

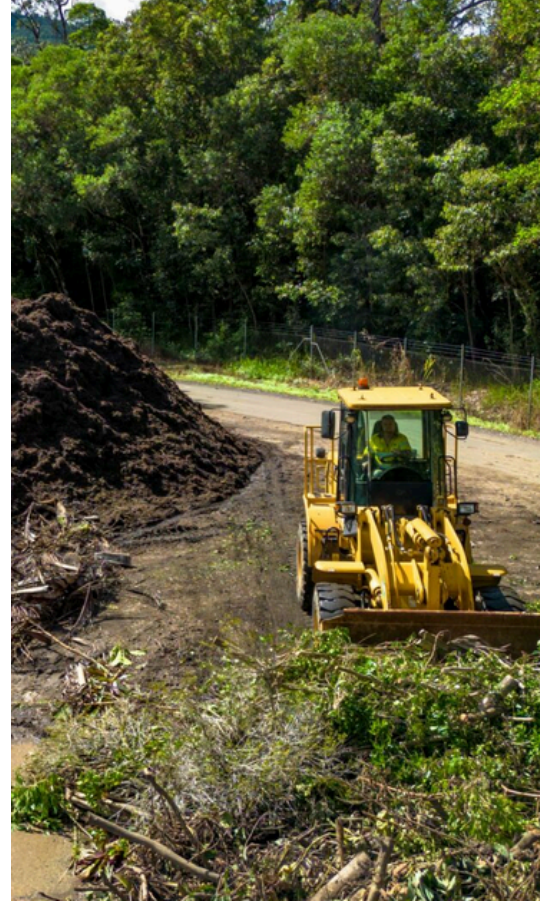
An aerial photograph of a waste transfer station. In the center-right, there is a large, irregular pile of waste, including what appears to be metal scrap and other debris. To the right of this pile, a long line of trucks is parked, mostly white with some orange or yellow accents. Further back, there are several small, white, rectangular buildings or containers. The station is situated in a clearing, with a dirt road or path leading through it. Surrounding the station are areas of dense green vegetation, including trees and tall grass. In the bottom left, there is a large, dark, charred tree trunk or log. The overall scene depicts an active industrial or waste management site.

# **Community Engagement Summary Report Waste Transfer Station Consultation**

Prepared November 2024



**Cassowary Coast  
REGIONAL COUNCIL**



# Engagement Snapshot

**692**

YOUR SAY VIEWS

**372**

YOUR SAY  
CONTRIBUTIONS

**4**

SOCIAL MEDIA POSTS

**6,473**

TOTAL SOCIAL MEDIA  
REACH

**1,250**

FLYER DISTRIBUTION

# Project Background

Council is currently developing a comprehensive Waste and Resource Recovery Strategy to align with regional, state, and national objectives for sustainable waste management. This strategy is focused on achieving waste reduction targets by 2050 and will guide the future of waste management in the region. Key priorities include enhancing services related to landfills, kerbside collection, and Waste Transfer Stations (WTS), with an emphasis on increasing efficiency, sustainability, and resource recovery. The strategy aims to support long-term environmental goals while improving waste management practices and services for the community.

## Engagement Purpose

Council initiated the Waste Transfer Station (WTS) Review Survey to gather valuable insights directly from residents regarding their use of WTS services. Council currently operates a total of seven waste transfer stations and two landfills across the region. Waste Transfer Stations are vital as they serve as convenient drop-off points for residents to dispose of waste responsibly. They help divert recyclables from landfills and facilitate resource recovery, playing a crucial role in our overall waste management strategy. Understanding community needs and preferences is essential for achieving our waste reduction goals.

Based on resident feedback, the findings will be presented to Council to inform decisions about operational hours and service offerings, directly influencing the Waste and Resource Recovery Strategy. The goal is to better meet community needs and improved value for the community.

## How we Engaged

Council undertook an extensive engagement approach to gather insights on resident's use of WTS services, enabling Council to achieve waste reduction goals.

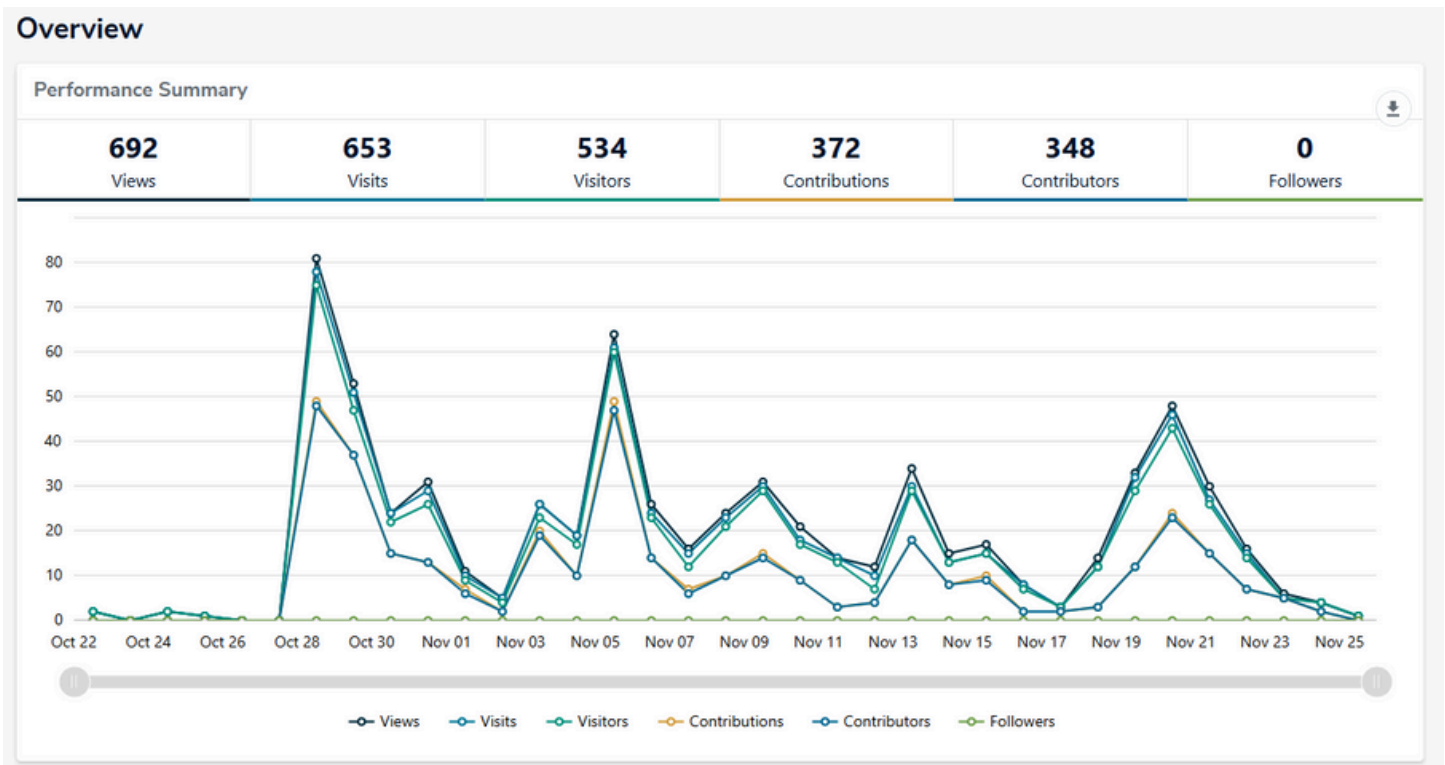
To ensure the Community was aware of the project, Council undertook consultation through the following channels:

- Social Media Campaign
- Radio advertisement - (Monday, November 11 to Wednesday, November 20)
- Radio Mayor on Air Slot
- Your Say Project Page
- Flyers distributed at Waste Transfer Stations across the region
- Posters
- Online Survey through Yoursay Page
- Council Website Advertisement
- Community Connect E-Newsletter - Tuesday 7 November 2024
- Councillor Advocacy

# Your Say Platform

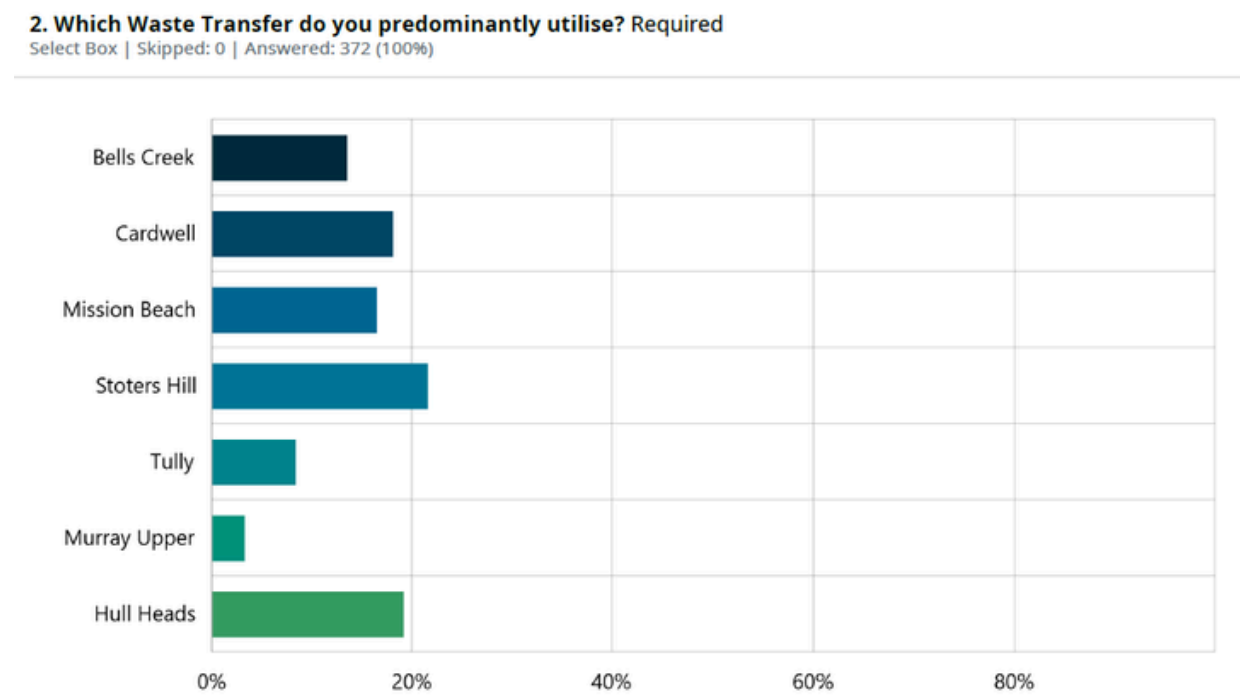
Through Council's online Your Say platform, [yoursay.cassowarycoast.qld.gov.au/waste-and-resource-recovery-strategy](https://yoursay.cassowarycoast.qld.gov.au/waste-and-resource-recovery-strategy) an online survey was used to encourage public participation. The “Have Your Say” on Waste Transfer Stations was open for a four week period from **Monday 28 October to Sunday 24 November 2024**.

A total of **372** Contributions from **348** Contributors were received during the consultation period. Contributors were asked a series of questions on how they use the Waste Transfer Stations.



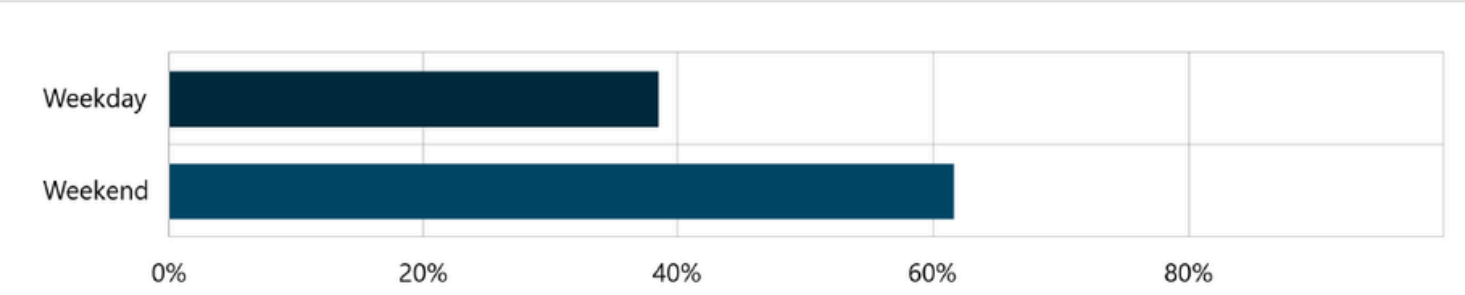
## Results Summary

Outlined below is an overview of the results.



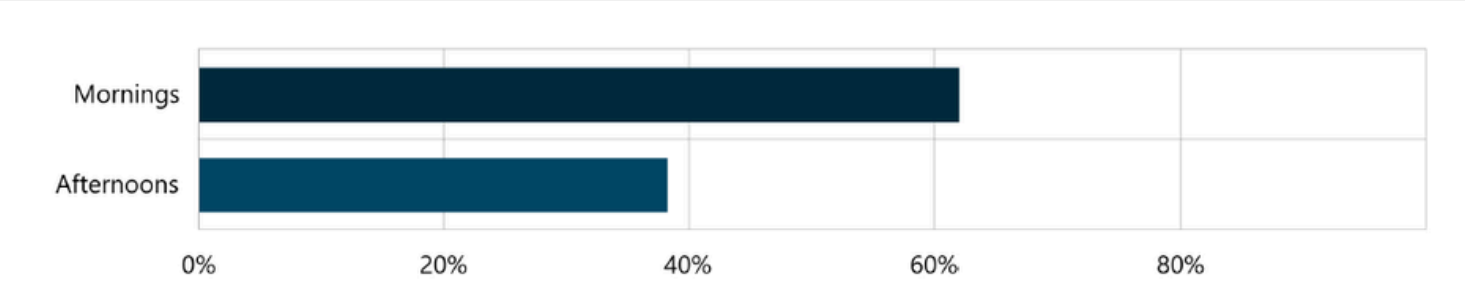
3. Which of the following visitation options best suits your needs?

Select Box | Skipped: 10 | Answered: 362 (97.3%)



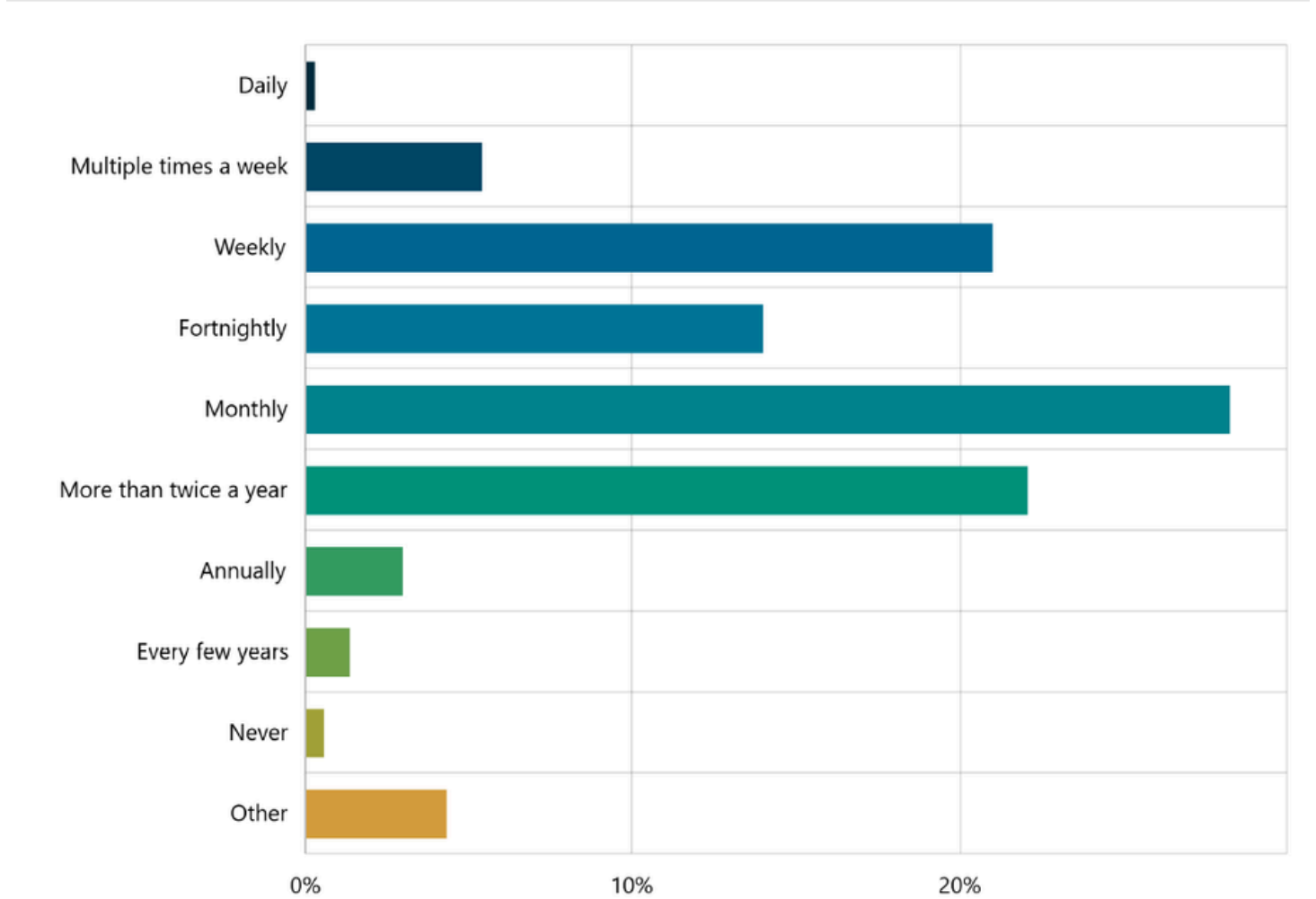
4. Which of the following visitation times options best suits your needs?

Select Box | Skipped: 13 | Answered: 359 (96.5%)



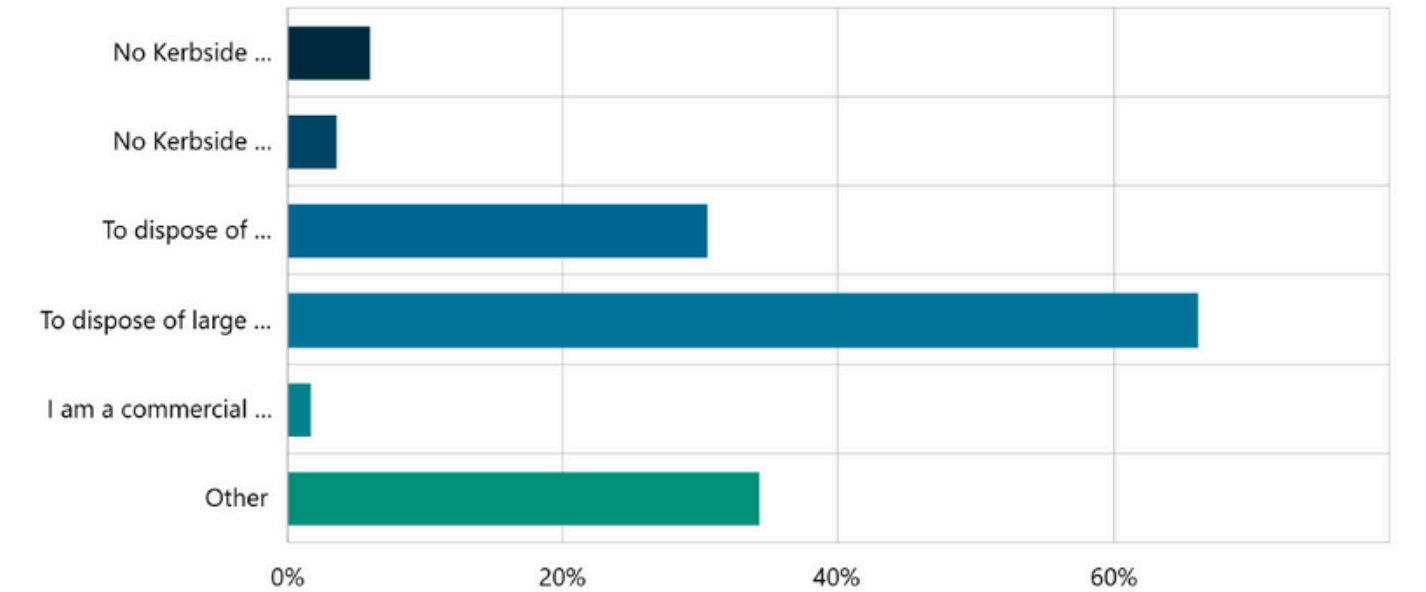
5. How often do you visit a Waste Transfer Station?

Multi Choice | Skipped: 0 | Answered: 372 (100%)



6. Which of the following options best describes the purpose of your visit to a Waste Transfer Station? Please select all that apply.

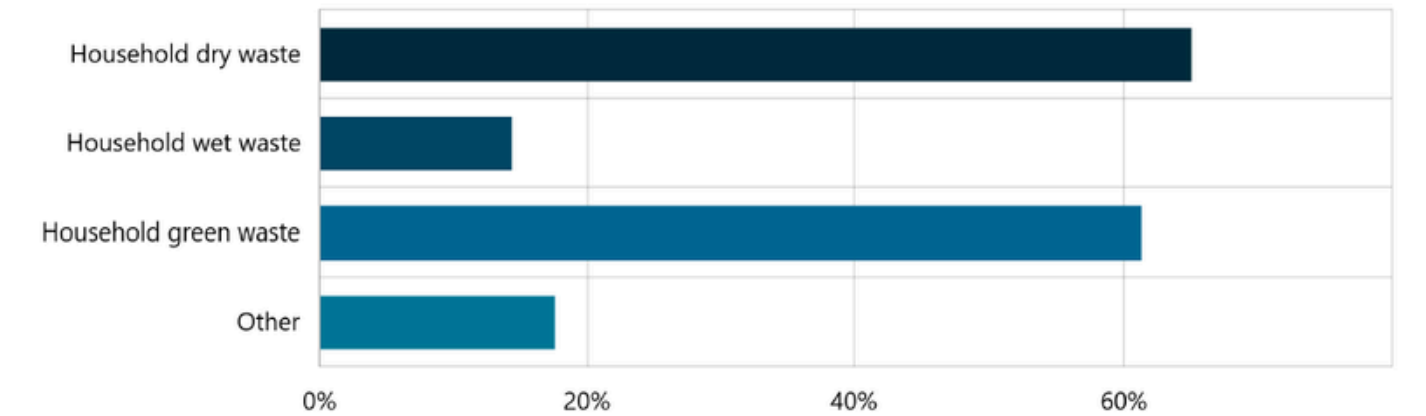
Multi Choice | Skipped: 1 | Answered: 371 (99.7%)



| Answer choices                                                 |
|----------------------------------------------------------------|
| No Kerbside collection service due to remote location          |
| No Kerbside collection service due to cost                     |
| To dispose of recyclables                                      |
| To dispose of large or bulky waste                             |
| I am a commercial operator providing waste management services |
| Other                                                          |

7. Which types of materials are you disposing of at the Waste Transfer Stations? Please select all relevant options.

Multi Choice | Skipped: 1 | Answered: 371 (99.7%)



**8. Are there any additional items you'd like to recycle at the Waste Transfer Station? If so, please specify the type.**

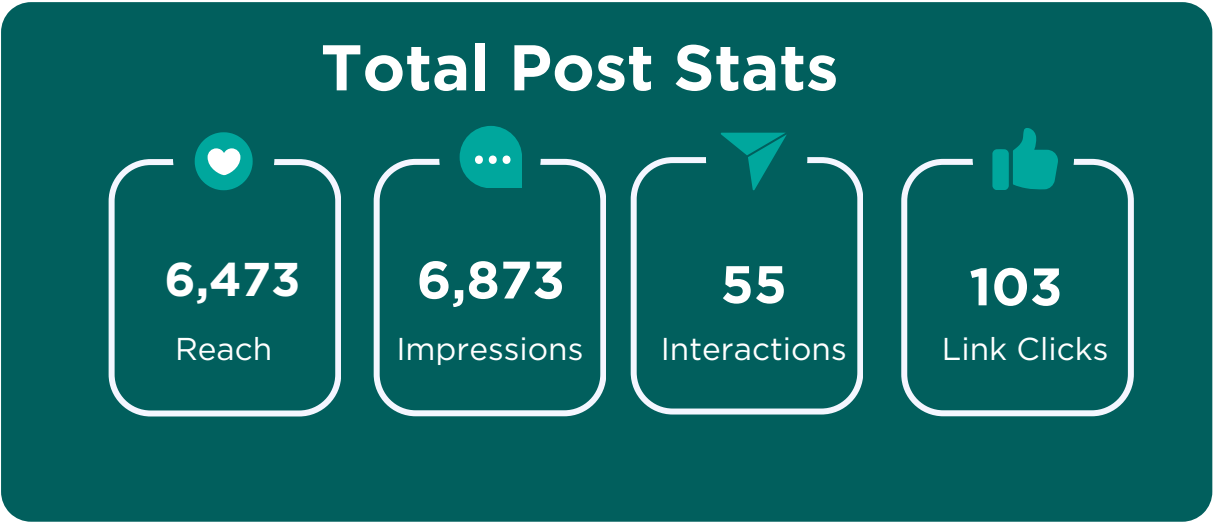
The responses from residents regarding additional items they would like to recycle at the Waste Transfer Station has been summarised below:

1. **Glass and Plastics:** A significant number of residents expressed a desire for broader glass and plastic recycling options. This includes all types of glass (bottles, jars) and plastics (including soft plastics, yoghurt containers, fruit/veg trays, and other non-bottle plastics).
2. **Cardboard and Paper:** Cardboard was frequently mentioned, with several residents suggesting it should be more easily recyclable or accepted at the transfer station. Some residents also expressed interest in paper recycling, especially for items like newspapers or plant-based cartons.
3. **Batteries and Electrical Goods:** Many residents mentioned batteries (household, AA, AAA, and car batteries) and electrical items (e.g., TVs, computers, white goods). A desire for better management of these materials and potentially easier disposal options was highlighted.
4. **Soft Plastics:** There were numerous calls for soft plastics to be accepted for recycling, with a desire to recycle items like plastic bags, cling wrap, and other flexible packaging.
5. **Other Recyclables:** Some residents requested the inclusion of additional materials like Styrofoam, paint, oil, scrap metal, and tires for recycling. The need for more comprehensive recycling, including wet waste and more categories of plastics, was also mentioned.
6. **Improved Transfer Station Operations:** Several residents indicated dissatisfaction with current station operations, particularly in terms of hours and fees. There were requests for more convenient hours, especially weekends, and a return to practices like the Pin Code Access. The high cost of disposal and the inconvenience of limited hours were recurring concerns.
7. **Recycling of Household Goods:** Several respondents emphasised the importance of accepting household items that might be resold or repurposed, such as furniture, bikes, and other broken or unused items.
8. **Community and Charity Involvement:** Some residents expressed interest in seeing community groups or charitable organisations benefit from the recycling of certain items, such as beverage containers (10c bottles) or other items that could be reused or repurposed.

In summary, the most popular responses focus on expanding recycling options to include a wider variety of glass, plastics (including soft plastics), batteries, cardboard, and electronic waste. Additionally, there were concerns about the operational hours of the transfer station and the inclusion of more community-focused recycling practices.

# Social Media

A social media campaign was run on Facebook with a total of seven posts throughout the open consultation period.



## Top Performing Content:



**Cassowary Coast Regional Council**  
28 October at 12:59 · 🌐

...

Waste Transfer Station Review Survey

Cassowary Coast Regional Council requests all Cassowary Coast residents to complete the Waste Transfer Station Review Survey! This survey aims to gather valuable insights into how residents use waste transfer stations services, helping Council optimise these offerings and achieve our waste reduction goals for 2050.

☐ The survey is open until Sunday 24 November 2024. ... [See more](#)



**WASTE TRANSFER  
STATION REVIEW**  
*Consultation*

[Yoursay.cassowarycoast.qld.gov.au](https://yoursay.cassowarycoast.qld.gov.au)

Cassowary Coast Regional Council

Boost

 Cardwell Business and Community News and 4 others 10  9 

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2,531 Reach



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- 🌐 [cassowarycoast.qld.gov.au](http://cassowarycoast.qld.gov.au)
- 📍 70 Rankin Street, Innisfail  
38-40 Bryant Street, Tully  
4 Balliol Street, Cardwell