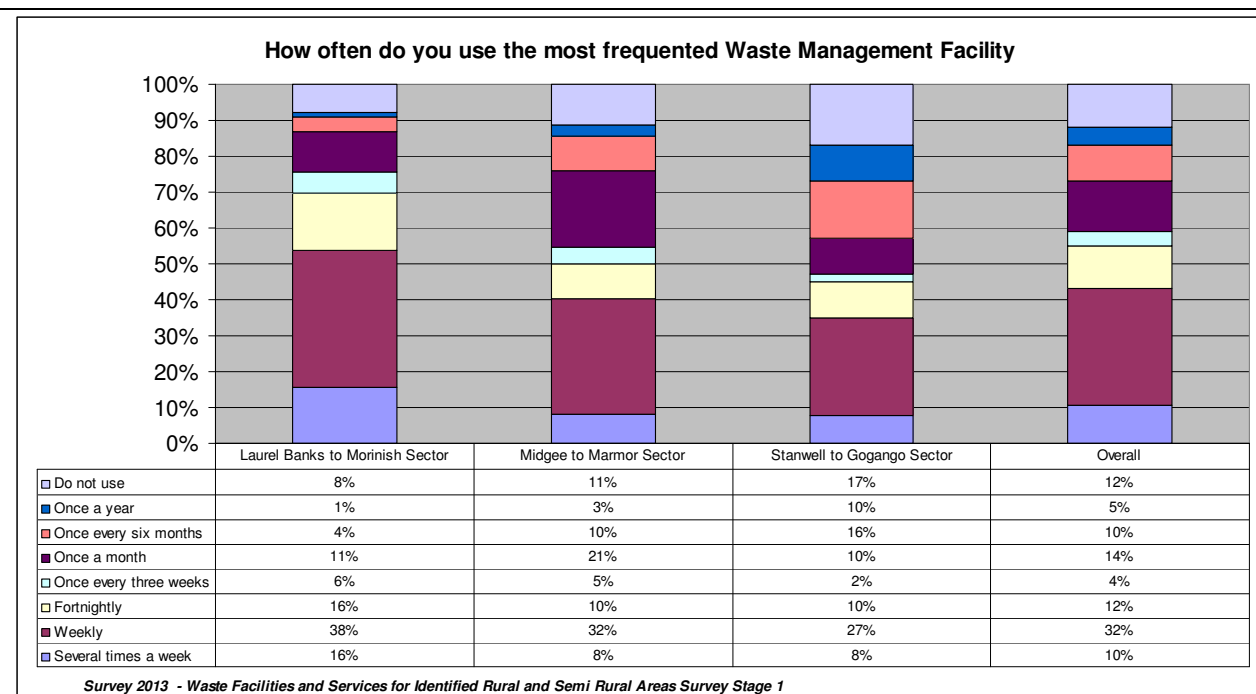
Laurel Banks to Morinish sector – Do you believe that your household has appropriate waste facilities and services?

Midgee to Marmor sector – Do you believe that your household has appropriate waste facilities and services?

Stanwell to Gogango sector – Do you believe that your household has appropriate waste facilities and services?



## Community use of Waste Management facilities



### Analysis

For the purpose of analysis, the following 2011 Waste Infrastructure Plan (WIP) Survey question will be used – *How often do you use the most frequented Waste Management Facility?* Please note that the question used in the 2013 survey is slightly different. In the 2013 question more variables have been added in terms of time intervals and another variable “Did Not Use” has been added. Also, the 2013 question is specific to actual Waste Facilities. Please see survey attachment.

In terms of the analysis it is apparent the time interval ‘weekly’ has grown 3 percentage points from 29% to 32% since 2011. However, other regular time intervals have dropped. ‘Several times a week’ went down 6 percentage points from 16% to 10% and ‘fortnightly’ went down from 25% to 12%. Overall this has predominantly been distributed over infrequent periods of time. In terms of localities the exception to this rule is Laurel Banks to Morinish sector where strong demand for regular use of the facility exists across all time intervals.

### Laurel Banks to Morinish Sector and Stanwell to Gogango Sector

From the results above and considering the 2011 WIP results, it is apparent that the Laurel Banks to Morinish Sector has maintained strong regular use – predominantly the Laurel Banks Bin Station. However, whilst Stanwell to Gogango has its strongest period of use being weekly, the more irregular time intervals are comparatively quite large.

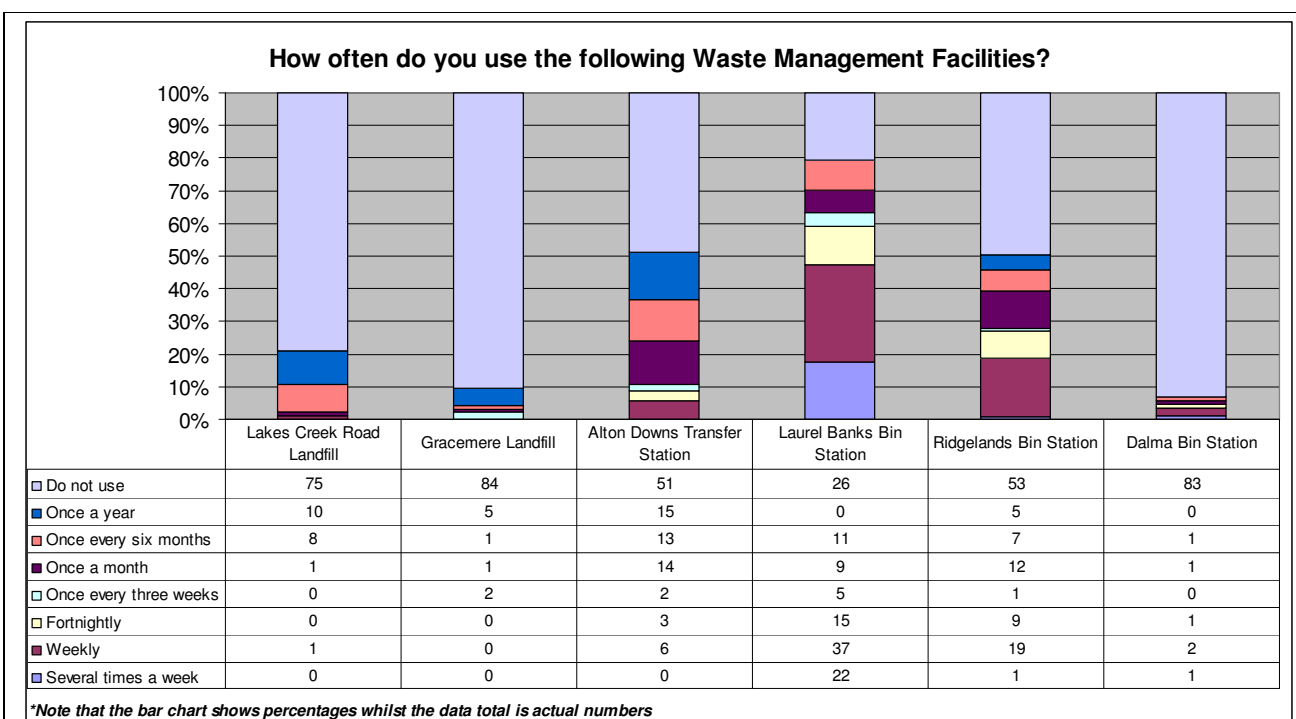
### 2011 WIP Survey Results for Group 1 (Coincide with Laurel Banks to Morinish and Stanwell to Gogango)

4. How often do you use the most frequented Waste Management Facility ? (choose one only)		
More than once a week	36	15%
Weekly	85	37%
Fortnightly	40	17%
Monthly	51	22%
Other:	21	9%

### Midgee to Marmor Sector

2011 WIP Survey Results for Group 3 (coincide with Midgee to Marmor) shows that there has been a slight increase in weekly use from 29% to 32% however the other frequent use categories have decreased.

## Laurel Banks to Morinish Sector



### Analysis

**Laurel Banks Bin Station** has an exceptionally high utilisation rate in terms of usage. 79% of all persons that responded to this question indicated they use this facility at least once a year, with a large proportion of this group using it on a very regular basis – several times a week, weekly and fortnightly. It is evident that there is a catchment area including Alton Downs, Nine Mile and a couple of households just past the Alton Downs Transfer Station that are using this Bin Station.

It is apparent that there has been significant growth in its use since the 2011 WIP Survey particularly from Alton Downs residents. In 2011 the Laurel Banks Bin Station was used by 65% of people from Alton Downs, in this survey use has grown to 86%, indicating an increase of 19 percentage points. Demographically this sector overall has the highest household size at 3.1 persons and the most couples with children (30%) across the three sectors being engaged.

**Ridgelands Bin Station** has the next highest utilisation rate for this sector at just over 50%. This Bin Station is used predominantly by Ridgelands residents within a 10km radius and is also used by a significant amount of households in Alton Downs. This may potentially be due to the overuse of the Laurel Banks facility. The majority of its users are utilising the facility either weekly or fortnightly for general waste.

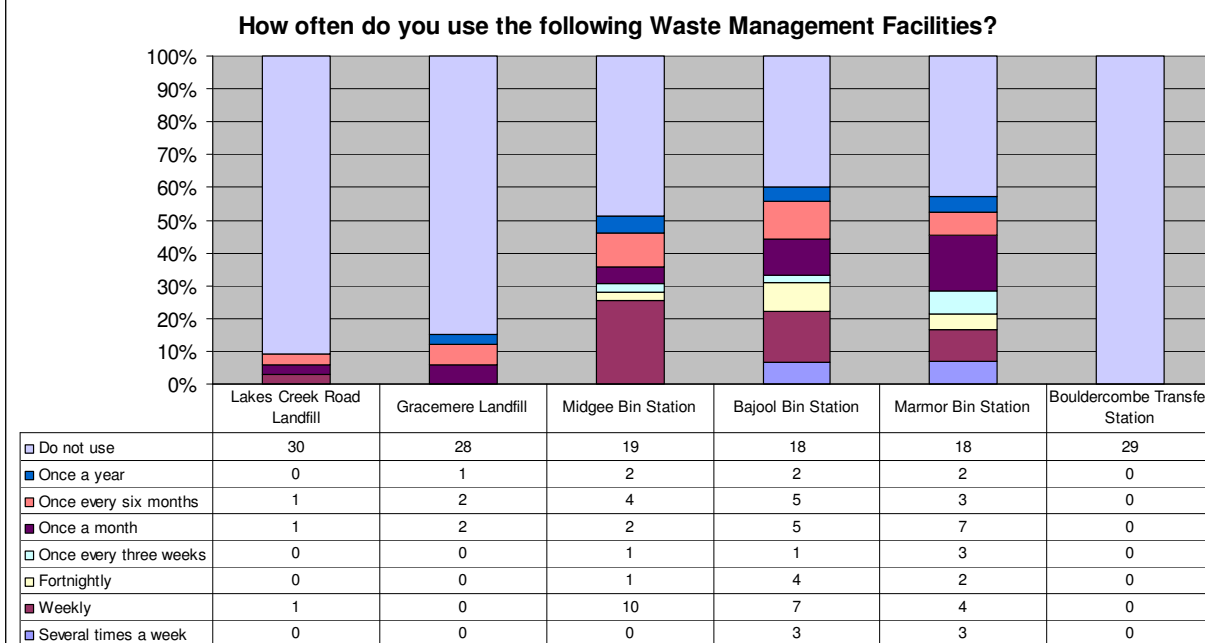
**Dalma Bin Station** recorded very low use from those that responded and given its location and proximity to other main roads it appears to be used by Dalma residents only.

**The Alton Downs Transfer Station** is a facility that is used more sparingly with the majority of people using it either once a month, once every six months or once a year. When analysing this further (through Q2 – Types of Waste) it is evident that it is used for large and bulky item waste. This facility tends to get bypassed by local residents who use either the Laurel Banks Bin Station or the Ridgelands Bin Station for general waste.

**Lakes Creek Road Landfill** is used by 21% of respondents to this question. It is only used for bulky items or items that cannot be disposed locally. The frequency of its use is generally once every six months or once a year.

**Gracemere Landfill** is only used by a very small proportion of persons (under 10% of all respondents to this question).

## Midgee to Marmor Sector



*\*Note that the bar chart shows percentages whilst the data total is actual numbers*

### Analysis

**Bajool Bin Station** has the highest utilisation rate in terms of usage in this sector. 60% of all persons that responded to this question indicated they use this facility however the frequency of use varies across regular use and irregular use. The more regular users tend to be those living closer to the township of Bajool and the more irregular users tend to live further out. It is evident that this facility is being used as more of a local type facility.

**Marmor Bin Station** has the next highest utilisation with just over 57% of all persons that responded to the question. This Bin Station is also used by local persons in/around Marmor and extends to the 10km boundary. The Marmor facility is similar in its frequency of use to that of Bajool however it is different in the respect that people further out are using it on a more regular basis. There is a mix of items being disposed with regular users disposing of household general waste and those that use once in six months or longer disposing of bulkier items.

**Midgee Bin Station** 51% of all persons that responded to this question indicated that they use this facility with the majority of them utilising it on a weekly basis. Those persons that are utilising it on a more regular basis are disposing of household general waste. Further analysis shows that there is a large proportion of persons that are either on the border or outside the 10km radius using the facility. Areas such as Upper Ulam seem to use this facility with various households from Midgee itself.

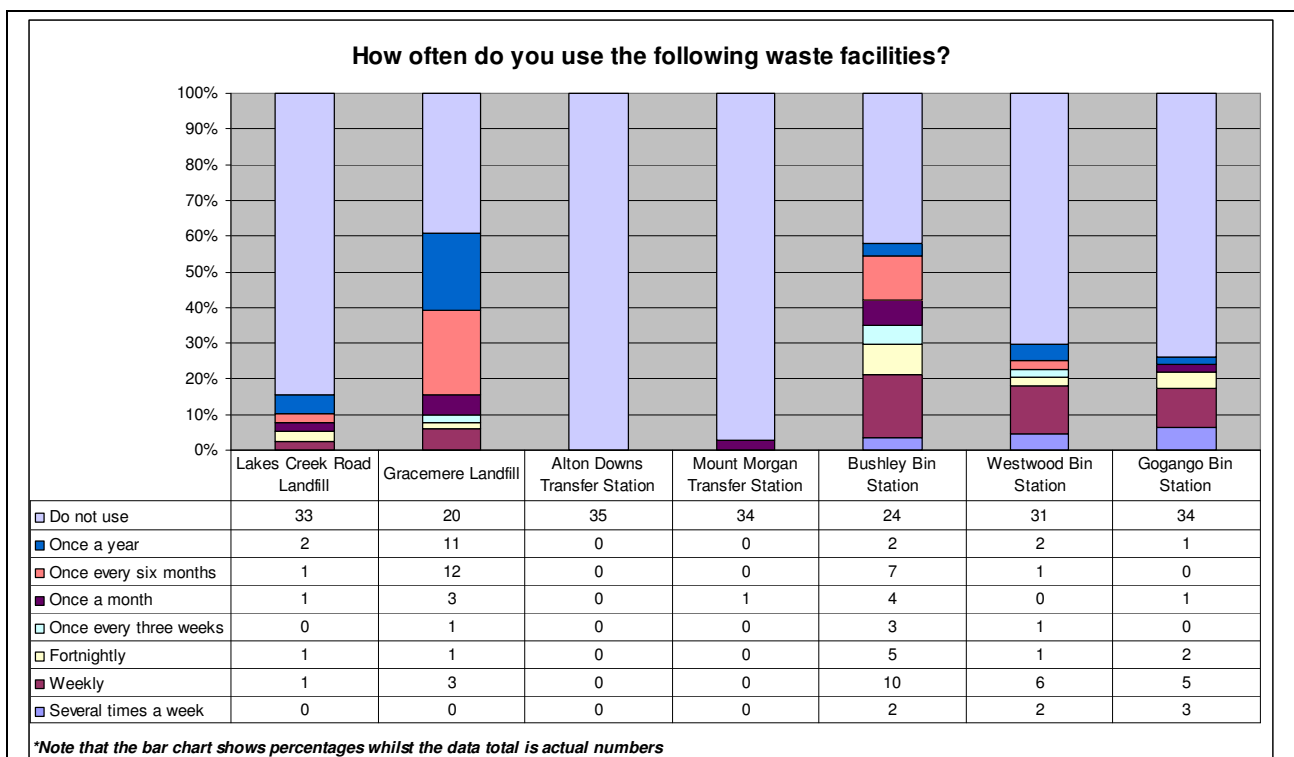
**Lakes Creek Road Landfill** has a very low usage from those persons that responded to this question, under 10%.

**Gracemere Landfill** only has a very small proportion of persons utilising this facility (15% of all respondents to this question). This usage is irregular – once a month, once every six months or once a year.

**Bouldercombe Transfer Station** did not register any use from the Midgee to Marmor sector.



## Stanwell to Gogango Sector



### Analysis

**Bushley Bin Station** has the highest rate of Bin Station usage in this sector. 58% of all persons that responded to this question indicated that they use this facility. The highest amount of use comes from those that use it on a weekly basis but there was high frequencies of irregular use. The more regular uses tended to be those closer to the bin station itself but in saying that as it is evident that this facility is being used by persons in a large area up to 10km radius – including numerous households in Stanwell.

Considering the 2011 WIP Survey results it is evident that use of Bushley Bin Station by Stanwell residents has stayed constant. In both 2011 and 2013, 56% of respondents from Stanwell used this facility.

**Westwood Bin Station** has the next highest rate of Bin Station usage in this sector at 30%. This Bin Station is a very locally used Bin Station with the majority of users living within a 5km radius. The Westwood facility tends to be used weekly. There is a mix of items being disposed of with regular users disposing of household general waste, and those that use once in six months or longer disposing of electronic materials, whitegoods and metals.

**Gogango Bin Station** 26% of all persons that responded to this question indicated that they use this facility, with the majority of them utilising it on a weekly basis or several times a week. It is very similar to the Westwood Bin Station in that it is used mainly for disposal of household waste. User distribution goes well beyond the 10km buffer, out 20 - 25km.

**Lakes Creek Road Landfill** has a very low usage from those persons that responded to this question.

**Gracemere Landfill** has more considerable use with over 60% of all persons that responded to this question using this facility. It is however used sparingly over the year with the majority of respondents either using it once every six months or once a year.

**Alton Downs Transfer Station** did not register any use from the Stanwell to Gogango sector.

**Mount Morgan Transfer Station** only registered one household that uses this facility.

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## Maps

Laurel Banks to Morinish sector – How often do you use Bin Stations?

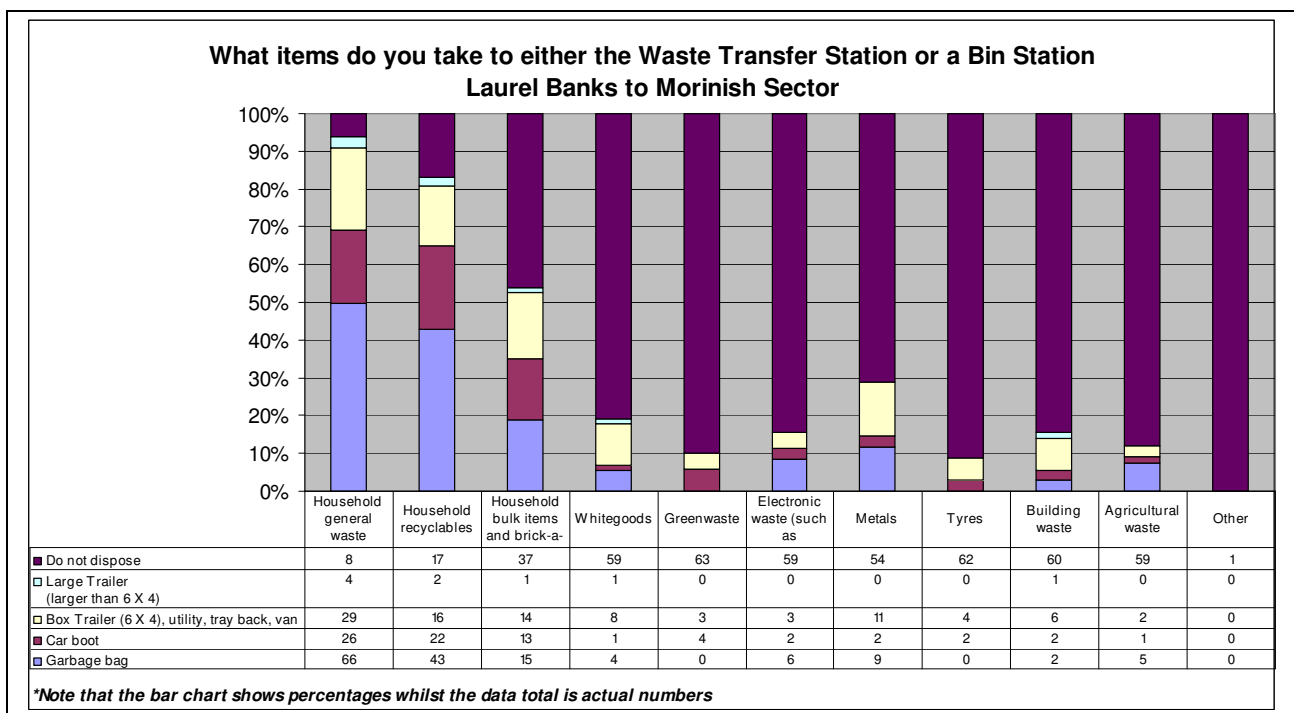
Midgee to Marmor sector – How often do you use Bin Stations?

Stanwell to Gogango sector – How often do you use Bin Stations?

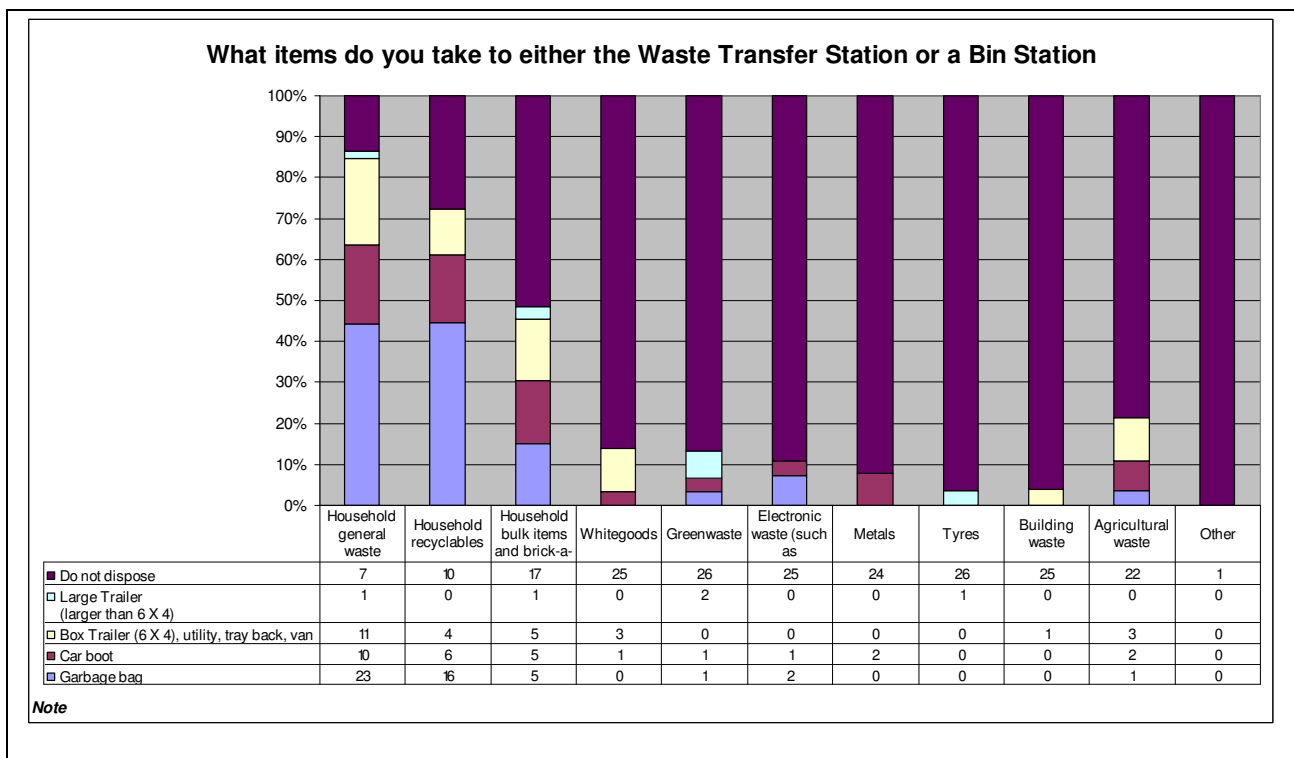


## What items are the community disposing of and general amount

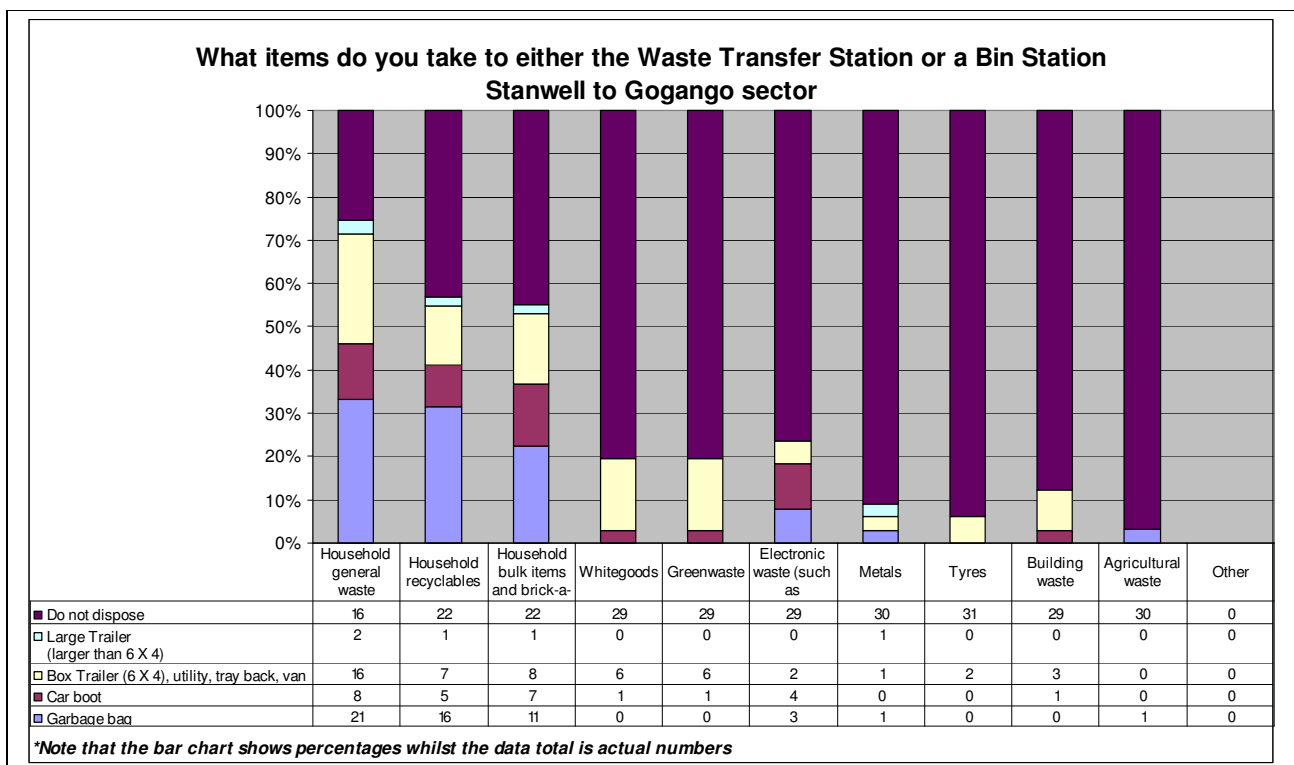
### Laurel Banks to Morinish Sector



### Midgee to Marmor Sector



## Stanwell to Gogango Sector






## Community waste concerns in Rural and Semi Rural areas

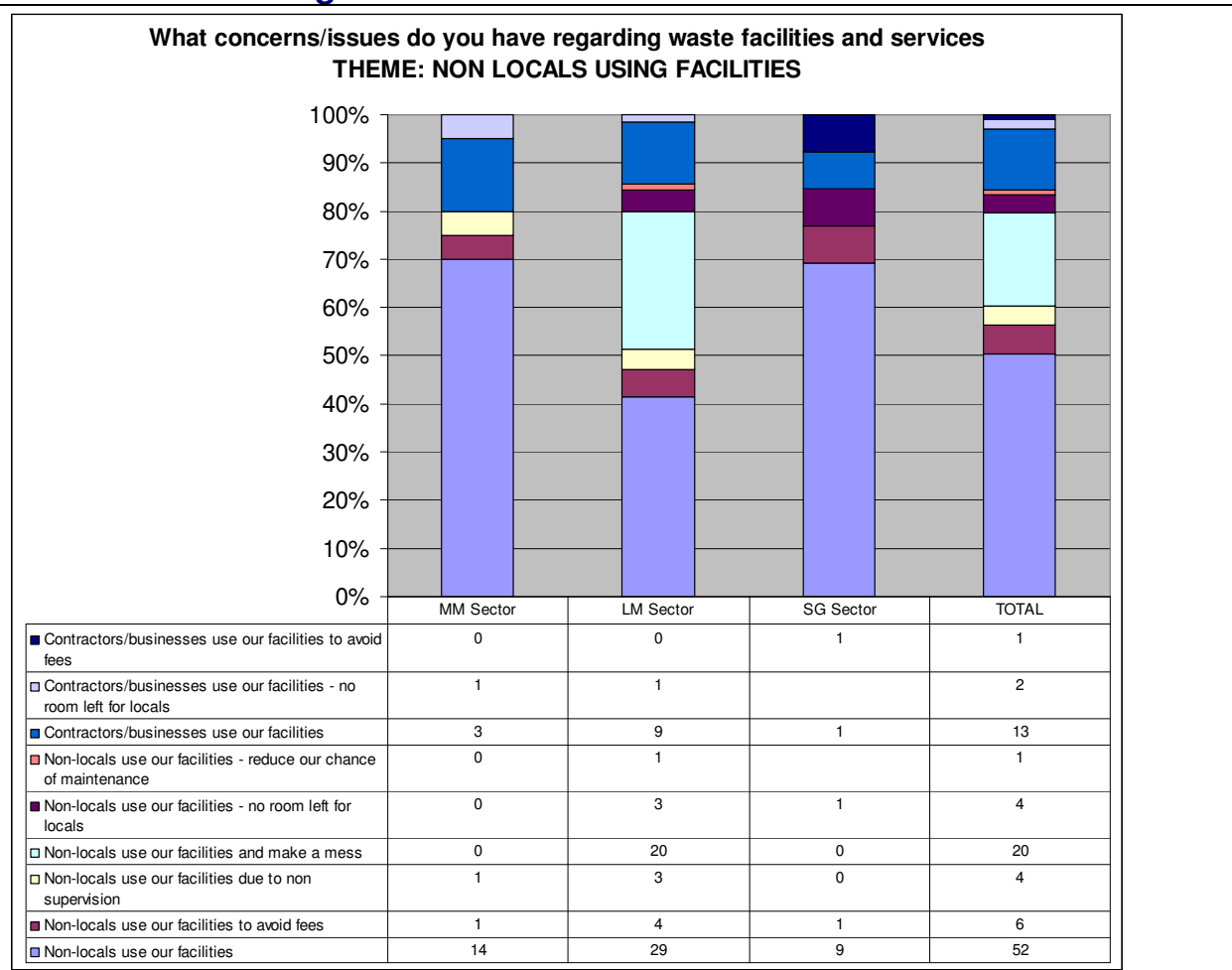
An open ended question asked residents if they had concerns/issues relating to waste facilities and services in their area. Below is a ranking order of the main concerns/issues.

There is a significant proportion of respondents that believe non local residents are the cause of the problems and there is sentiment that they should not be using the facilities. This was also the case during town meetings. Contractors were also believed to be causing issues.

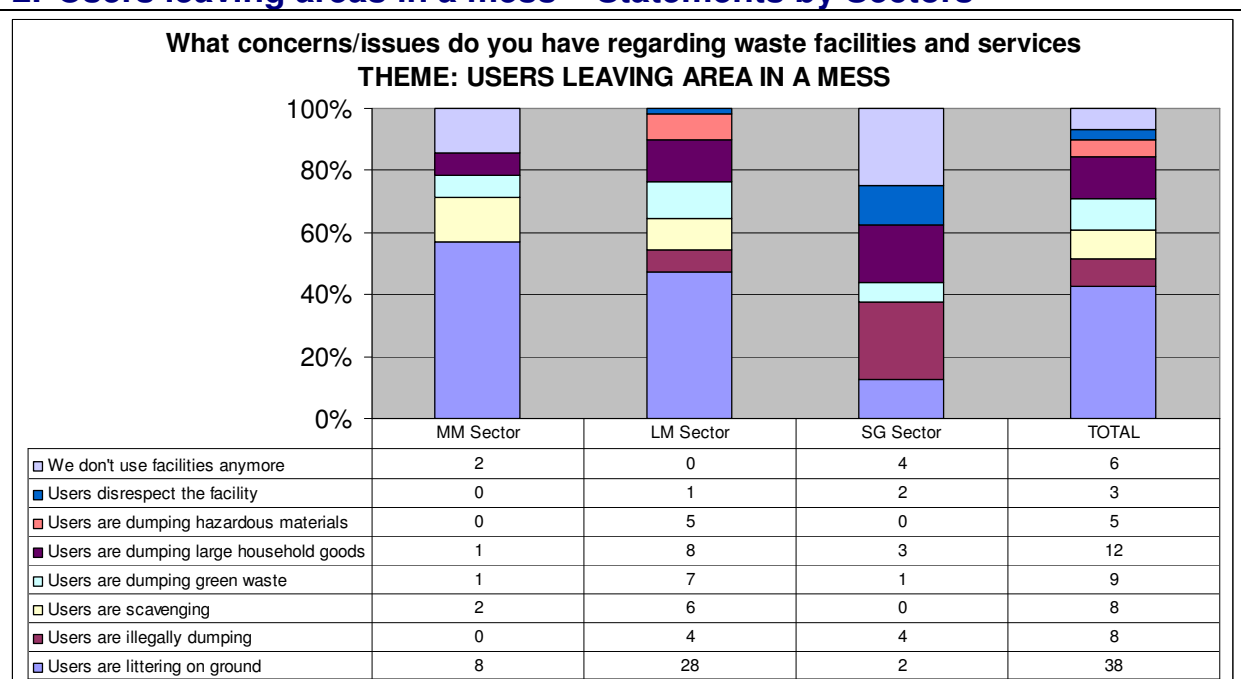
Creating a mess in general is mentioned by 1 in 5 people and this ranks as the second highest theme. Requests for better facilities ranks closely behind. Concerns over cleanliness / safety ranked fourth and concerns with change ranked as the fifth highest theme.

<b>Overall Rank</b>	<b>Concerns/Issues</b>
<b>1</b>  24% of all comments	 <b>Non locals using facilities</b>
<b>2</b>  20% of all comments	 <b>Users leaving areas in a mess</b>
<b>3</b>  18% of all comments	 <b>Better facilities required</b>
<b>4</b>  11% of all comments	 <b>Cleanliness / safety issues</b>
<b>5</b>  10% of all comments	 <b>Concerns with change</b>

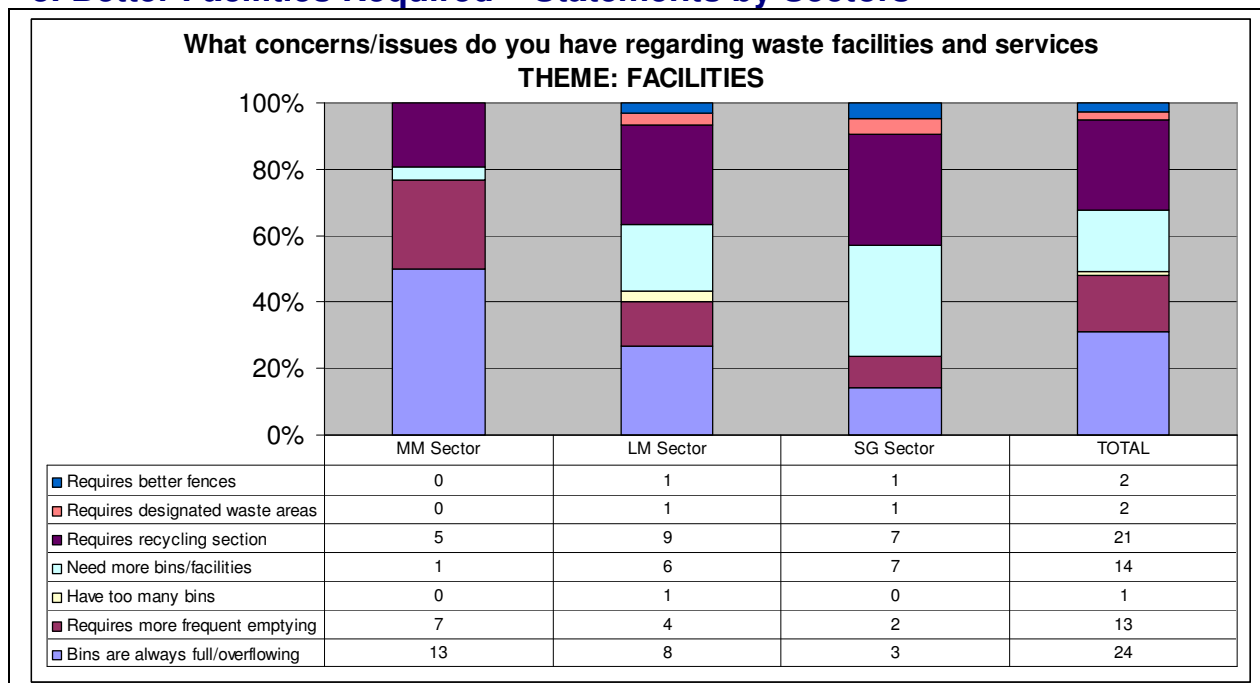
## 1. Non locals using facilities



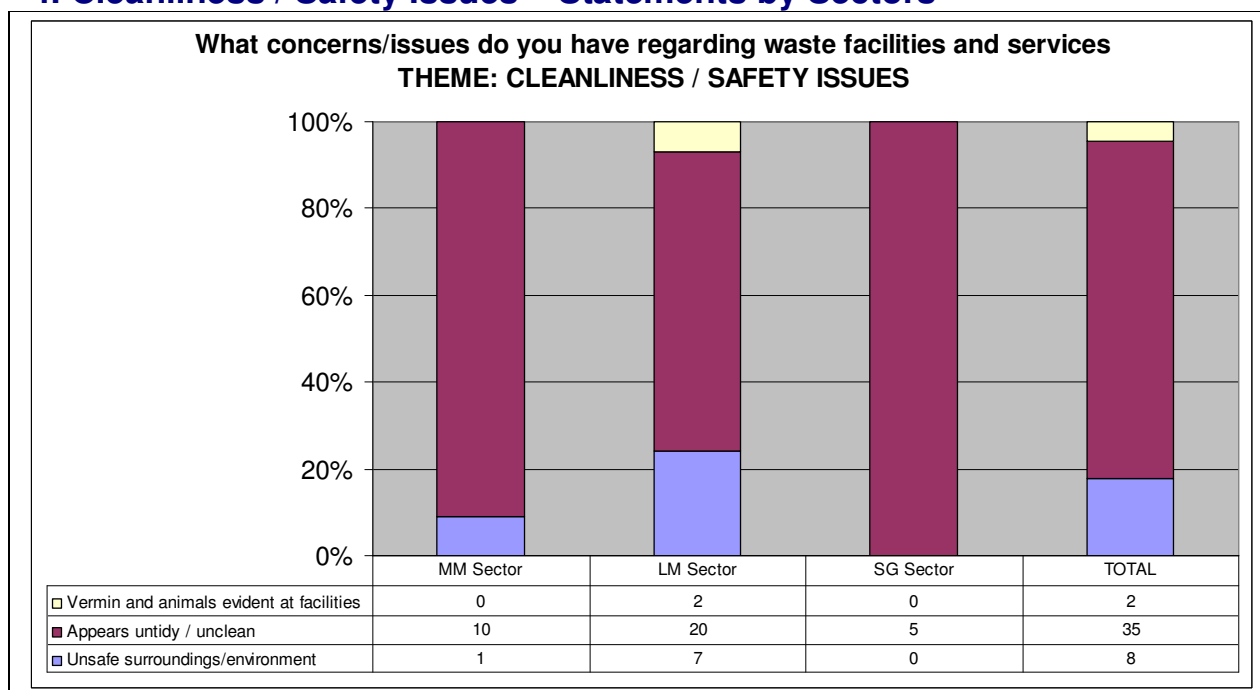
## 2. Users leaving areas in a mess – Statements by Sectors



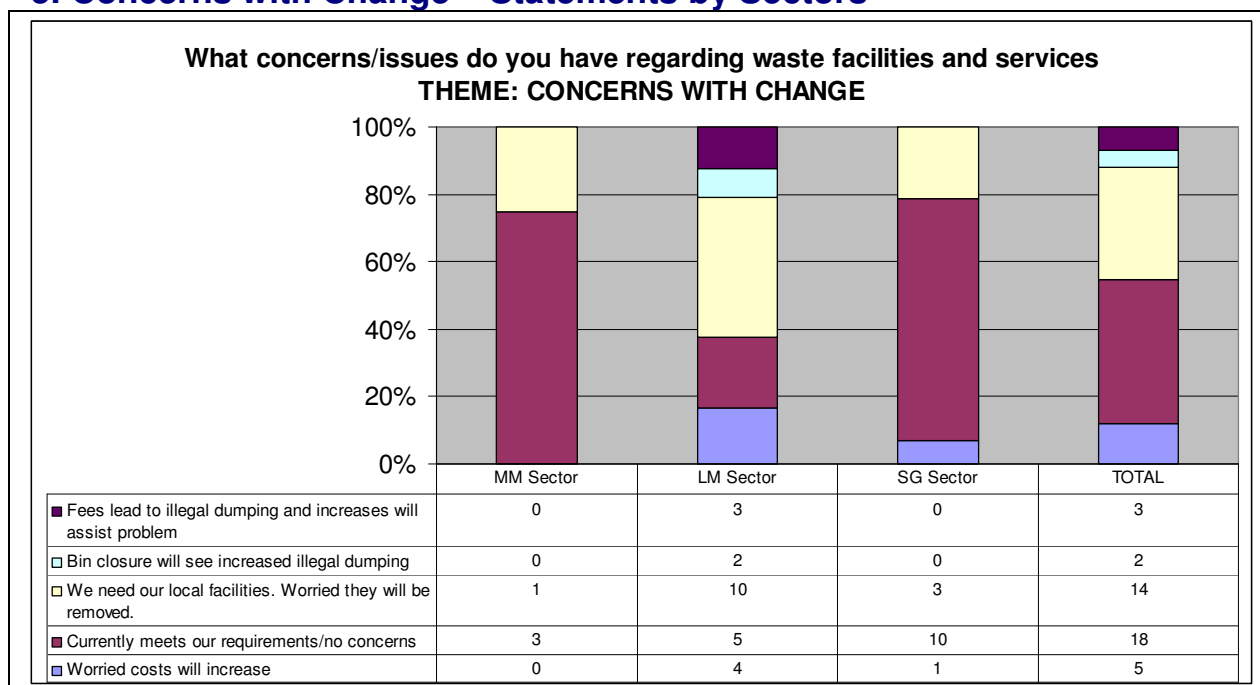
### 3. Better Facilities Required – Statements by Sectors



### 4. Cleanliness / Safety Issues – Statements by Sectors



## 5. Concerns with Change – Statements by Sectors



### Other comments

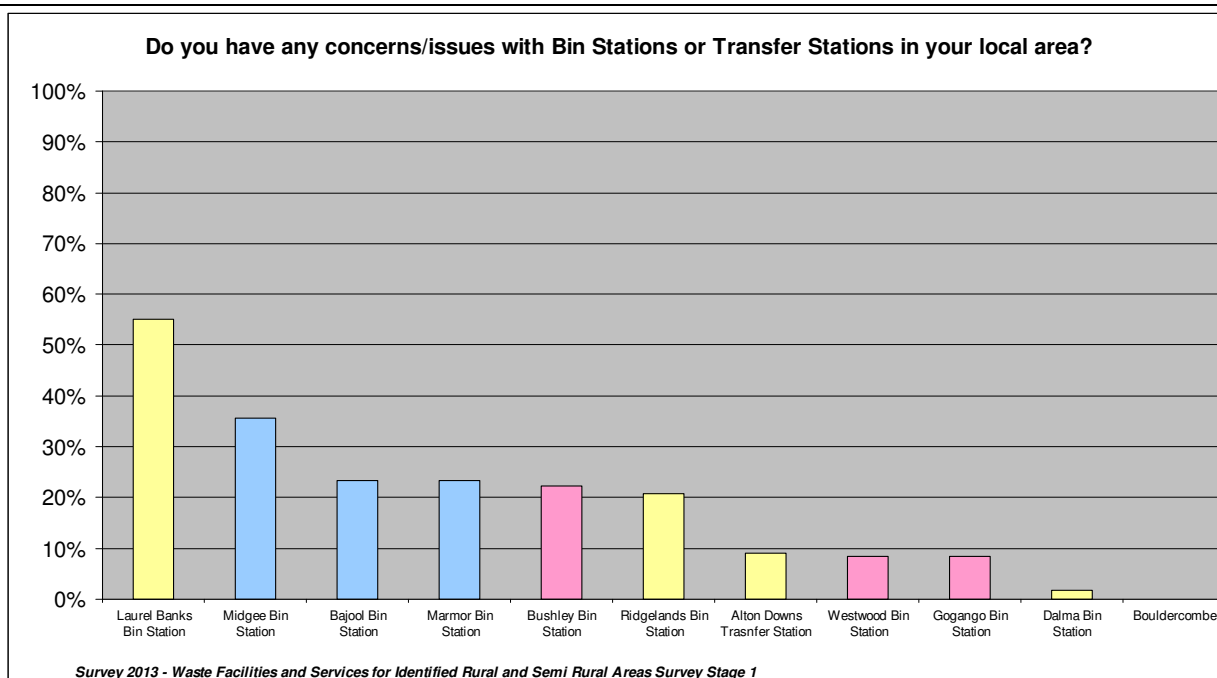
Access along Ridgeland Road due to unsecured loads
Actions must be made if caught on CCTV or doxed in
All our food waste is disposed of here (chooks and dogs)
Alton Downs already pays high rates considering we don't have doorfront access to water and waste
Alton Downs residents live East to Transfer Station, so use Laurel Banks
Are provided no services outside of Stanwell township. Use closest service of Bushley
Bring on option 1 - I feel this would solve everyone's problems
Cleanliness and contamination of the transfer station
Council showing their preference to move site to a less convenient site
Do not use any of the Q4 options as only use the area for grazing is house
Don't want to travel halfway to Rockhampton to get rid of our waste
Don't want bin stations as they overflow and are bad for the environment
Don't want to pay for a service we rarely/never use
Dump fees are too expensive
Dump should not be moved further away
Environment will be impacted if we do not have adequate means of disposing of whitegoods and hazardous waste
Extra waste and mess since started charging at Lakes Creek
Fights have occurred due to non-locals and businesses
Gracemere doesn't have an covered area where people can buy useful items
Gracemere remaining open, costs
Gracemere works well for us as we use wheelie bins and recycle
Happy unless you put a transfer station in Stanwell
Hard to access in wet weather
Have to pay at Alton Downs Transfer Station
I dump one bag a week
I pay for both garbage and recycling but don't use them
If our Dalma Bin is taken away we will have to travel long distances on bad roads
JJ Richards are very expensive - we cancelled this.

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Laurel Bank could have raised ground level, no flooding, more bins, at little cost.
Laurel Bank should be for household waste only
Less visibility and access, more littering
Locked up and only used by locals will fix problems
Locking rubbish up penalises clean people
Midgee Bank bin station will be closed
No bulk pick ups except flood time which I appreciate
No services in my area yet I still pay rates
Penalty should be roadside rubbish clean up instead of fines
People will still do the wrong thing with swipe card system
Please refer to previous page re: concerns
Polluting the environment with blowing rubbish
Relocation to High St has addressed non-local user issues
Should not have to pay extra when facilities are already adequate
The cost to local residents to dispose of items dumped along our roads by town people (maybe a discount or Council clean up)
The people that clear to a great job, helpful and professional
Too close to creek (flooding) and highway
Town people are taking detours to make it look like they're local
We have followed bad users to the transfer station
We have to deal with it ourselves, that means no cost to Council. I just want bins
We recycle everything and aim to continue
When are they going to upgrade to meet surrounding areas
Will the new system charge per set of rates meaning I pay for 3 properties?



## Concerns or Issues with Bin Stations or Transfer Stations



### Analysis

#### Laurel Banks to Morinish Sector

As can be seen above, **Laurel Banks Bin Station** has the highest proportion of respondents (55%) with a concern/issue. Laurel Banks Bin Station is a concern for persons that are located close to this facility and also those within 10km of the site – Alton Downs, this is not though a concern for those further out. **Ridglands Bin Station** is a concern for 21% of respondents. These respondents are primarily those that live close to the facility itself however there are also several households beyond 10km of the site that have a concern/issue. Only 9% of respondents within this sector indicated that there is an issue with **Alton Downs Transfer Station**. It is evident that there are no major issues with **Dalma Bin Station**.

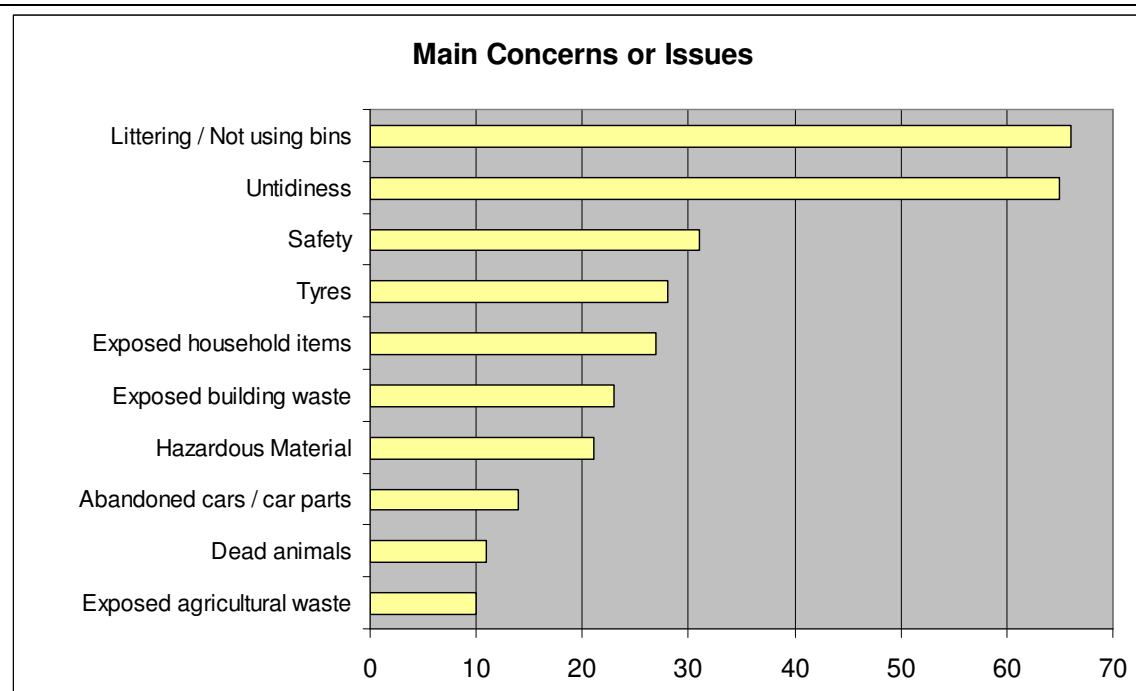
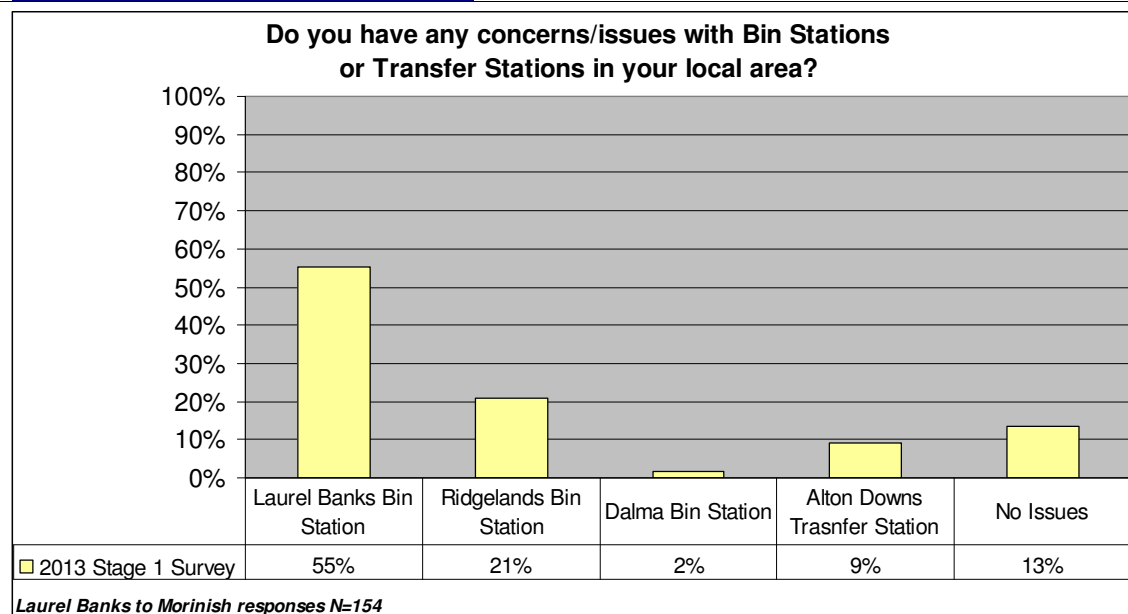
#### Marmor to Midgee Sector

This sector has the 2<sup>nd</sup>, 3<sup>rd</sup> and 4<sup>th</sup> highest rankings in terms of respondents that have issues/concerns with the facilities. **Midgee Bin Station** is an issue for 36% of respondents in this sector. It is a major concern for those that actually use the facility but not for general households from Bajool and Marmor. 23% of participants in this sector both use and have a concern/issue with the Bajool and Marmor Bin Stations.

#### Stanwell to Gogango Sector

22% of all respondents from this sector listed a concern/issue with **Bushley Bin Station**. The localities that are concerned include Stanwell, Kalapa and Bushley, as can be seen by the thematic maps. **Westwood Bin Station** is an issue for 9% of respondents from this sector. Respondents that are concerned are generally located a 2km radius of the facility. **Gogango Bin Station** also poses issues for 9% of respondents within the sector. These respondents live within the locality of Gogango itself however persons living as far away as 15km also indicated there is an issue.

## Laurel Banks to Morinish Sector



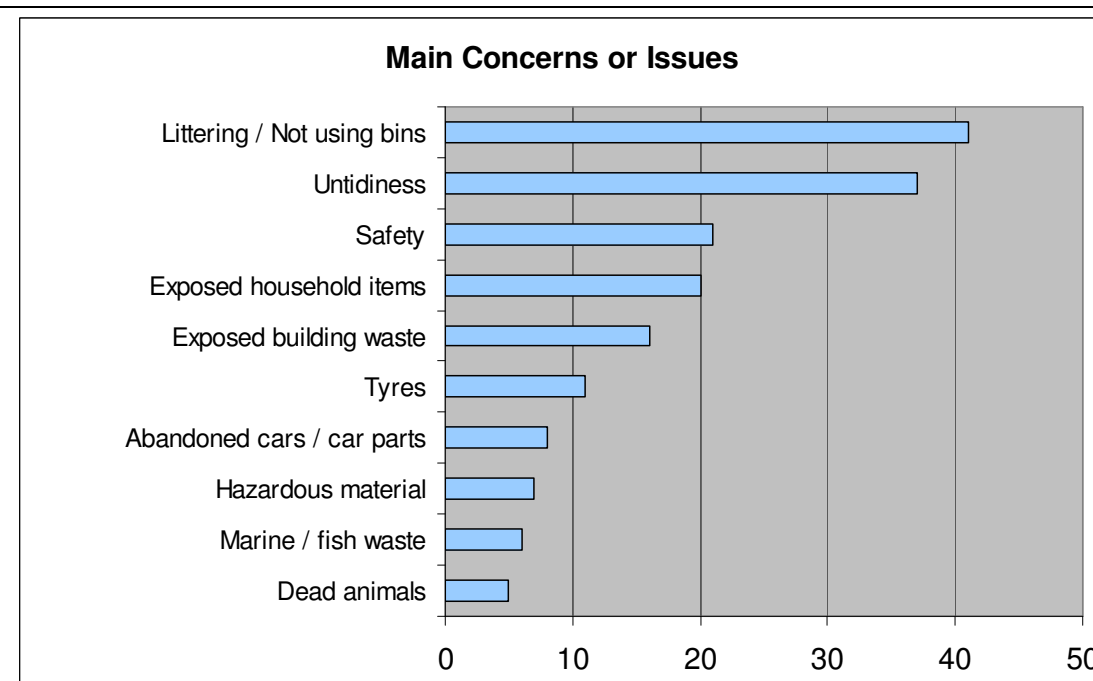
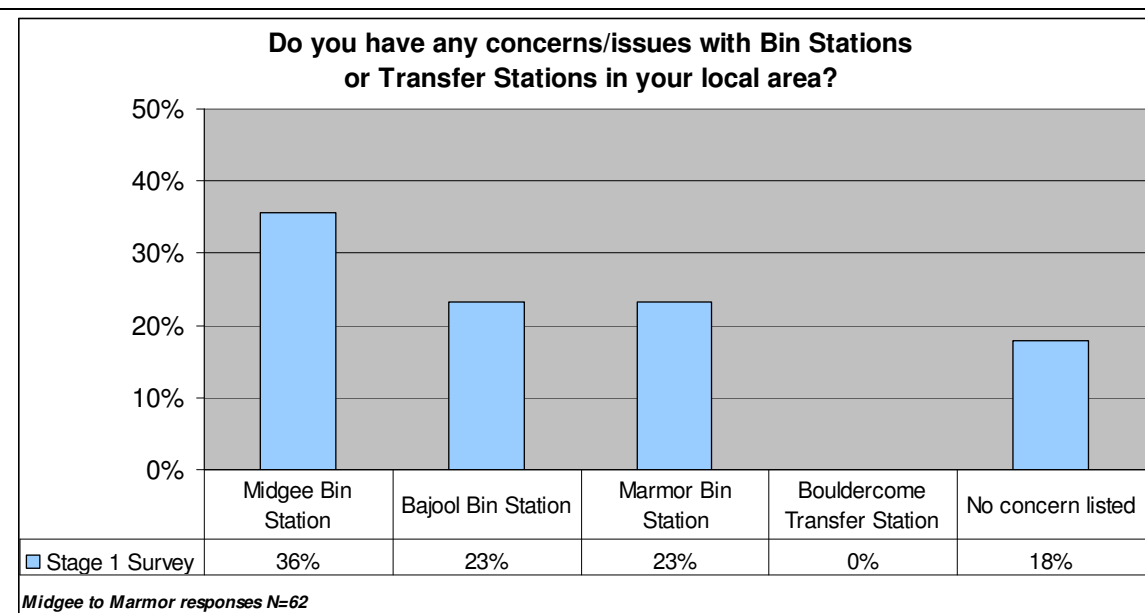
### Analysis

There is a significant issue with the **Laurel Banks Bin Station** as indicated by 55% of respondents. These respondents have a concentration close to the facility itself and Alton Downs. Being the last Bin Station before the city of Rockhampton along Ridgelands Road, it is apparent that this is used by many people to drop off a variety of items (in particular household general waste) but generally not residents beyond Alton Downs itself. The concerns are widespread with the main issues being *littering / not using bins, untidiness, safety and tyres*.

**Ridgelands Bin Station** registered 21% of respondents having concerns. These respondents tend to be either locals or located close to the bin site itself refer to the map after page 27. The main concern from these residents is *littering / not using bins*. **Alton Downs Transfer Station** registered 9% of respondents having concerns. The main concern is *exposed building waste* followed by *littering / not using bins*.

**Dalma Bin Station** has an exceptionally small amount of persons having concerns with this facility. Meetings revealed that residents are satisfied with this facility and how it is currently operated and maintained.

## Midgee to Marmor Sector



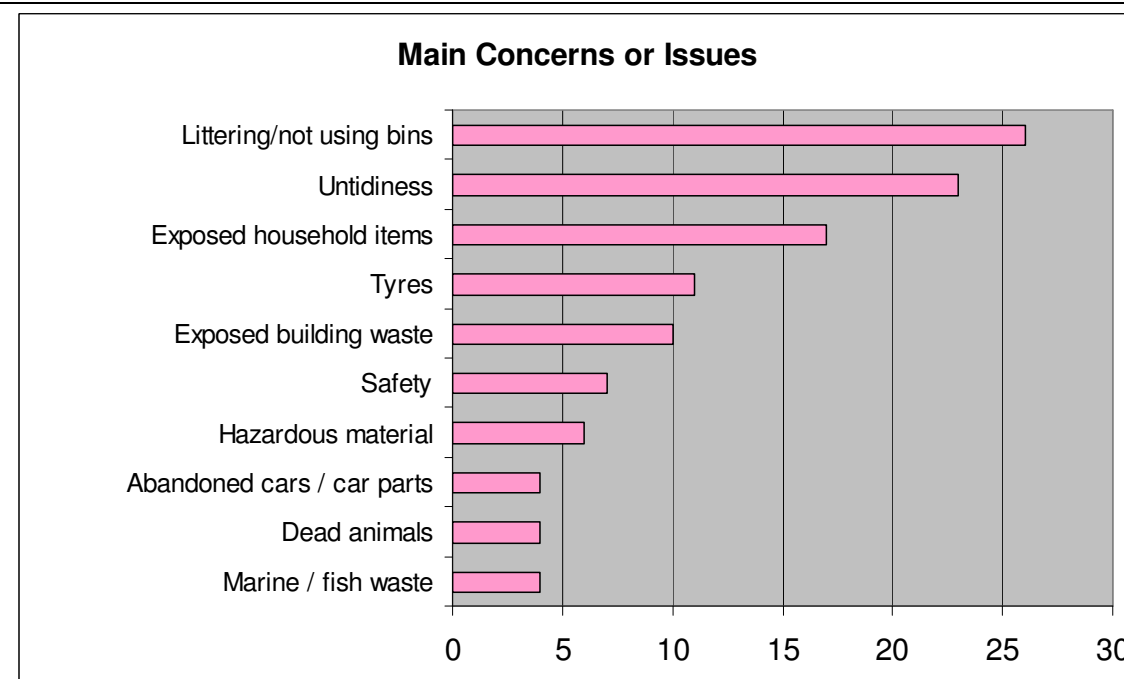
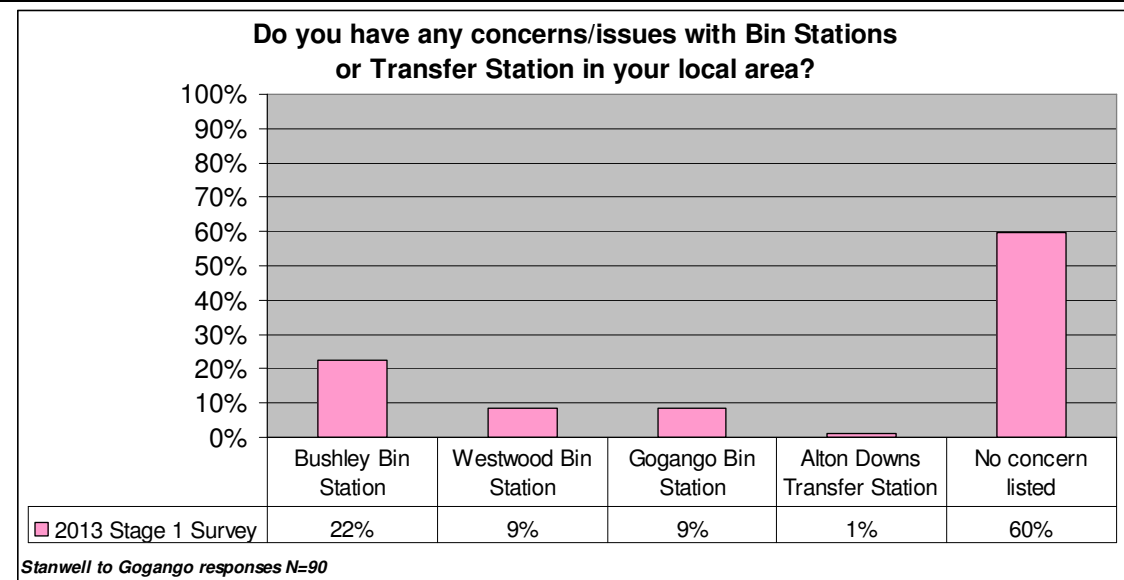
### Analysis

36% of respondents within this sector have concerns/issues with **Midgee Bin Station**. This is considered significant. The situation of Midgee is similar in some respects to that of Laurel Banks Bin Station as they are both the last Bin Stations along arterial routes before Rockhampton. The primary concerns from respondents for the Midgee Bin Station is *littering / not using bins*, *untidiness* and *exposed household items*.

**Bajool and Marmor Bin Stations** recorded 23% of respondents with concerns/issues. It is presumed that Bajool's dissatisfaction is in reference to the previous site that has recently been moved closer to town.

There is a wide range of issues for Marmor including (in order of highest to lowest): *littering / not using bins*, *exposed household items*, *exposed building waste* and *abandoned cars / car parts*.

## Stanwell to Gogango Sector



### Analysis

There is a significant proportion of respondents (60%) that do not have a concern with any Bin Station or Transfer Station within the Stanwell to Gogango sector.

There is however a proportion of residents (22%) that have concerns with **Bushley Bin Station**. Further mapping past page 27 shows this to be predominantly residents living within a 10km radius of the facility, including residents from Stanwell. The main issues are *exposed household items* and *littering / not using bins*.

9% of respondents have issues with both **Westwood and Gogango Bin Stations**. The amount of local residents indicating an issue is high. 6 out of the 8 respondents that indicated **Gogango** is an issue live within the locality of Gogango (75% of the complainants). Concerns/issues are due to a wide variety of items. **Westwood** on the other hand also had 6 local people voicing concerns. A total of 12 people have issues with Westwood; therefore 50% of those that live within the locality of Westwood had an issue. These residents had issues over *littering / not using bins, safety, exposed building waste and exposed household items*.

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## Maps

Laurel Banks to Morinish sector – Do you have any concerns or issues with Bin Stations or Transfer Station in your Local Area?

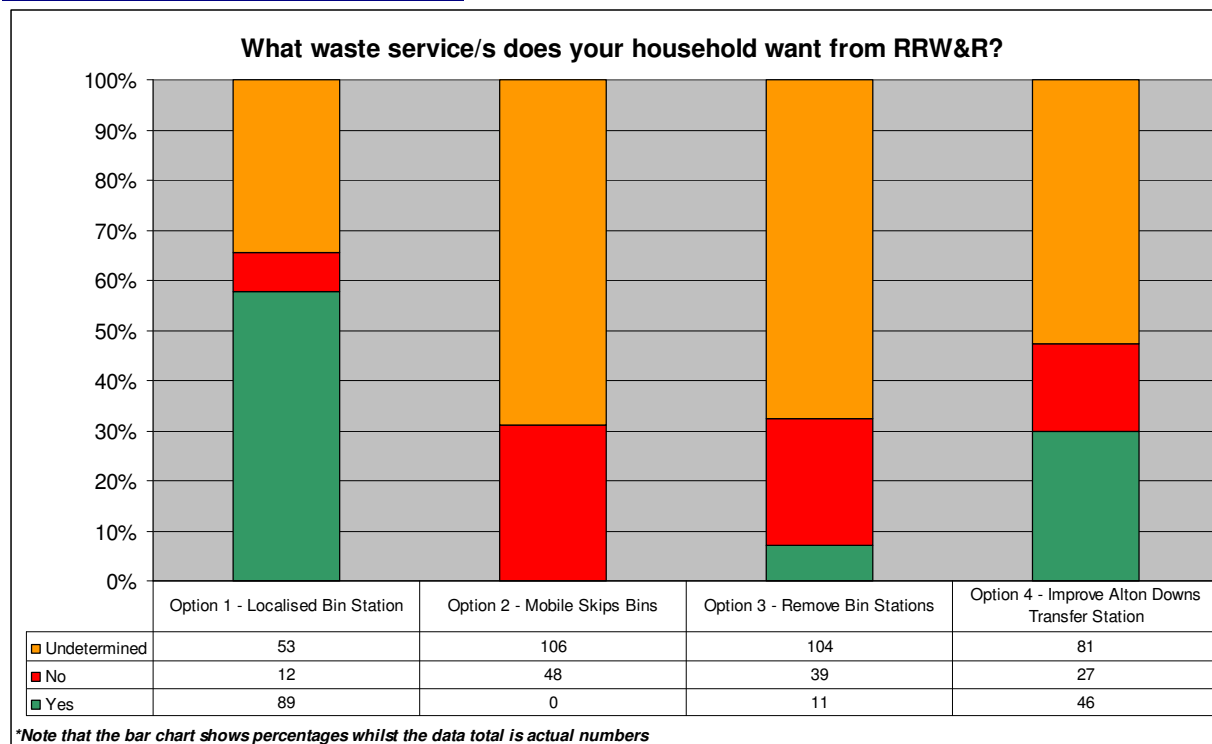
Midgee to Marmor sector – Do you have any concerns or issues with Bin Stations or Transfer Station in your Local Area?

Stanwell to Gogango sector – Do you have any concerns or issues with Bin Stations or Transfer Station in your Local Area?



## Options that the household and community prefer

### Laurel Banks to Morinish Sector



**Note:** the results below are based on the town itself and where respondents indicated “Yes” to the option. All options do not necessarily need to add up to 100% for the town.

	Option 1 – Localised Bin Station	Option 2 – Mobile Skip Bins	Option 3 – Remove Bin Stations	Option 4 – Improve Alton Downs
Alton Downs	61%	0%	5%	33%
Dalma	67%	0%	22%	44%
Garnant	46%	0%	8%	15%
Glenroy*	Undetermined	Undetermined	Undetermined	Undetermined
Morinish*	Undetermined	Undetermined	Undetermined	Undetermined
Pink Lily	11%	0%	11%	11%
Ridgelands	43%	0%	14%	14%
South Yaamba*	75%	0%	0%	50%

*\*Small sample size*

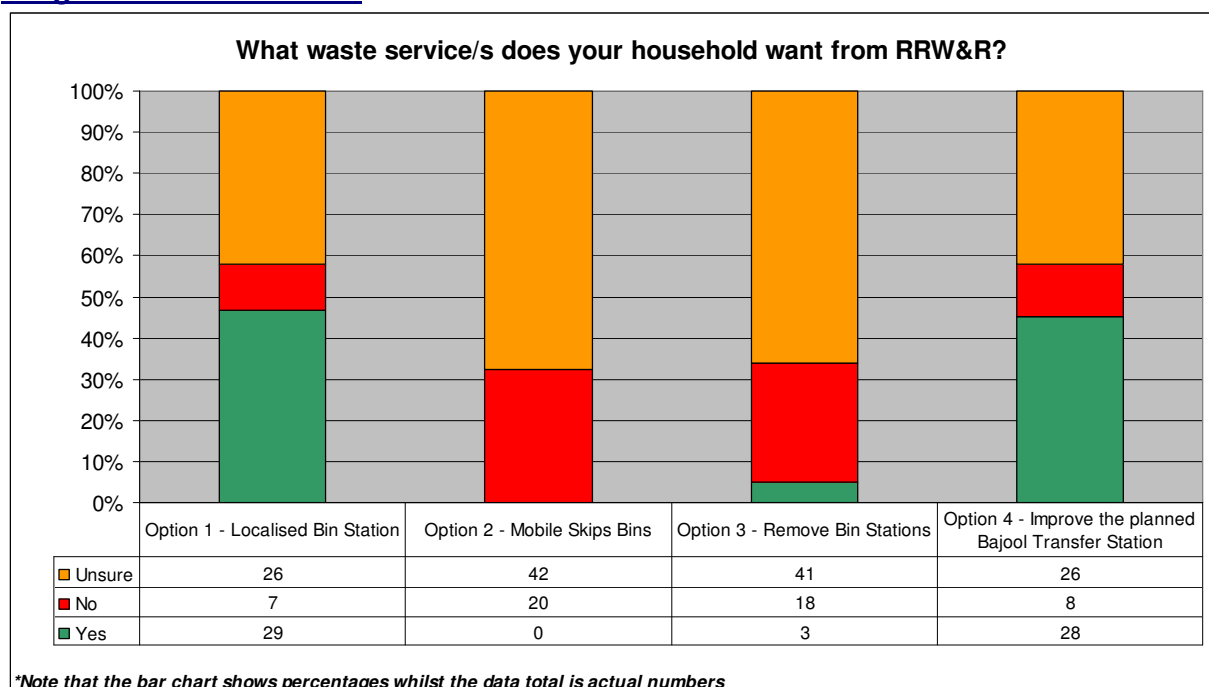
### Analysis

Strong support for Option 1 from towns where Bin Stations are currently located (Alton Downs – 61%, Dalma – 67%). Ridgelands was an exception with only 43% supporting this option. It is evident that many residents from this area (roughly half of the Ridgelands sample) did not place down an answer for this question. From the town meeting at Ridgelands it seems that locals are open to this concept.

Pink Lily scored low for all options presented and it is assumed there is a location issue here for some residents, however they still want a service. It had been mentioned at the Alton Downs meeting that some of these residents want the 240L bin service.

South Yaamba scored the highest for Option 1 with 75% saying “Yes” to this option. All other options did not rate with residents except for Option 4. Stronger support was received from places like South Yaamba, Dalma and Alton Downs for improvements to the Alton Downs Transfer Station.

## Midgee to Marmor Sector



**Note:** the results below are based on the town itself and where respondents indicated “Yes” to the option. All options do not necessarily need to add up to 100% for the town.

	Option 1 – Localised Bin Station	Option 2 – Mobile Skip Bins	Option 3 – Remove Bin Stations	Option 4 – Improve planned Bajool Transfer Station
Bajool	39%	0%	8%	47%
Marmor	63%	0%	0%	47%
Midgee*	40%	0%	20%	20%
Port Alma*	0%	0%	0%	100%

*\*Small sample size*

## Analysis

Improvement of the planned Bajool Transfer Station is generally supported by Bajool, Marmor and Port Alma respondents.

Option 1 has strong support from Marmor with 63% of respondents indicating “Yes” to this option. This also received strong representation at the Bajool School of Arts meeting in August 2013.

Option 2 and 3 are not supported by respondents.

Bajool, Marmor and Midgee have a relatively high count of respondents that did not place down an option.

## Stanwell to Gogango Sector



*\*Note that the bar chart shows percentages whilst the data total is actual numbers*

**Note:** the results below are based on the town itself and where respondents indicated “Yes” to the option. All options do not necessarily need to add up to 100% for the town.

	Option 1 – Localised Bin Station	Option 2 – Mobile Skip Bins	Option 3 – Remove Bin Stations	Option 4 – Install a Transfer Station
Bushley*	50%	0%	0%	50%
Gogango	33%	7%	7%	0%
Kabra	23%	4%	8%	23%
Kalapa	80%	10%	10%	30%
Morinish South	50%	0%	0%	0%
Stanwell	27%	0%	15%	27%
Westwood*	6%	0%	6%	6%
Wycarbah*	100%	0%	0%	33%

*\*Small sample size*

### Analysis

There was a considerable amount of respondents that did not place down an answer. Westwood, Stanwell and Kabra are the main townships that did not place down an option and are undecided. From the meeting at the Wycarbah Hall, which included numerous residents from Westwood, it seems that Option 1 is the best solution for their waste needs.

There is particularly strong support for Option 1 at Wycarabah, Kalapa and Bushley.

Whilst Gogango registered only minor support for Option 1 through the survey it was confirmed at the Gogango Town Hall meeting in September 2013 that this is the best option for the local community.

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## Maps

### Laurel Banks to Morinish sector

- Preferred options Localised Bin Stations
- Preferred option Transfer Stations

### Midgee to Marmor sector

- Preferred options Localised Bin Stations
- Preferred option Transfer Stations

### Stanwell to Gogango sector

- Preferred options Localised Bin Stations
- Preferred option Transfer Stations



## Where does the community want Bin Stations located?

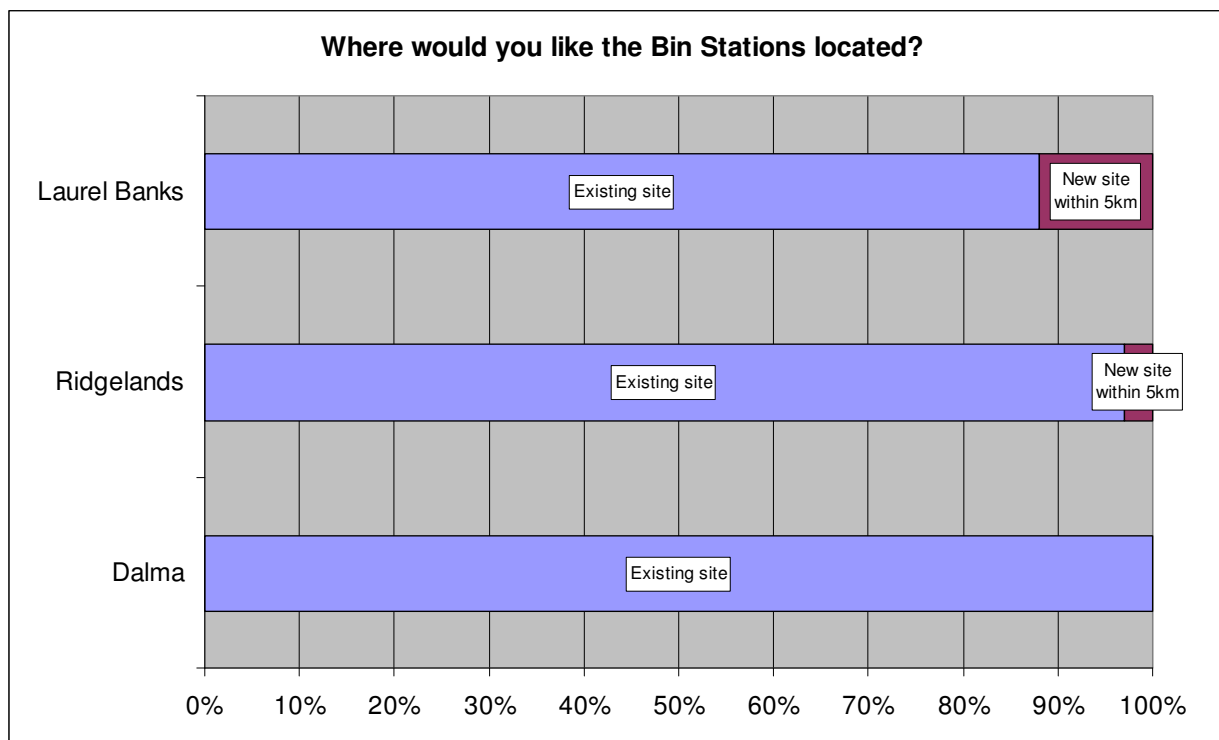
Through the survey and the town meetings there are various communities open to relocating their Bin Station to a new site within 5km of its current location.

For the Laurel Banks through to Morinish sector there is only a small amount of respondents that want the **Laurel Banks Bin Station** to be moved. At the Alton Downs town meeting there was strong opposition to it being moved from its current location. There is also only a small amount of respondents who believe a new site would be better for the **Ridgelands Bin Station**. However, at the Ridgelands Town Hall meeting locals were much more open to the idea. It was suggested the quarry site would be a better location as long as it had surveillance, gate and fences. In terms of **Dalma Bin Station**, residents are firm on the view that this should stay where it is.

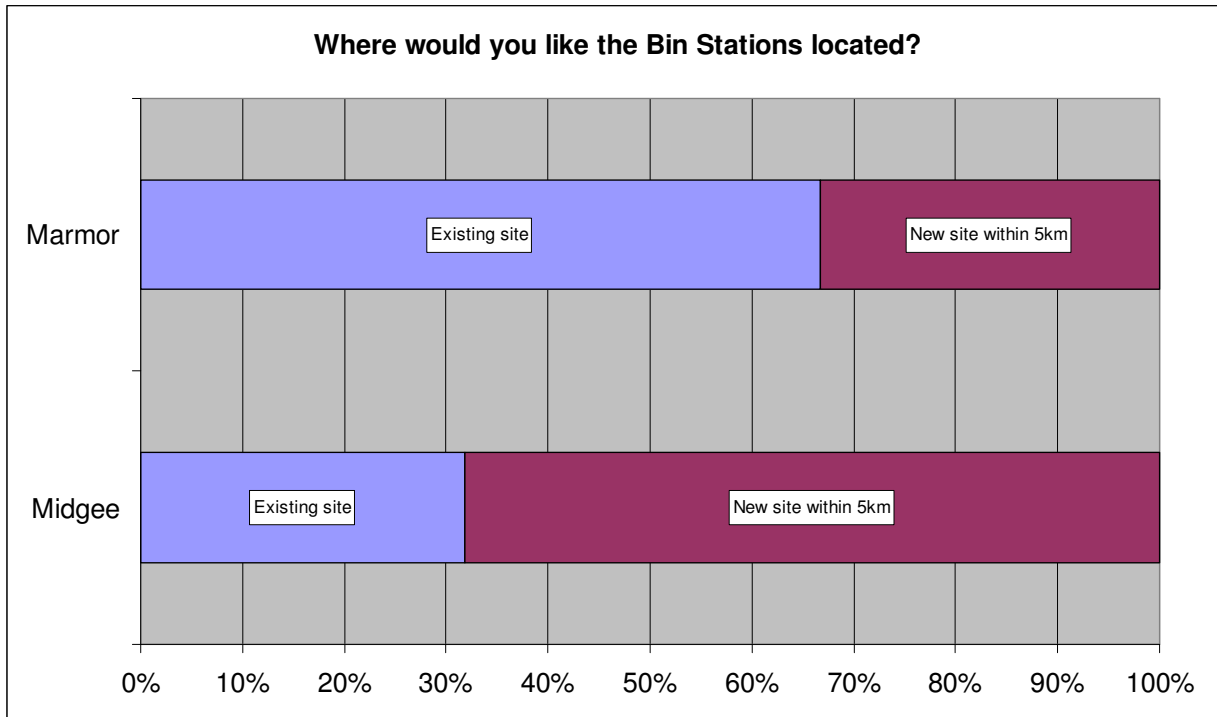
In the Midgee to Marmor sector, there is a significant amount of respondents (67%) that want the **Midgee Bin Station** to be moved off the Bruce Highway and for local use only. This was also the message at the Bajool Town meeting. The **Marmor Bin Station** also has some support to be moved (35% of respondents). However, respondents believe that it should be kept in one shape or form.

In the Stanwell to Gogango sector it is apparent that there is only some support (30%) for the **Bushley Bin Station** to be moved. There are issues with this Bin Station however respondents do not necessarily believe moving the facility is the answer. **Westwood Bin Station** received a firm “no” for relocation. Despite having only 28% support through the survey, it was decided at the Gogango Town meeting that relocation to an alternate site would infact be investigated for the **Gogango Bin Station**.

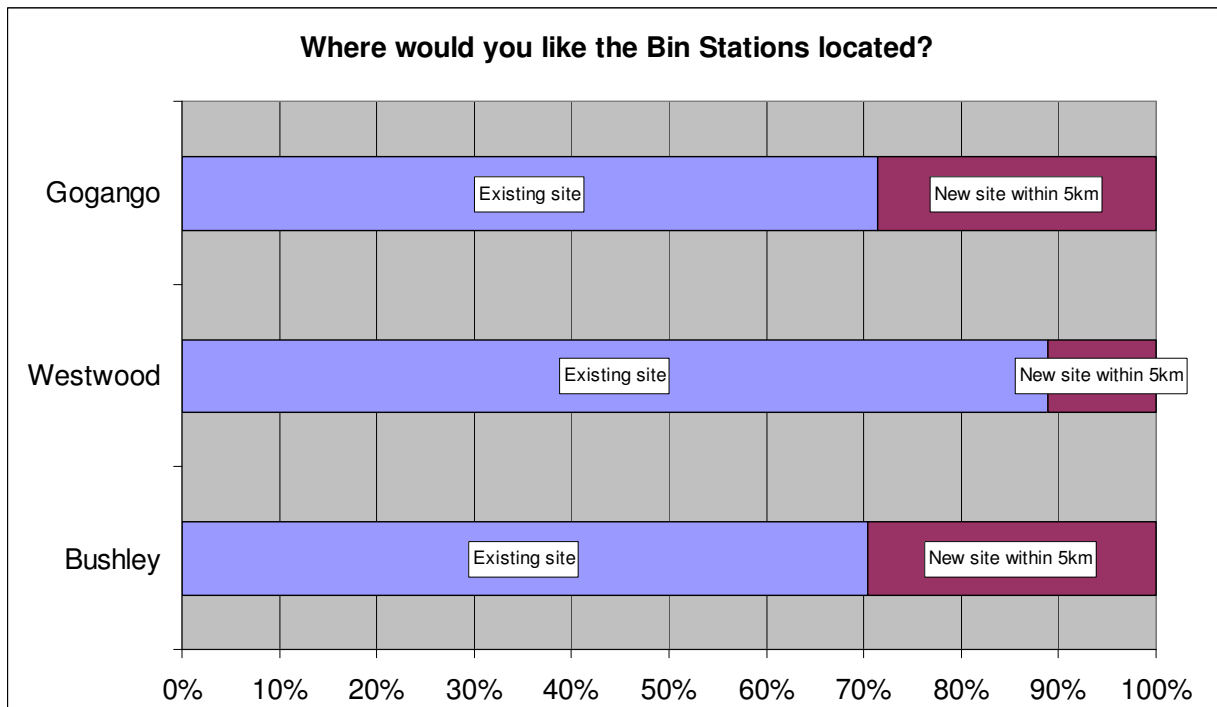
### Laurel Banks to Morinish Sector



## Midgee to Marmor Sector



## Stanwell to Gogango Sector



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## Waste services and facilities requested by community

Statistical significance has been placed on 10% and above of the population wanting to use a service.

As per the table below, only the potential Transfer Stations at Bajool and Stanwell recorded a significant amount of respondents wanting particular types of waste services.

These mainly relate to the disposal of everyday types of waste such as household waste, household recyclables, whitegoods, green waste and electronic waste.

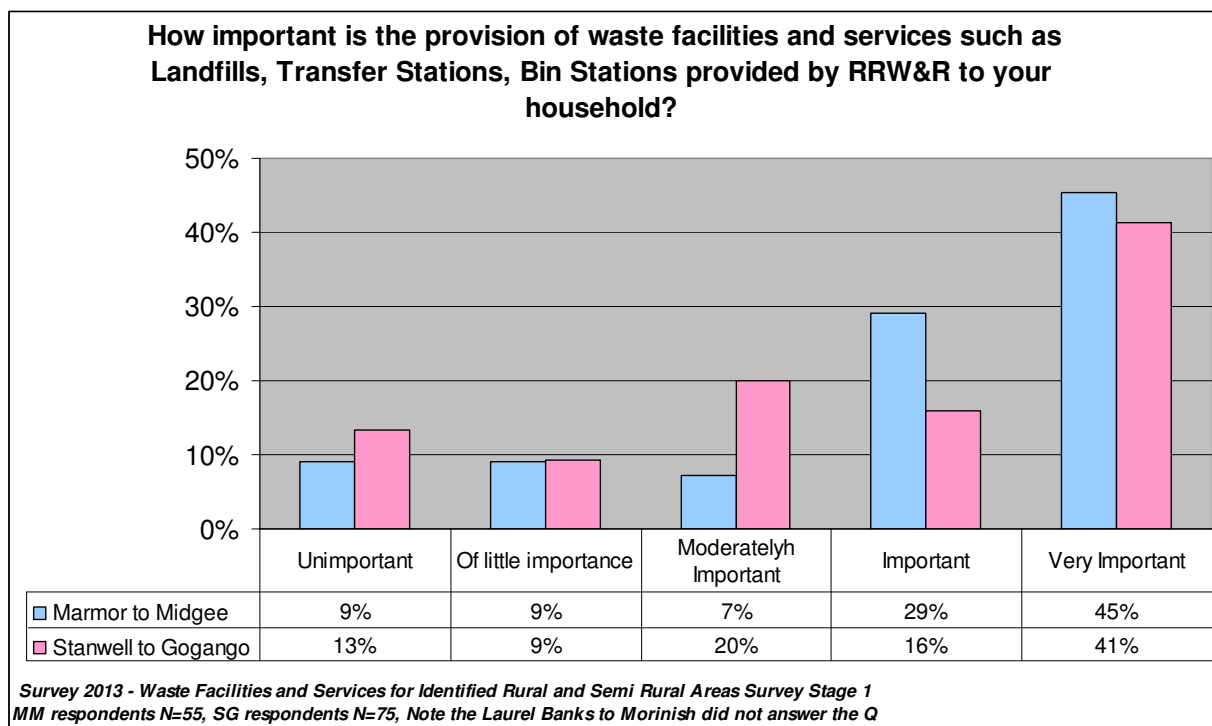
Residents within the Midgee to Marmor sector also outline building waste and agricultural waste as other desired waste services. However, this is at the lower end of the spectrum – 13% and 14% respectively.

There was no level of significant demand across the potential areas listed under the Alton Downs Transfer Station. Hazardous liquids registered the highest amount of demand in this sector with only 5% demand.

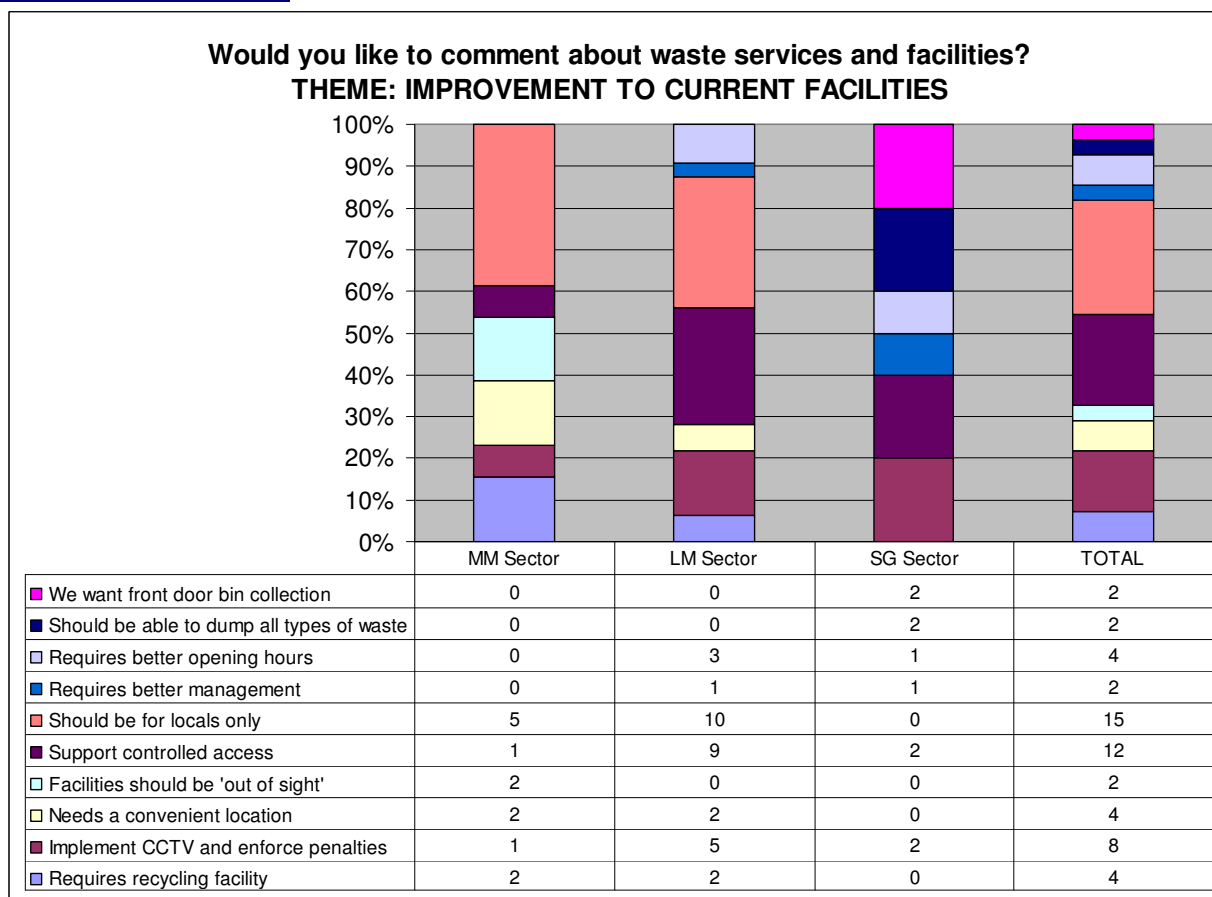
	<u>Alton Downs</u> Total respondent to survey N=154	<u>Bajool</u> Total respondent to survey N=63	<u>Stanwell</u> Total respondent to survey N=90
Dispose of household general waste	-	<b>35 or 56%</b>	<b>30 or 33%</b>
Dispose of household recyclables	-	<b>26 or 41%</b>	<b>21 or 23%</b>
Dispose of white goods	-	<b>15 or 24%</b>	<b>13 or 14%</b>
Dispose of green waste	-	<b>10 or 16%</b>	8 or 9%
Dispose of electronic waste (such as computers)	-	0	<b>9 or 10%</b>
Dispose of car / vehicle bodies	0 or 3%	4 or 6%	4 or 4%
Dispose of building waste	5 or 3%	<b>8 or 13%</b>	3 or 3%
Dispose of agricultural waste	1 or 1%	<b>9 or 14%</b>	4 or 4%
Dispose of household liquids	5 or 3%	2 or 3%	4 or 4%
Dispose of commercial liquids	4 or 3%	3 or 5%	2 or 2%
Dispose of hazardous liquids (such as poisons)	8 or 5%	5 or 8%	2 or 2%
Dispose of hazardous material	3 or 2%	0	1 or 1%
Other (Please list)	9 or 6%	5 or 8%	6 or 7%



## Importance waste facilities provided by RRW&R

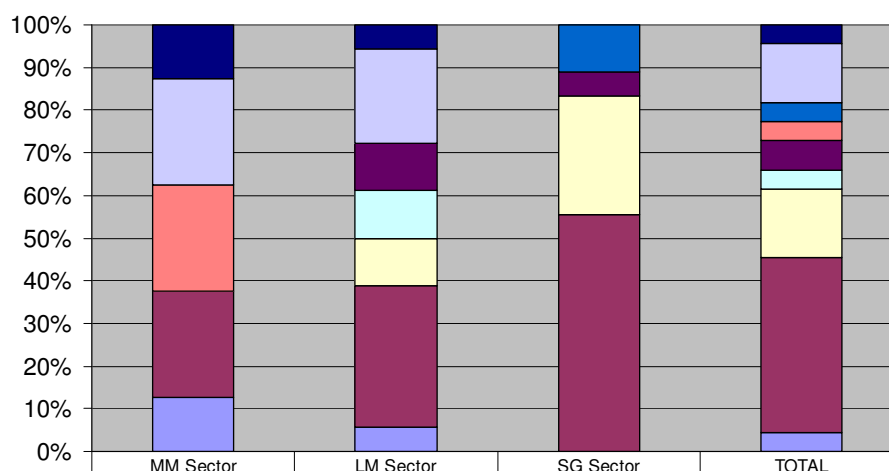


## Overall Feedback



## Would you like to comment about waste services and facilities?

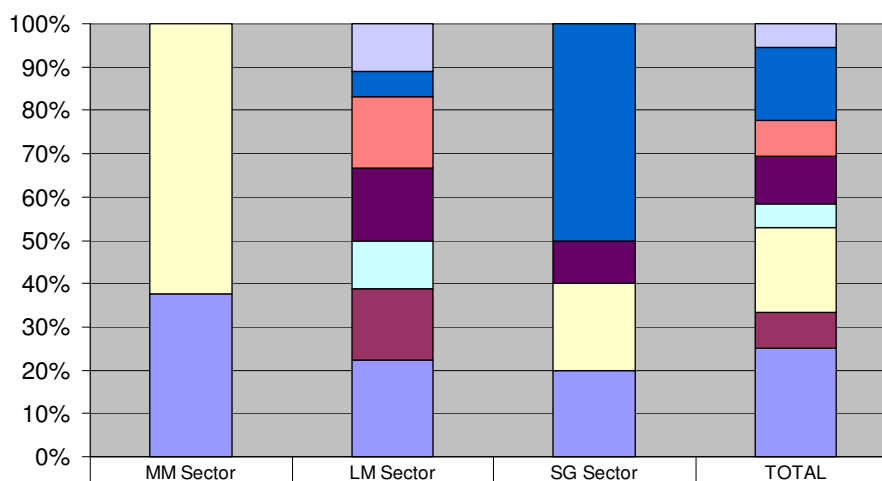
### THEME: CURRENT SYSTEM & BEHAVIOURS



	MM Sector	LM Sector	SG Sector	TOTAL
■ Waste transfer station is necessary	1	1	0	2
□ Retain bin stations	2	4	0	6
■ Don't want landfill in Stanwell	0	0	2	2
■ Bajool transfer station is a bad idea	2	0	0	2
■ System is going downhill	0	2	1	3
□ Users cause the problems	0	2	0	2
□ We do not use Council's waste services	0	2	5	7
■ Happy with current facility and system	2	6	10	18
■ Prefer to use Rockhampton or Gracemere facilities	1	1	0	2

## Would you like to comment about waste services and facilities?

### THEME: FEES AND CHARGES



	MM Sector	LM Sector	SG Sector	TOTAL
□ Charge each resident, not each property	0	2	0	2
■ Our rates are high enough as they are	0	1	5	6
■ Locals should not be charged extra because of non-locals misuse	0	3	0	3
■ Should not be charged rates for waste	0	3	1	4
□ Do not implement new fees	0	2	0	2
■ Need an affordable solution	5	0	2	7
■ Implement voucher system	0	3	0	3
■ Implement user pay system	3	4	2	9

## Other comments

All household waste should be sorted and incinerated to reduce volume and heat energy turned into electricity as Singapore does.
All the households around this area receive a waste and recycle wheelie bin except this section of Boongary Road from Halfpenny Road to the Kabra/Mount Morgan Road turn off
As have never used any of options above with not living in the area. any increase in costs for use of Transfer stations in quarter, does not interest in any increase in costs.
Bins are not in a good position, not enough of them - always overflowing
Both properties unoccupied, if any refuse or recyclables generated they are brought back to town (R'Ton) and disposed of in the appropriate bins
Can you get all takeaway stores & pubs to employ someone on a daily basis to pick up their chip packets - boxes paper drink containers & stubbies & tinnies. An area of 25 km radius of Gracemere. The sides of the highways & roads are an unsightly mess. Par
Closure/lock up will see more littering/illegal dumping
Concerned as I am about the improper disposal of waste, as a rural landholder, the council must 1) control improper use of Laurel Bank dump by 3) provide timetable for dump we thus preventing illegal dumping of improper material
Council should fine any trailer or ute full of rubbish crossing the Lion Creek bridge and the problem would be fixed in a cou
Current cleanup on a daily basis as exists now would make the return of this option viable.
Expand the Bushley Bin. Make transfer station at Bushley. Doesn't impact on a township
For 41 years I have dug pits for my waste hard stuff. Green waste is compostable. My place is clean and tidy I don't think people like myself should be shoddy with extra cost.
How is the user pay system monitored
I don't live at this address - I visit for a day at least once a week
I have seen waste "bins" being unloaded at the Laurel Bank (Kanga Bins) The person who uses the Bins Supplies, will a fee at the (rest of sentence unreadable)
I try to minimise waste
I would need to have access to both Bajool & Marmor bins as I work at Marmor & mail goes to Bajool as I don't have mail service here. If I go to collect mail I use Bajool Bins. When I go to work I use Marmor Bins on the way.
If a manned station is chosen then local residents only should be given at least 1 voucher per week with their rates notices. All town people to pay, this would stop 80% of towns people using bins & littering.
If costs are to be incurred by rate payers for these services, then it is only fair that the fees we pay in our rates towards Council Landfills in Rockhampton be stopped. It is unfair that Alton Down rate payers incur additional fees for rubbish services
If the cost is too high most land holders will dispose of their own waste. In the country we receive very little for our rates. This will be another cost and compared to town people we receive nothing. Thanks to Amalgamation
If the skip bins and bin stations were removed would we get our rubbish removed via rubbish truck like in town?
Increased costs will see more illegal dumping/littering
It is good to see council are actually listening to residents in the Alton Downs/Ridgeland area because this issue is becoming very bad; to the point that on a weekly basis you cannot often dump rubbish due to the disgraceful state the stations are left
Lack of street cleaning
Locals are very concerned about the amount of illegal dumping along our roads and in front of properties. also town people dumping at Bin Stations of material that are excessive / unsuitable. When reported to council there seems to be a response that unless

Only that: the waste transfer station located at Emerald, Central Highlands, is the most efficient & effective waste facility known to my knowledge. With CCTV / cameras monitoring the facilities, users could be coerced into improved habits & behaviours.
Since amalgamation, rockhampton people have been dumping there to avoid the charge at the rockhampton tip. This has created a huge cleanup problem. Rocky people use Alton Downs tip more than the local resident
Staff Laurel Bank Bin Station & make it a station where you can only dispose garbage bags of Household General Waste. Increase the opening hours of Alton Downs Transfer Station so all other items can be disposed of at this site.
Survey was NOT distributed to ALL households/ratepayers.
The (illegible) as they are, work well to lock item off from the public is another step backwards for this council.
The bin we have now is our only service by council.
The current location of bins encourages illegal dumping by non-residents.
The facilities at Laurel bank are usually in a disgusting state due to people coming from town with there rubbish, they dont care and thro it where-ever. In Mackay they had a ramp that you drive up and drop your rubbish into a huge skip bin; over the side
The major population and therefore users live on Rocky side of Waroula - Stanwell Road. Most people in this area travel to Rocky daily to work.
The only thing would be great having a pick up at least once a year of unwanted items:eg bulky items - building waste old white goods Scrap metal etc. I have no way of getting them to the dumps.
The planned Bajool Transfer station is greatly needed. There is evedintly enough people that would use it given the marmor dump and Bajool dump are always overflowing and are a complete eye sore.
The situation is really not as bad as some local residents say. They are more a vocal, not necessarily reational minority. The Laurel Bank site is subject to water lying in the lowest point which prevents full use of the site. The simplest approach as an
The Stanwell facility was removed an no alternative supplied.
This survey seems to assume that private house bin collection services will no longer available in the near future. Why is this option not listed as a question in the survey?
Understand charging for bulk and brick-a-brac.
Waste management is important and needs to be better managed. Council needs to take rubbish away more regularly and if this was done, many of theissues of overflowing bins wouldn't be an issue. Wh
We get garbage collection weekly and are happy to pay for this. We use the Bajool & Marmor bin stations rarely.
We need to know if the Laurel Banke (option 1) will be "walk in" or "drive in vehicle". What are going to be the rising costs of Option 1 - \$110 this year BUT what will it be next year & after that? What does the Environmental Charge on our rates cover?
Weekly bin collection and recycle collection per household
Wish to retain the current Ridgeland's Bin Station.Need more frequent & accessible information regarding costs & hours of use of Alton Downs transfer station.
You could have saved council money by waiting a few days and sending the survey out with the rates

## Demographics

		Sectors		
	Overall	Laurel Banks to Morinish	Midgee to Marmor	Stanwell to Gogango
<b>Age</b>				
18-24	0%	0%	0%	0%
25-34	10%	12%	8%	8%
35-49	23%	21%	32%	18%
50-59	24%	25%	24%	20%
60-69	26%	27%	23%	29%
70+	15%	14%	11%	20%
Undisclosed	3%	1%	2%	6%
<b>Household</b>				
Couple with children	28%	30%	27%	26%
Couple without children	42%	43%	39%	44%
One parent family	2%	3%	0%	3%
Group / Other household	6%	7%	6%	4%
Single	13%	12%	16%	14%
Undisclosed	8%	6%	11%	8%
<b>Household Size</b>				
Average number of persons	2.8	3.1	2.7	2.5
<b>Property Use</b>				
Residential	56%	56%	46%	58%
Business/Commercial	0%	1%	0%	0%
Industrial	0%	0%	0%	0%
Agricultural/Farming	39%	38%	46%	33%
Subsistence/Self sufficiency	3%	3%	3%	3%
Other	2%	3%	4%	6%
<b>If Agricultural what type?</b>				
Cropping	5%	5%	4%	4%
Grazing Cattle	71%	66%	84%	67%
Grazing/Other livestock	15%	21%	4%	13%
Fruit and Nut tree	4%	3%	2%	7%
Vegetable Growing	4%	3%	2%	9%
Poultry	2%	2%	2%	0%
<b>Property Size in hectares</b>				
Average size	240	197	291	665

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## Location

### Laurel Banks to Morinish sector

	Stage 1 Town Meeting	Stage 1 Survey		
Town	Attendance	Number of Responses	% of Group	% Overall
Alton Downs	50	103	68%	34%
Dalma	4	9	6%	3%
Garnant	2	13	9%	4%
Glenroy	1	0	0%	0%
Morinish	5	6	4%	2%
Pink Lily	2	9	6%	3%
Ridgeland	25	7	5%	2%
South Yaamba	2	4	3%	1%
Undetermined	2	3	2%	1%

### Midgee to Marmor sector

	Stage 1 Town Meeting	Stage 1 Survey		
Town	Attendance	Number of Responses	% of Group	% Overall
Bajool	15	36	58%	12%
Marmor	10	19	31%	6%
Midgee	5	5	8%	2%
Port Alma	0	1	2%	0%
Undetermined	2	1	2%	0%

### Stanwell to Gogango sector

	Stage 1 Town Meeting	Stage 1 Survey		
Town	Attendance	Number of Responses	% of Group	% Overall
Bushley	4	3	3%	1%
Gogango	15	9	10%	3%
Kabra	0	25	28%	8%
Kalapa	13	6	7%	2%
Stanwell	0	25	28%	8%
Westwood	5	16	18%	5%
Wycarbah	7	2	2%	1%
Undetermined	1	4	4%	1%

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## Attachments

## Attachment No.1 – Example Letter sent to residents



24 July 2013

Title First name Last name  
Address  
Suburb State Postcode

**Rockhampton Office**  
232 Bolsover St, Rockhampton  
**Gracemere Office**  
1 Ranger St, Gracemere  
**Mount Morgan Office**  
32 Hall St, Mount Morgan  
**Yeppoon Office**  
25 Normanby St, Yeppoon  
Our Ref: 121  
Your Ref:  
Enquiries: Wade Clark  
Email: [wade.clark@rrc.qld.gov.au](mailto:wade.clark@rrc.qld.gov.au)

Dear Resident,

### ***Your Needs, Our Options – Waste Facilities and Services Consultation – Rural & Semi Rural Areas***

Rockhampton Regional Waste and Recycling (RRW&R) is undertaking a comprehensive community consultation aimed at providing RRW&R and Council important information as to what waste management facilities and services are needed throughout identified rural and semi rural areas. The Council, using this information will then make a decision on the provision of waste facilities and services for these identified areas.

RRW&R's focus is to provide waste facilities and services that are community focused, ensure an appropriate level of safety for users, abide by legislative requirements and most importantly are valued by the community.

The *Your Needs, Our Options – Waste Facilities and Services* consultation will be undertaken in two stages:

#### **STAGE 1 – Discuss what the community NEEDS for waste facilities and services**

- A survey will be sent to your household next week for you to complete, AND / OR
- You can attend one the public meeting to discuss waste facilities and services with RRW&R
  - o Ridgeland Hall – Wednesday 21 August – 6.30pm to 8.00pm
  - o Alton Downs Hall – Monday 26 August 2013 – 7.00pm to 8.30pm

To RSVP please call 1300 22 55 77 or fill it out via the RRC main page <http://www.rockhamptonregion.qld.gov.au> go to the "I want to" section on the left hand side there is: RSVP for the Rural and Semi Rural Waste consultation.

Please note that STAGE 1 of the consultation will provide some indicative costs only.

#### **STAGE 2 – Discuss with the community preferred waste facilities and services**

- A preference survey will be sent to all households with viable costed options that the community has indicated from STAGE 1. All potential costs will be provided to residents to inform their selection.
- Public meetings will also be held to discuss preferences – meeting details to be advised

Should you have any queries please do not hesitate to contact our Community Engagement Officer, Wade Clark on 4936 8577.

Yours faithfully

A handwritten signature in black ink, appearing to read "Bob Holmes".

Bob Holmes  
General Manager Regional Services  
Regional Services

Enc Survey

Rockhampton Regional Council, PO Box 1860, Rockhampton Q 4700 | Phone 1300 22 55 77 | Fax 1300 22 55 79  
Email [enquiries@rrc.qld.gov.au](mailto:enquiries@rrc.qld.gov.au) Web [www.rockhamptonregion.qld.gov.au](http://www.rockhamptonregion.qld.gov.au)



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## Attachment No.2 – Example survey