



2022

Waste Management System Options Analysis  
Community Consultation Report  
Norfolk Island Regional Council

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## EXECUTIVE SUMMARY

Norfolk Island Regional Council (NIRC) in late 2021 engaged A.Prince Consulting (APC) to review the Waste Management Strategic Plan 2015 and undertake an options analysis given two significant issues:

1. The Australian Government requirement to close Headstone Reserve for disposal by January 2023 for all wastes
2. Significant budgetary impacts as a direct result of the reduced shipping services between Australia and the Island which has led to a significant increased financial burden on NIRC as baled residual waste is required to be air freighted to Brisbane, Queensland and disposed of as quarantine waste.

APC prepared a draft Waste Management Systems Options Assessment report sought to address the key issues above and provide options for consideration including:

- reducing, reusing and recycling/composting more materials
- modifying the existing charging regime to raise revenue for cost recovery
- increasing circular economy outcomes by undertaking more on-island solutions
- processing bulky waste on island for either incineration or export

Three fully costed options taking into both capital and operational costs were presented:

- Option 1: Improve the efficiency of the current system with minimal additional capital investment. Includes the continuance of export for baled residual and hazardous wastes, composting and glass crushing on island; introduces crushing of suitable construction wastes on island and establishes a reuse centre; and dismantling and using existing equipment for volume reduction for bulky waste export.
- Option 2: Ceases export of baled residual wastes; continues the export of hazardous wastes; continues composting, glass crushing, crushing construction wastes on island, establishes a reuse centre, introduces an industrial shredder to prepare bulky wastes for high temperature incineration.
- Option 3: Promote greater circular economy outcomes with continued export of baled residual and hazardous wastes. Introduces an industrial shredder to prepare bulky wastes for export; continues composting, crushing glass and construction wastes on island, establishes a reuse centre and plastics recycling plant.

In addition, to the options analysis report which was made available on the NIRC website a shorter Discussion Paper was prepared outlining the issues and options and provided background to an online community survey. This report presents the findings of the consultation process encompassing both the on-line survey that was available for 21 days and the stakeholder meetings held over a period of one week. Two APC senior consultants visited the island from 14<sup>th</sup> to 19<sup>th</sup> February, 2022 to conduct individual meetings specifically seeking to gain an in-depth understanding of the community views and opinions on the preferred method to manage waste in the future.

The survey attracted 83 responses which based on the number of households represents a response rate of 7.6%. The full survey is provided as **Appendix A**. The survey comments received are provided

in **Appendix B** and we highly commend the comments to you as there are many excellent well considered opinions, ideas and thoughts worthy of consideration.

During the visit the consultants participated in a radio interview, joined the Norfolk Wave public awareness forum at the Foodland Shopping Centre on Saturday 19<sup>th</sup> February and met with the following key groups:

- Council of Elders,
- Business Council of Norfolk Island,
- Accommodation and Tourism Association,
- NIRC Sustainability Advisory Committee,
- Norfolk Wave Campaign,
- Delta Pearl Partners (NIRC accounting consultants),
- NIRC Managers and operational teams,
- local businesses and
- community members.

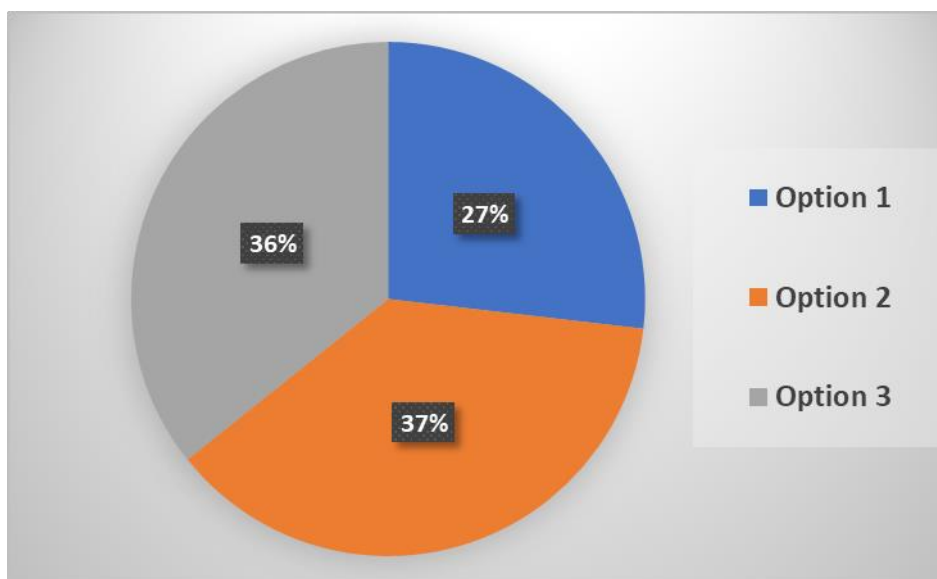
A summary of the outcomes with stakeholders and community members is provided in **Section 5**.

A copy of the presentation to the NIRC Sustainability Advisory Committee is provided in **Appendix C**.

The key findings are:

- **Future Waste Management Systems:** Three waste management system options with capital investment and operational costs were explored and presented:
  - Option 1: Improve the efficiency of the current system with minimal additional capital investment. Includes the continuance of export for baled residual and hazardous wastes, composting and glass crushing on island; introduces crushing of suitable construction wastes on island and establishes a reuse centre; and dismantling and using existing equipment for volume reduction for bulky waste export.
  - Option 2: Ceases export of baled residual wastes; continues the export of hazardous wastes; continues composting, glass crushing, crushing construction wastes on island, establishes a reuse centre, introduces an industrial shredder to prepare bulky wastes for high temperature incineration.
  - Option 3: Promote greater circular economy outcomes with continued export of baled residual and hazardous wastes. Introduces an industrial shredder to prepare bulky wastes for export; continues composting, crushing glass and construction wastes on island, establishes a reuse centre and plastics recycling plant.

The community's narrow preference, by just 1%, is for Option 2: Incineration as the primary disposal methodology followed by Option 3: Circular economy approaches

**Figure 1 Preferred Waste Management option**

When asked specifically if high temperature incineration with appropriate emission control and ash exported or bound in concrete 58% supported this technology solution.

Throughout the community there was also strong concern that the island should not be sending it waste to another jurisdiction to manage, the ongoing uncertainty regarding shipping services and lack of a permanent jetty for unloading / loading barges. However, there was concern that previous efforts for incineration had been unsuccessful due to resident concerns and there was strong support for more circular economy local approaches and responses.

- **Recovery:** Responses displayed a significant appetite for circular economy approaches with community support for the development of domestic compost (74%), glass aggregate (78%) and building materials containing recycled plastics (87%) subject to quality, competitive pricing and the material/products would not impact the environment.
- **Reuse:** The community most emphatically support the establishment of a reuse centre with 82% of survey respondents support with outdoor and garden equipment, pots plants, household furniture, tools, building materials most sort after items. Some did express concern about how the facility would be operated.
- **Financial Management:** There is widespread support for user pays systems although coupled with a concern about the capacity for the community and businesses to pay.
  - Waste import levy - adjustments to the to account for the actual cost of managing wastes was favoured by 54% but with considerable uncertainty as to the negative impacts these changes may bring.
  - Current waste management ticket system - transitioning to the concept of 'use it or lose it' with regard to unused tickets was supported by 49%. Again, some community members were concerned about the charging framework itself.
  - Accommodation bed levy - was cited as having added an unrealistic impost on tourism operators given the recent downturn in revenue as a result of COVID pandemic and increased freight costs. There was significant concern that the number of tourist beds available does not

reflect the number of beds used. References were made to a 'cold bed' instead of 'hot bed' tax. Nonetheless, the recent drop in bed numbers due to a transition of tourism accommodation to residential accommodation, may be attributed to a combination of less visitor numbers because of COVID, critical housing shortage coupled with the new increased community waste management fee.

- Tourist environmental levy – this concept used on Lord Howe Island was discussed during the stakeholder engagement and if applied at the rate of \$20 per return ticket could raise \$400,000 based on 20,000 visitors per year or \$1 million dollars if raised to \$50 return.
- **Environmental regulation:** Respondents overwhelmingly (89%) supported the Commonwealth Governments banning and phasing out of single use plastics and the introduction of compostable alternatives. The majority (54%) supported stronger regulatory enforcement and penalties should be used to deter burning and burial of wastes on private land. Comments described the adverse impacts on amenity, health and environment, while other comments highlighted the inability of some residents to pay the increased waste management fees and charges.
- **Waste Separation:** Given over 80% of the baled waste being exported contains materials that are recyclable and recoverable the survey sought guidance on what actions NIRC could take to assist residents and businesses separate their wastes and achieve cleaner recyclable materials. The provision of separate/ divided bins would assist coupled with greater education and improved signage with colour coding at the waste management centre. To improve organic recovery for local composting improved storage / bins or providing communal food bins were recommended coupled with more education.
- **Waste Management Education:** Community consultation revealed a widespread understanding of the impacts of poor waste management and a desire for individuals to take greater responsibility for the wastes that are being generated. Opportunities to improve the communities broader understanding of the impacts poor waste management has on the environment, public health, well-being and the costs to manage wastes on the island was supported. Survey responses consistently referred to more and improved education and awareness raising efforts to assist the community navigate the complexities associated with minimising waste generation, improving purchasing decisions and to help reduce overall operating costs. That said a smaller number of the community members appear to remain in support of Headstone disposal, continued burial and burning of wastes on private property.

Moving forward the community need to support the agreed actions as an outcome of this process and must rethink how to avoid, reduce, reuse and recycle waste to contain budgetary impacts. As an island community a substantial and significant change is required in very short timeframe given the Headstone Reserve dumping deadline.



## 1. BACKGROUND

Norfolk Island Regional Council (NIRC) has inherited a challenging situation in respect to waste management. Aside from materials exported for treatment, the on-island waste disposal practices have not been compliant with Australian law, nor acceptable to many residents and largely unknown to the tourists who visit.

As with all islands there are many challenges in relation to waste management in a remote location including:

- Tyranny of distance with prohibitive freight costs and limited freight competition;
- Increasing consumption due to affluence leading to increasing waste generation;
- Diverse waste streams that all require management;
- Poor economies of scale resulting in disproportionate high operating costs;
- Emergence of new and problematic waste streams - solar cells, E waste, plastic rainwater tanks;
- Financial constraints due to small population, low rate-base and limited funding options;
- Councils' reliance on external grants.

In addition to the above, Norfolk has a set of unique barriers including:

- Inability to landfill on island due to the island's hydrology and the significance of groundwater to water resources;
- Compliance with customs laws and associated costs as Norfolk is deemed an international port and destination by Australia;
- Compliance with Australian laws which prevent residual waste being exported to New Zealand.

Despite these challenges over the past two decades Norfolk Island has been on a journey of continuous improvement. APC has provided waste management guidance to Norfolk Island since 2000 undertaking two detailed studies. The *Waste Management Audit and Options Study, 2000* and the *Strategic Waste Management Plan (2015)* both aimed to align Norfolk Island with other Australian offshore islands. Reducing the reliance on ocean dumping at Headstone Reserve was the cornerstone of both reports and the recommendations formed the foundation of the current waste management system including:

- The closure and rehabilitation of the former "Top Tip" burning pit;
- Closure of large-scale commercial burning pits;
- The development of the Waste Management Centre (WMC);
- Source separation of general waste for recovery, recycling, reuse or disposal including:
  - new sorting station and baler for aluminium, steel cans, plastic containers, cardboard for recycling.
  - new Hotrot compost for garden, food, paper/cardboard;
  - separation of batteries, used motor oil/cooking oil, gas bottles/fire extinguishers, used tyres, e waste, smoke detectors, toner cartridges, chemicals and asbestos
  - reusable items available to the community – furniture/clothing/toys
  - all remaining general waste are baled for export
- High temperature incinerator for medical and quarantine waste;
- Export of stockpiles of hazardous waste – chemicals, asbestos, oils, toner cartridges, lead acid batteries in 2020.

Despite this progress we have three significant issues:

- The receipt of a formal notice to cease Headstone dumping for the protection of the Marine Park by January 30, 2023, requiring an alternative solution to bulky waste;
- The old glass crusher needs urgent replacement;
- The backlog of shipping containers of processed recyclables and E waste awaiting export and no funds to cover these costs.

The *Strategic Waste Management Plan (2015)* aimed to align Norfolk Island with other Australian offshore islands regarding waste separation, treatment and disposal. The plan sought to: divert to composting 68%, export for recycling 10%, reuse 7% and bale and export 15%.

All baled waste sent to the Australian mainland are treated as quarantine waste by the Australian government and must comply with strict bio-security controls. This year it is expected that the island will need to export approximately 400 tonnes of baled waste and recycling. Reducing waste requiring export is paramount. An examination of the current residual waste bales reveals they comprise, by weight, food and paper (49%), nappies (12%) and plastics 26% of which single use plastics are 7%. If the community separated all food / paper and families converted to compostable/ reusable nappies we could reduce our current exports by 60%. Current budget constraints do not allow for removal of recyclables from island which are stockpiled.

No one foresaw at the time of the 2015 study that the shipping service to Australia would cease and baled waste would require air freighting to the mainland as shipping to New Zealand was not approved under Australia hazardous waste import and export laws. This change in freight arrangements has caused a substantial cost increase with NIRC forecast to spend \$1.8 million in 2021-22 for waste management.

The revenue to support waste management activities is derived from:

- Waste Import Levy -\$41/tonne or m<sup>3</sup> (whichever is the greater) - \$600,000
- Tickets sales at WMC - \$60,000
- Community Waste Management Charge (\$300/household, \$75/bed at accommodation facilities -\$460,000
- Community shortfall - \$680,000

Mainland Australia has moved to introduce extended producer responsibility (EPR) schemes where manufacturers contribute to end of life management costs. National schemes exist for a range of products including TV and computers, mobile phones, motor oil, tyres, mattresses, paints, farm chemicals, household batteries and by 2023 a national program will exist for beverage containers where a 10-cent refund is provided. Unfortunately, these schemes are not currently offered on Norfolk Island.

Despite the significant challenges faced by Norfolk Island including the lack of an island landfill, the community has been on a journey of continuous improvement in relation to the waste management over the past two decades. Much progress has been made with a fully functioning Waste Management Centre, greater source separation of materials, baling and export of residual waste, recyclables and hazardous materials. On island crushing of concrete and composting of organic waste for sale with demand outstripping supply are now entrenched.

## 2. INTRODUCTION

Norfolk Island Regional Council (NIRC) in late 2021 engaged A.Prince Consulting (APC) to review the Waste Management Strategic Plan 2015 and undertake an options analysis given two significant issues:

1. The Australian Government requirement to close Headstone Reserve for disposal by January 2023 for all wastes
2. Significant budgetary impacts as a direct result of the reduced shipping services between Australia and the Island which has led to a significant increased financial burden on NIRC as baled residual waste is required to be air freighted to Brisbane, Queensland and disposed of as quarantine waste.

A draft Waste Management Systems Options Assessment report has been prepared and submitted in February 2022 which seeks to address the key issues above and provides some options for consideration including:

- reducing, reusing and recycling/composting more materials
- modifying the existing charging regime to raise revenue for cost recovery
- increasing circular economy outcomes by undertaking more on-island solutions
- processing bulky waste on island for either incineration or export

The waste management system options analysis was undertaken to consider both capital funds for equipment upgrades and new equipment required plus operational costs for staff, freight and disposal costs. Three waste management system options with capital investment and operational costs were explored and presented:

- Option 1: Improve the efficiency of the current system with minimal additional capital investment. Includes the continuance of export for baled residual and hazardous wastes, composting and glass crushing on island; introduces crushing of suitable construction wastes on island and establishes a reuse centre; and dismantling and using existing equipment for volume reduction for bulky waste export.
- Option 2: Ceases export of baled residual wastes; continues the export of hazardous wastes; continues composting, glass crushing, crushing construction wastes on island, establishes a reuse centre, introduces an industrial shredder to prepare bulky wastes for high temperature incineration.
- Option 3: Promote greater circular economy outcomes with continued export of baled residual and hazardous wastes. Introduces an industrial shredder to prepare bulky wastes for export; continues composting, crushing glass and construction wastes on island, establishes a reuse centre and plastics recycling plant.

A comparison between business as usual (BAU) approach in regard to revenues with alternate pricing mechanisms to more equitably distribute the costs was considered. A cost recovery model was developed to identify the true cost of managing different types of wastes based on true end of life management costs. The revenues options assessment and alternative costing models are important considerations and have immediate implications for the 2022-23 financial year budget which are set in the month of March.

### 3. COMMUNITY CONSULTATION AND STAKEHOLDER ENGAGEMENT

The Norfolk Island community is close-knit with profound and unique connections to each other, the Island and its history. The community cares deeply about the Island. The success of any program depends almost entirely on the quality and level of involvement by the community involvement. In discussions with NIRC staff there was a willingness for the consultants to lead the community consultation and stakeholder engagement activities in connection with the future island waste program.

In addition to the draft report a short Discussion Paper was prepared outlining the issues and options. While the reports will provide facts, figures, key background information, the views and opinions of the individuals, community groups and community leaders are needed as a sounding board. It is imperative to engage with key stakeholder groups to hear their perceptions, priorities, issues, concerns and views in a non-threatening forum.

APC proposed to set the consultation in the broadest context possible with both stakeholder meetings and community consultation with one-on-one meetings and a community survey. All approaches sought to gain views on current and future behaviours in relation to waste avoidance, recovery, reuse, recycling, fees and charges, exploring alternative financing mechanisms and seeking to identify the preference from the three future waste management systems options proposed.

Two APC senior consultants visited the island from 14<sup>th</sup> to 19<sup>th</sup> February, 2022 to undertake community consultation and stakeholder engagement. Specifically, community views and opinions on the waste management system options and the associated actions needed to support future waste management on the island in the light of the current and emerging issues were explored.

During the visit the consultants participated in a radio interview and joined the Norfolk Wave public awareness forum held at the Foodland Shopping Centre on the morning of Saturday 19<sup>th</sup> February to meet with community members. Interested individuals could also request a meeting with the consultants by contacting PJ Wilson to make an appointment for a one on one meeting.

During the course of the consultation, APC consultants met with the following key groups:

- Council of Elders,
- Business Council of Norfolk Island,
- Accommodation and Tourism Association,
- NIRC Sustainability Advisory Committee,
- Norfolk Wave Campaign,
- Delta Pearl Partners (NIRC accounting consultants),
- NIRC Managers and operational teams,
- local businesses and
- community members.

The community survey was on line from 7<sup>th</sup> to 28<sup>th</sup> February and received a total of 83 responses which based on the number of households represents a response rate of 7.6%. Refer **Appendix A** for a copy of the survey that was posted on NIRC web site.

## 4. WASTE MANAGEMENT SURVEY AND CONSULTATION RESPONSES

An analysis of responses to the on-line survey are provided below along with findings from stakeholder and community meetings held during the consultation phase. Please refer also to Appendix B for a full extract of the responses to each question where comments or responses were required. We have grouped responses together in themed headings to assist the reader with interpretation. We highly commend the comments to you as these are truly what the community feel in response to the issues raised and offer a great range of well-constructed opinions and ideas.

### 4.1 Waste Generation

**Q 1 Avoiding and Reducing waste in the first place is critical - Is there any support NIRC can provide to assist your household and/or business to:**

**a. reduce the amount and type of waste that is currently being generated; or**

- 43% of respondents felt there needed to be a greater focus on reducing packaging, replacing the purchase of plastics with materials able to be recycled or composted and banning single use plastics.
- 12% felt that financial incentives such as subsidising costs for bulk purchasing or using compostable/recyclable packaging, applying a waste management fee on all imported goods, tax incentives for businesses to support the purchasing of goods in recyclable packaging and cash back schemes for recyclable bottles and cans.
- 7% felt that educational approaches would encourage waste minimisation and assist consumers to consume less.

Refer to the Survey Comments in **Appendix B** but a selection of comments received include:

- *'Ban the importation of single use plastic bags'*
- *'Incentivise reduced packaging and zero / low waste / eco-friendly packaging for businesses through tax breaks or cash back schemes etc. Offer soft plastic recycling/ export for recycling (huge part of general waste is soft plastics)'*
- *'Sorting non and recyclable plastic can be tricky. How better to teach us??!!'*
- *'Incentives for take away drinks and food to be in 100% combustible or recyclable material'*

**b) improve how you can better manage these wastes?**

The main two responses were to improve sorting of waste was by the provision of bins and education.

These survey responses were generally in line with the views put forward through the face to face interviews. The consultation also found a high level of awareness in the community in regard to bigger picture impacts of poor waste management and the desire for individuals to take more responsibility for the wastes that are being generated.

The Accommodation and Tourism Association advised that waste generated by visitors to the island, tended to be at hospitality venues - cafes and restaurants and less at accommodation complexes. However, bins provided at accommodation venues and in rooms were not used in accordance with the signage, and further assistance in how to better address this issue was needed.

## 4.2 Waste Separation

**Q2 Waste separation: Separating waste correctly will ensure it can be recycled and / or reused to increase its value. Is there anything Council can do to assist you to improve waste separation at:**

- a) household
- b) business
- c) the Waste Management Centre?

- 44% of household and 20% of business respondents felt that separate or divided bins would assist with source separation of waste materials.
- Around 20% of households and 10% of businesses supported the delivery of increased educational material particularly around what is and isn't recyclable.
- 20% of respondents recommended improved signage (including colour coded) at the waste management centre.

Refer to the Survey Comments in **Appendix B**

**Q3 A recent audit estimated that over 80% of the baled wastes being exported for disposal on the mainland is food waste, paper, plastics and baby nappies. Do you have any ideas on how we can aim to remove all food scraps and paper from the baled waste and manage it on island through the composting system?**

- The majority of responses (43%) suggested improved storage systems through the issue of food/organics bins and/or composting bins; extending the hours of the waste management centre providing communal bins for the receipt of organics.
- 25% of respondents felt that a greater focus on education or the issue of penalties would improve the management of organics.

Refer to the Survey Comments in **Appendix B** and a selection of comments received:

Households:

- *'Provide bins to help sort the waste'*
- *'Publish information on what is and isn't recyclable at the waste management centre. I refuse to take my non-recyclable stuff there because I don't want it dumped in the ocean.'*
- *'fines'*

Business:

- *'Encouraging businesses to buy in bulk and distribute would be a great start'*
- *'Provide bins! Rates are outrageous for business owners!'*
- *'I already run an almost-entirely paperless office'*

At the waste management centre:

- *'Clear pictures of what plastics can be recycled. There should be no fee for taking rubbish to waste management either. This fee just encourages people to burn their own rubbish'*
- *'More separation zones to encourage recycling'*
- *'Better signage'*

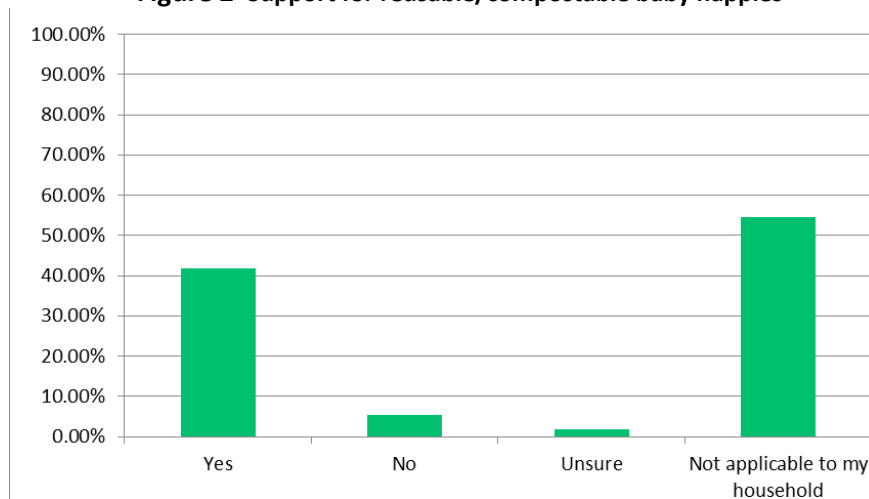
and in regard to baled waste contamination:

- *Educate the community on the importance of removing your food scraps and if things don't improve then identify the culprits and refuse to accept their rubbish or charge them more*

**Q3b This question is for families with small children only. There are many reusable or compostable baby nappy alternatives on the market. A number of councils on the mainland are introducing programs which help families transition to using reusable/compostable nappies. Would you support such an initiative and would information on alternatives be useful? Yes, No or unsure ?**

This question is particularly relevant given the estimation of around 90 children of nappy age and a further 30 pregnancies currently on island. A compostable/reusable nappy program received a predominantly positive response. Refer to the Survey Comments in **Appendix B**.

**Figure 2 Support for reusable/compostable baby nappies**

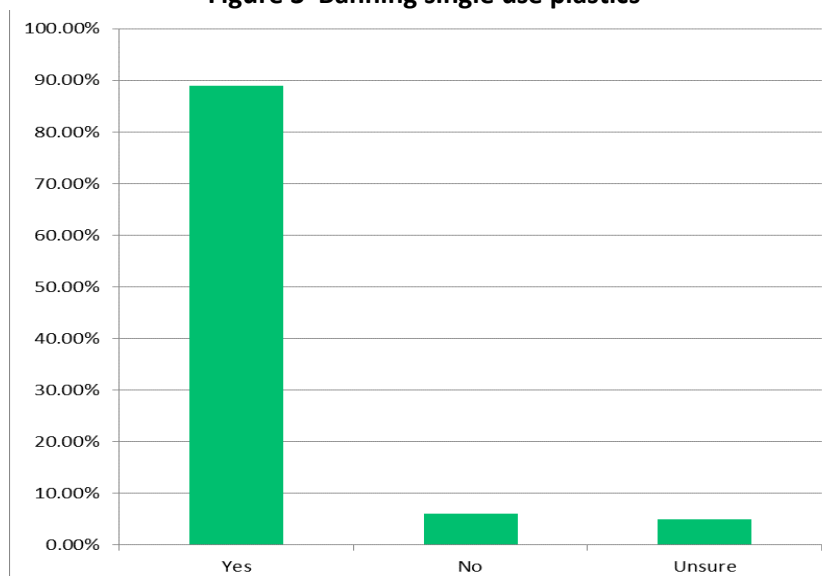


**4.3 Environment Protection**

**Q4. Many countries and states are banning or phasing out single use plastics including plastic shopping bags, straws, cutlery, clam shell takeaway containers, drinkware, plates etc and are promoting paper based alternatives that can be composted and stay on island which is a cheaper alternative than exporting as baled wastes. Do you support such measures being introduced? Yes, no, unsure, comment**

Respondents overwhelmingly supported the Commonwealth Governments banning and phasing out of single use plastics and the introduction of compostable alternatives with 89% voting yes.

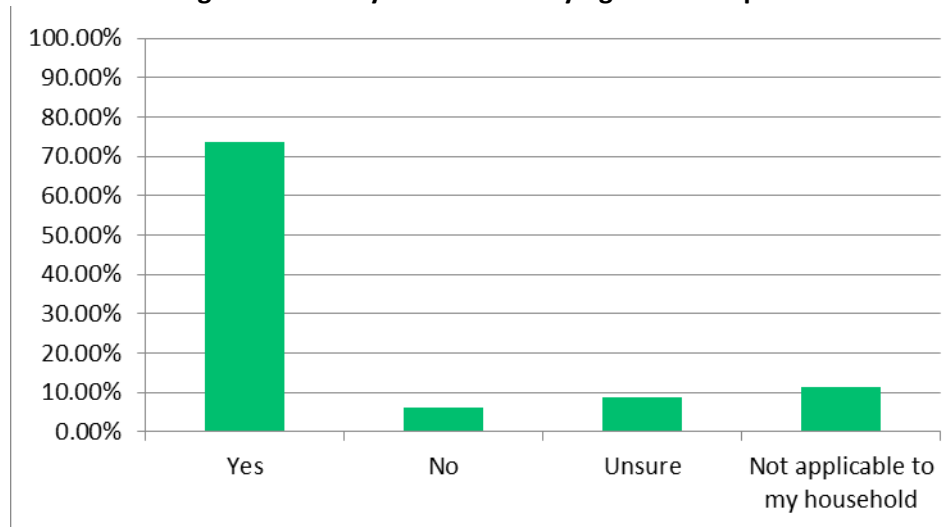
**Figure 3 Banning single use plastics**



#### 4.4 Sustainability

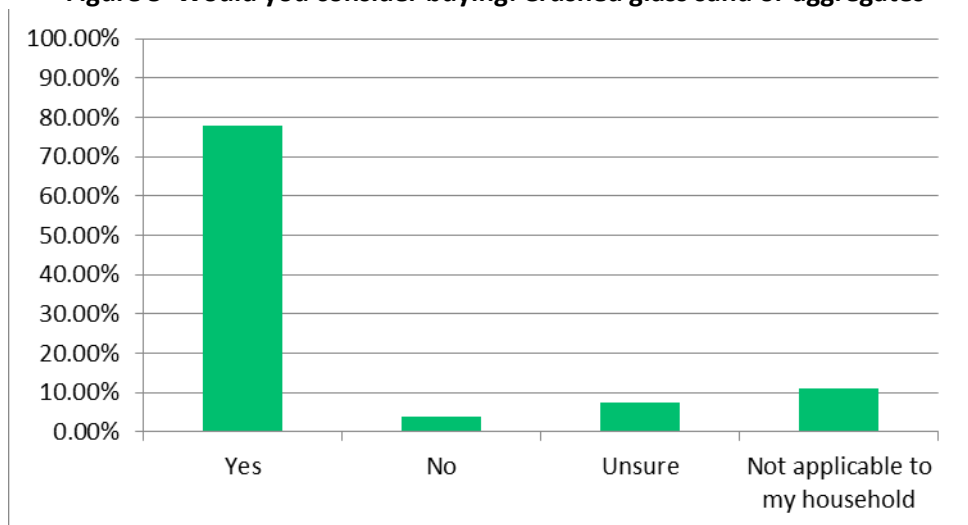
**Q 5. Sustainability: a circular economy approach requires moving toward purchasing reused and remanufactured products over new products.**

**Figure 4 Would you consider buying: local compost**



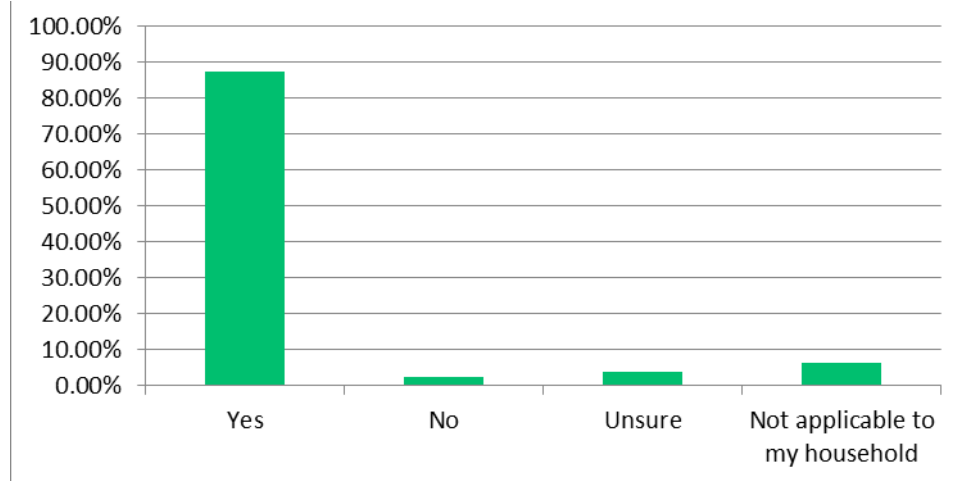
The majority supported a circular economy approach to waste management with 74% supporting the purchase of compost, dependent on quality and price.

**Figure 5 Would you consider buying: Crushed glass sand or aggregates**



The majority also supported a circular economy approach to waste management on Norfolk Island where 78% would purchase glass sand or aggregate on occasion that it was useful, dependent on quality, noting that this material would be of greater value commercially.



**Figure 6 Would you consider pavers, concrete or building materials that contain recycled plastic**

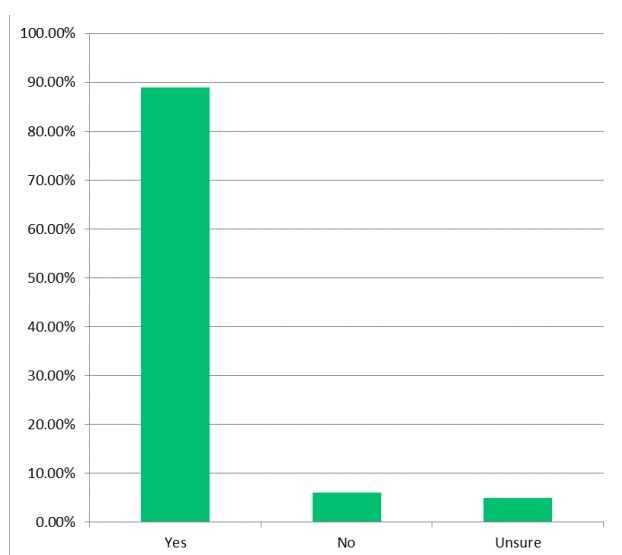
The majority also supported a circular economy approach with 87% stating they would buy building materials containing recycled plastics, but would want to be reassured of quality, competitive pricing and the material/products would not impact the environment.

Refer to the Survey Comments in **Appendix B** and a selection of comments received:

- *'This is a no brainer as far as I'm concerned given the difficulties/expense we're facing at trying to export waste'*
- *'I would need reassurance that no weeds are in compost and no ants either'*
- *'If the product was strong, sound, solid and competitively price'*

The survey responses were generally in line with the views expressed in the stakeholder consultation interviews.

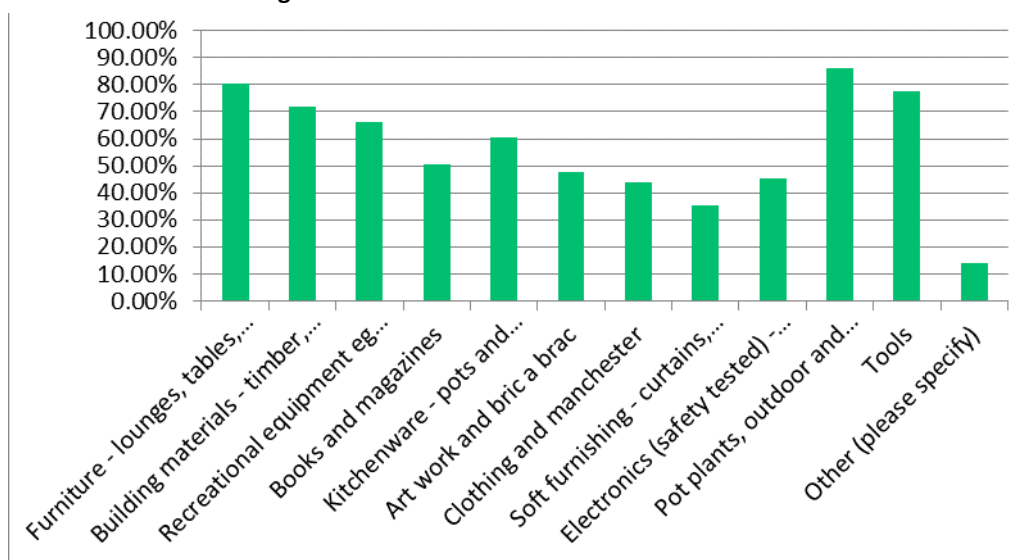
**Q6 Reuse: Many councils have established tip shops or reuse sheds to recover and repair items for resale. Would you support establishing a local reuse shop? Yes, no, unsure**

**Figure 7 Would you support establishing a local reuse shop ?**

82% of respondents expressed support, some were dependent on who, how the facility would be operated.

**Q 6b) If yes what are the main reusable items the you might be interested in buying:**

- Furniture – lounges, tables, chairs, desks
- Building materials – timber, doors, windows, kitchen, bathroom fittings, tiles
- Recreational equipment eg bikes, fishing, golf, exercise machines
- Books and magazines
- Kitchenware – pots and pans, cutlery, glassware, crockery
- Art work and bric a brac
- Clothing and Manchester
- Soft furnishing – curtains, blinds,
- Electronics (safety tested) - printers, TV, vacuum, household appliances, fridges
- Pot plants, outdoor and garden equipment
- Tools
- Other – please specify

**Figure 2: Level of Interest in Reuse Centre Stock**

Outdoor / garden equipment / pots plants, household furniture, tools, building materials were the most sought after items. The survey response was generally in line with the views put forward within the face to face interviews with general community and a selection of businesses and organisations with strong support for a dedicated reuse area. Some offering a caution that *'hoarders will have a field day'*.

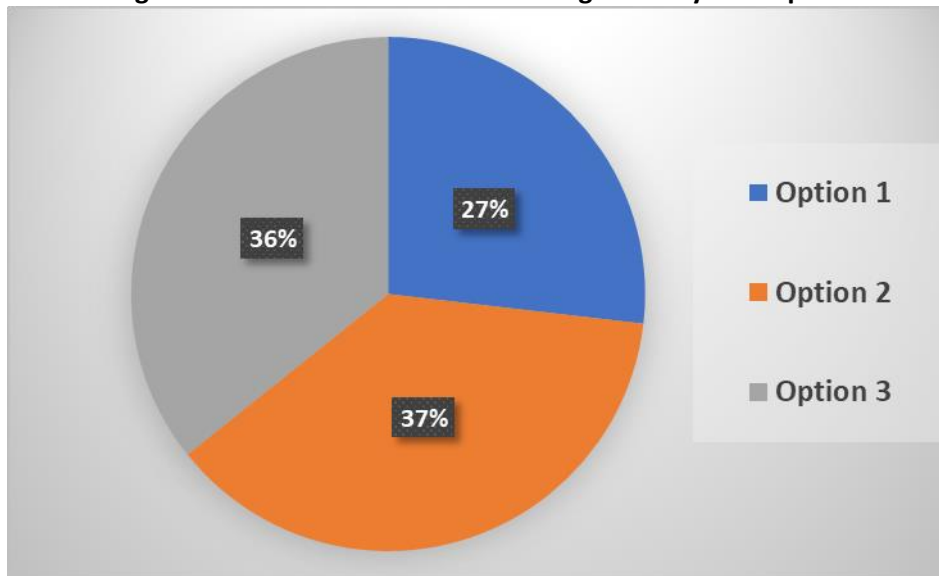
**4.5 Waste Disposal**

**Q 7 Disposal:** Please note this section of the survey does not include the management of hazardous wastes as these materials require specific treatment and disposal arrangements. Ceasing the use of the Headstone Reserve to dispose of bulky and building wastes requires a rethink about how we manage this difficult waste stream. What are your views on how these wastes could be managed in future?

- a) export for disposal
- b) manage on island
- c) unsure
- d) Comment

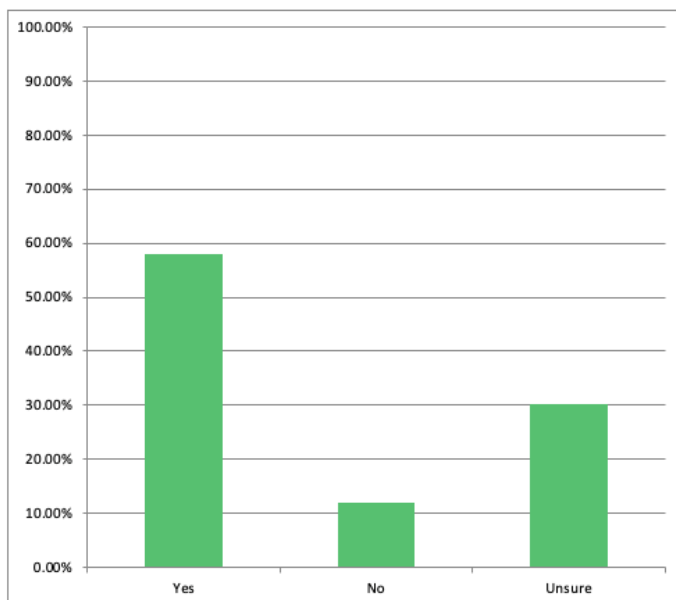
The outcomes for Options 2 and 3 were very close with only 1% between them. Overall, the survey responses showed a community preference to manage wastes on island which favoured a balance between disposal on island via incineration and circular economy approaches.

**Figure 8 Preferred future waste management system option**



**Q8 If the preference is to manage the bulky and building wastes on island, given the many different types and volumes of these waste materials, do you think a high temperature incinerator fitted with pollution control systems to meet Australian regulations could be considered as a future waste treatment option. The residual ash would be bound in concrete or exported for disposal. Yes, No, Unsure and comment?**

**Figure 9 Should high temperature incineration be considered**



The responses to this question were a little more differentiated than the options.

- 58% of respondents supported the use of incineration technology,
- 30% were unsure
- 12% were against.

The comments received for this question were equally diverse, and highlighted specific advantages and disadvantages. Selection of comments received:

- *My preference would be to not have an incinerator however if the issues with shipping is not rectified we may need to consider it. Let's get option 3 going and go from there*
- *Absolutely! There is no other realistic alternative. It has been looked at several times, but cost has been limiting factor.*
- *High temp incinerators are not without environmental cost, we must do all we can to minimise waste generated and maximise reuse and recycling opportunities. An incinerator would not encourage this*

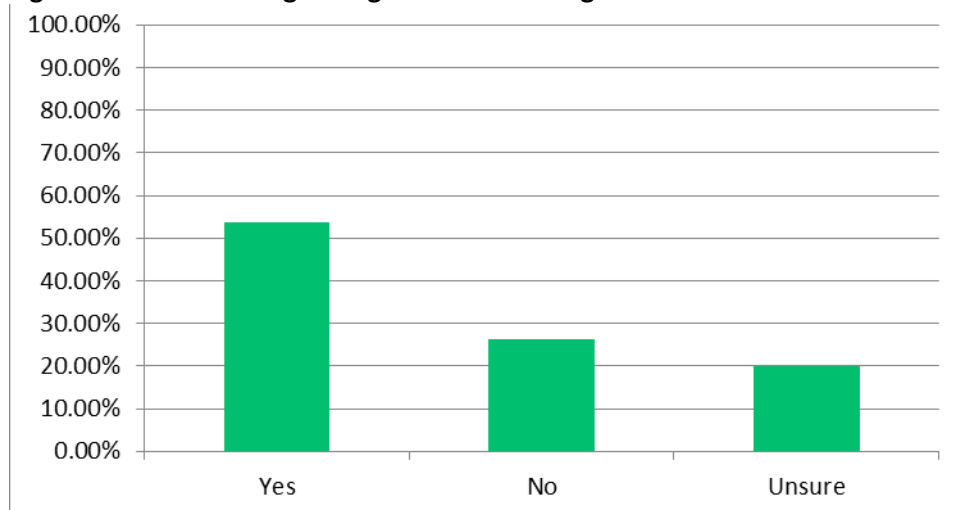
The Council of Elders cautioned that the local community is battling financially and is already facing high electricity bills and costly freight services and raised concern about how the options presented in the study would be paid for. The meeting suggested burial of asbestos waste on island to replace the costs current associated with export of this material, suggested further consideration of a high temperature incinerator option to reduce the reliance on shipping services and off shore disposal.

The survey specifically sought community views on the use of high temperature incineration as a future disposal option for the island.

#### 4.6 Environmental Regulation

**Q9. Regulatory: Burning and burial of wastes on private property poses significant environmental and public health risks. Do you support greater enforcement of penalties against these practices?**

**Figure 10 Views on Regulating Informal Burning and Burial of Wastes**



- 54% were in favour of such an approach,
- 26% against
- 20% were undecided.

The commentary on responses that were in favour of enforcement described the impacts on amenity, health and environment, while the comments against pointed out the costs and inability of some residents to pay for waste management.

Selection of comments received below with the Survey Comments in **Appendix B**.

- *'This is a major issue on Norfolk, and nothing is being done about it. Decades behind best practice. Yes, enforcement (along with education and incentives) is a must'*
- *'Not until it's free to take all your rubbish to the waste management centre. It's hardly reasonable to fine people when your own council supports the dumping of rubbish into the ocean'*
- *'We need to retain the ability to burn off green waste following storms, cyclones and large clearing exercises, when entire trees may be involved and are too bulky to move to the WMC'*

The survey response was generally in line with the views put forward within the face to face interviews with community members and a selection of businesses and organisations.

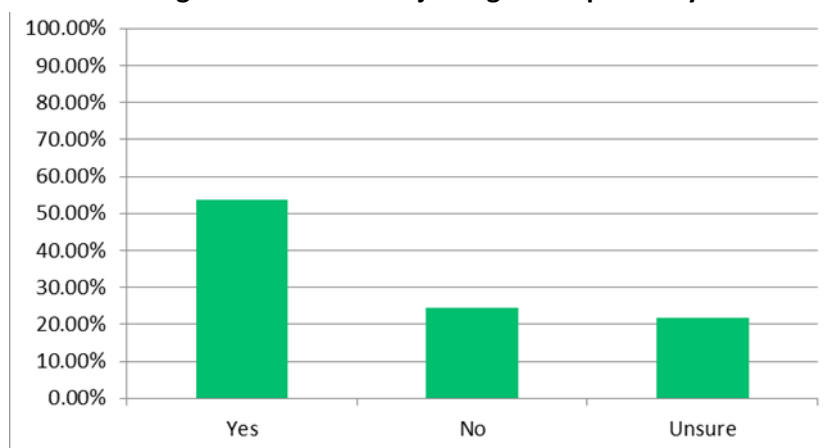
#### 4.7 Waste Financing

The survey asked a series of questions around financing and revenue streams for waste management. Council is seeking cost recovery for all services on island. Currently council has three charging mechanisms for waste management: community service fee, waste management centre disposal fees and the import levy. These fees do not cover current operating costs of managing wastes for Norfolk Island, which will increase as Headstone Reserve closes.

**Q 10a) As the import levy has no relationship to the actual costs of managing different types of waste. Would you support a differential charge based on item i.e. tyres, vehicles, plastics, glass instead of the flat fee of \$41/m3 or tonne? Yes, o, unsure, comment**

In general, there was a preference for financial mechanisms to reflect a user pays approach and an equitable distribution of the operational costs of managing wastes generated on island. This was coupled with suggestions to apply incentives to encourage waste minimisation, such as reduced waste management charges if using compostable products. From a governance perspective there was a preference to reduce the ties to Federal systems for waste management revenues e.g. import levy and have a mixture of revenue sources to avoid a high reliance on any one mechanism. Lessons learnt during the COVID pandemic suggests that a broader application is needed. The option to adjust the existing import levy to also account for the true cost of disposal however, received mixed responses.

**Figure 6: Views on Adjusting the Import Levy**



- 54% of respondents were in favour of an adjusted waste levy fee structure,
- 24% were against
- 22% were undecided.

Selection of comments received:

- *'Disposal charges should be part of the cost of the items imported. Need more enforcement in this area, I think.... Charge what it actually worth to dispose of, not a token sum'*
- *'At the end of the day the consumer pays. Does that then make glass and tyres unaffordable, does that then create a risk to the community with more bald tyres on the road? What is the cause and effect'*
- *'depends entirely on what that charge will be. imports are expensive already'*

Those interviewed from the business community felt that such an increase would make certain items unviable to import, however did support a change to the waste management centre fees to reflect a user pays approach.

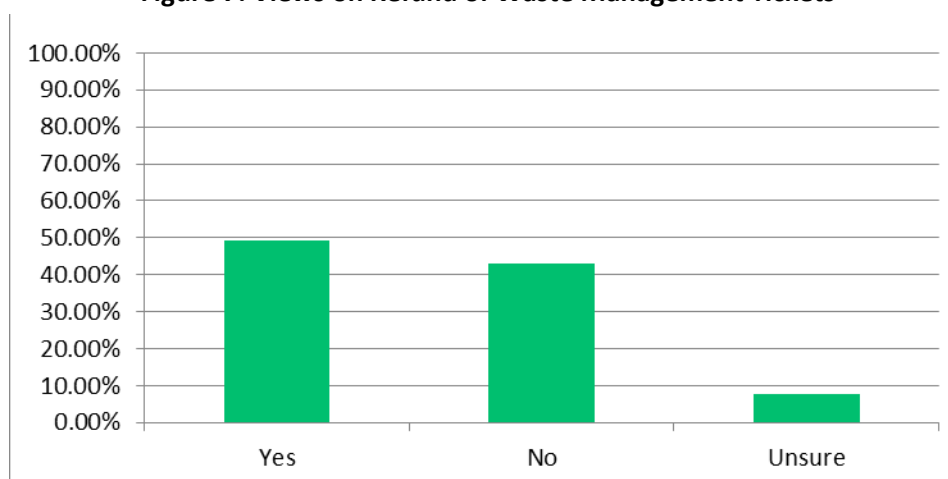
The survey also requested community views of the current framework for the waste management charge that provides a refund on the unused tickets at the end of the financial year and comparison with other Australian Councils.

**Q10b) When the community service fee was introduced it allowed for unused tickets to be refunded. These financial amounts are not known until the end of the year and has consequences for waste management budgeting. Mainland councils that do issue waste disposal vouchers apply a "use it or lose it" approach. Would you support a system that does not refund unused tickets on Norfolk Island? Yes, no, unsure and comment.**

The community views on a 'use it or lose it' approach were relatively close:

- 49% supporting the concept
- 43% against
- 8% undecided.

**Figure 7: Views on Refund of Waste Management Tickets**



Selection of comments received:

- *'The potential for a cash refund encourages a more sustainable approach to personal or business waste management'*
- *'Let the tickets carry over to the following year'*
- *'The current system is a rip off and causes people to burn their rubbish when they really don't want to, but cannot afford any other option'*

In relation to the waste management charge that is specific to the Tourism sector, a fee of \$75 per bed per annum is charged to accommodation complexes to assist with waste management costs. The fee is based on the number of beds and not the number of beds occupied. The Association referred to this a 'cold bed' fee which is particularly relevant given the drop in visitor number during the COVID border restriction period where the industry has experienced a 33% drop in bookings.

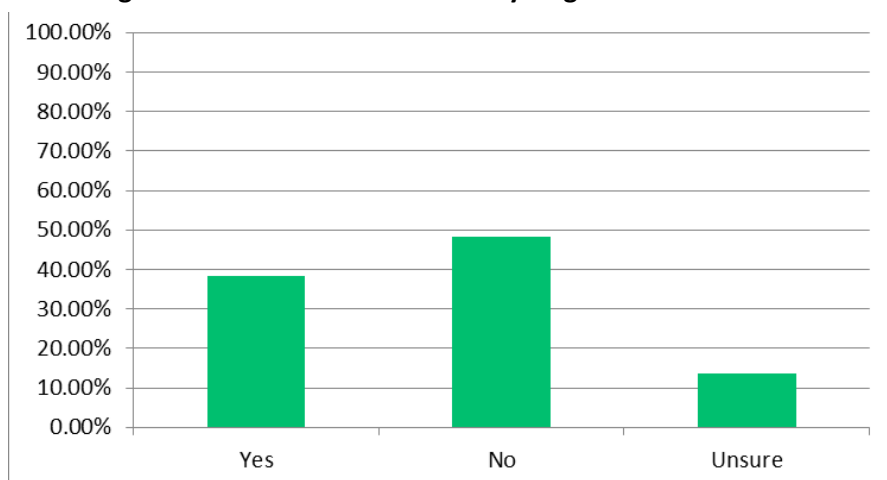
During the course of the consultation process a third possible revenue option arose which would apply a environmental levy on all arrivals built into the airline ticket similar to Lord Howe Island. While not formally included in the survey it was nonetheless raised with stakeholders for their preliminary consideration. This fee could be levied on tourist and at \$50 per passenger generate \$1million dollars and used exclusively for waste management as tourists were found to contribute the same amount of residual waste as residents. This levy option although receiving much interest and support was cautioned against by the Tourism Association and NIRC senior management as a possible deterrent to tourists as Norfolk Island has currently the second most expensive landing fees of any airport in Australia. Dependence on this revenue leads NIRC to vulnerability if extenuating situations such as COVID or other unforeseen circumstances were to occur in the future. However, such a fee could be administered by NIRC who have control of the airport and would not require Commonwealth approvals. The fee could be promoted like Palau and Lord Howe Island as part of a sustainability package to assist in the management of tourist impacts. Many businesses and community were in support of the visitor charge to spread the financial impact.

#### 4.8 Waste Collection Service

**Q11. Services: kerbside collection – do you support the introduction of a waste collection service to your property or a location near your property where each property is provided with two wheelie bins for general waste and recycling. Yes, No, Unsure, Comment**

- 48% of respondents did not support a collection service due to the unsightliness
- 38% were in favour on the proviso that it was affordable,
- 14% were undecided

**Figure 8: Views on Waste and Recycling Collection Services**



The majority of the comments received were against the concept due to the consequences of cows or wind knocking the bins over and the assumed additional costs for such a service. Some were also concerned that a kerbside service would urbanise the island destroying its character and would diminish the onus of individual responsibility for managing wastes.

A selection of comments received below, refer also to the Survey Comments in **Appendix B**:

- *'This would discourage waste awareness and create the 'someone else's problems mindset'*
- *'The cost of implementing this could surely be better spent elsewhere considering how small the island is'*
- *'This would be great - if done correctly by the households. Otherwise, we will have the same problem that other councils have in Australia, which is contaminated recycling that ends up in landfill anyway'*

#### 4.9 General comments

##### Q14. Do you have any comments relating to waste and resource recovery services on Norfolk Island?

The comments could be grouped around themes of financial, negative comments in regard to specific organisations, acknowledgement of efforts to date and future thinking:

- *'Keep up the good work! The WMC has improved our waste disposal process incredibly over the last 5 years. I look forward to seeing more great things in the next 5 years!!!'*
- *'Living in Norfolk Island is already expensive. Although dumping into the ocean is unacceptable, the cost of service must not be increased'*
- *'I support a waste levy on airline tickets to generate income from the tourist who contribute significantly to the waste generation'*
- *'I do not understand why this has to be so hard. We will never be able to cover cost of waste management. Solar powered incinerator or something, has to be a way'*
- *'Please think ahead 30 years when making decisions for today. Our future generations will thank you for it'*

#### 4.10 Demographics of survey participants

The majority of residents were between 31-50 (33%), 51 – 64 (32%) and 65+ (27%).

**Table 1 Age Distribution of survey participants**

Age	Percentage
18 - 30	7.41%
31 - 50	33.33%
51 - 64	32.10%
65 +	27.16%

**Table 2 Gender of survey participants**

Gender	Percentage
Male	35.90%
Female	64.10%



## 5. STAKEHOLDER MEETINGS

APC consultants met with representatives of the following key groups and a summary of the key points are provided below

- Council of Elders,
- Business Council of Norfolk Island,
- Accommodation and Tourism Association,
- NIRC Sustainability Advisory Committee,
- Norfolk Wave Campaign,
- Delta Pearl Partners (NIRC accounting consultants),
- NIRC Managers and operational teams,
- local businesses and
- community members.

A precise of the issues raised are provided in this chapter.

Group	Notes
<b>Norfolk Wave Campaign</b>	<ul style="list-style-type: none"> <li>• Rose also NIRC Team Leader Tourism and Economic Development</li> <li>• Preparing multi media campaign for the marine park – independent film (Nat and partner). Web: <a href="http://www.norfolkwave.com">www.norfolkwave.com</a></li> <li>• Foodland event will include</li> <li>• distribution of new fridge poster to Sort Better</li> <li>• promo of waste free alternatives,</li> <li>• waste sorting competition,</li> <li>• poll on the repatriation of Headstone as a community park,</li> <li>• Demonstration workshops at the Local (restaurant)</li> <li>• Interested in providing / selling visitor sustainability packs on arrival containing reusable water bottles; shopping bags, coffee cup, bio cutlery after hearing about the LHI journey interested in visitor survey re willingness to pay an environmental levy (based on LHI example) AP to provide copy</li> <li>• Opposed to incinerator seek other circular economy approaches first</li> <li>• Move caterers away from single use plastics (SUP) and polystyrene to Biopak and mums to compostable nappies</li> </ul>
<b>Accommodation and Tourism Association</b>	<ul style="list-style-type: none"> <li>• Asbestos could be landfilled on island by NIMBT where to put it</li> <li>• Hazardous can't stay on island</li> <li>• Supports Option 2 + 3 = new 4 incineration only after everything recovered and reused.</li> <li>• Ban single use plastics and move nappies to compostable / reusable</li> <li>• In favour of User Pays fees at the WMC to replace waste levy</li> <li>• Changing the import levy to an Advance disposal fee (ADF) will increase certain items would not be viable – already paying \$6k for bed mattress! Recovering \$2m from ADF not viable</li> <li>• \$75 bed charge on every bed is unviable – bed occupancy has been around 33% over the past couple of years. 4 beds maybe registered but only 1 used – lots of couples</li> <li>• Bed numbers reducing to now 1555 beds from 1614 as modelled</li> <li>• Need “warm bed tax” not “cold bed tax”</li> <li>• businesses are converting tourist units to rental properties or selling</li> <li>• Café attached to the accommodation produces much more waste i.e. 5 x 240 every second day but pays same as household. Need to revisit charging framework</li> </ul>

	<ul style="list-style-type: none"> <li>• Concern about introducing a tourist env. levy as it will increase the plane ticket and may deter people from coming to NI – already high landing fees kerbside collection - stops burning as you pay and then you'll use it</li> <li>• Comment that visitors don't use the accommodation waste bins correctly need better standard signage – need help</li> <li>• Need standard food bucket with lid to store and transport to WMC – NIRC bulk purchase</li> <li>• Needs rolls of compostable bags for kitchen top caddies as Yuk factor</li> <li>• Need BIGGER sign on food scraps bin at WMC as didn't know they existed</li> <li>• Council to supply organics bins or compostable bags for premises</li> <li>• Need education from school up to community and consistent messaging</li> <li>• Could consider a collection point around island for food scraps only</li> <li>• Each house needs 4 bins – rubbish, recycle, glass and food</li> <li>• Introduce a private company to manage the WMC</li> <li>• Covid has reintroduced single use condiments with more waste</li> <li>• Commonwealth support needed to help fund with user pays were possible and \$20 tourist levy</li> </ul>
<b>Local Business</b>	<ul style="list-style-type: none"> <li>• Council should consider bio bag distribution for organics food, dog wastes and coffee grinds (thicker and larger) but fully compostable</li> <li>• Education programs essential <ul style="list-style-type: none"> <li>○ Visitors and school</li> <li>○ Facebook - social media has high impact</li> <li>○ Videos of glass crusher, MRF sort line in action.</li> <li>○ Kids and community tours of WMC</li> <li>○ notice board at WMC with generation /diversion statistics</li> </ul> </li> <li>• Claire said people would be horrified at waste sorted through at WMC .</li> <li>• User pays approach supported and while also interested in a modified import levy, doesn't feel this is a good approach.</li> <li>• Current system provides no incentive to change buying behaviour.</li> <li>• In terms of data, the importer can verify what has been imported on each ship and by air freight services.</li> <li>• Supportive of tourist environmental levy</li> <li>• Boomerang bags huge success – 20,000 + made</li> <li>• Recommend regulatory approach to include incentives to buy compostable goods.</li> <li>• 30 pregnancies on island at the moment and est. 90 children of nappy age. Supportive of a nappy rebate program.</li> <li>• Seek to reduce waste management charge (incentivise) if using compostable products.</li> <li>• Foodland not part of chain of supermarkets – independently owned. Owner is supportive of waste reduction.</li> </ul>
<b>Business Council of Norfolk Island</b>	<ul style="list-style-type: none"> <li>• Waste fees extreme</li> <li>• Waste levy – not available to any other council – crippling costs</li> <li>• Tickets at WMS very subjective – same load different fees each time</li> <li>• Need staff training re fees</li> <li>• Lower waste fees essential with any option</li> <li>• Commonwealth must step up with funding</li> <li>• Operational budget does not make sense - freight increase 922%, wages increase by 47%, contracts 43%, depreciation 94%.</li> <li>• Accounting is unreliable and need greater transparency</li> <li>• Explanation of freight subsidy - NIRC pays \$1Kg to Commonwealth, 40cents to air freight handler and \$8K for customs clearance per load. 15T per backload. Some planes go empty as lackt finance to pay. Priority is bales waste and not recycling</li> <li>• Estimate \$5-6 / kg of inbound freight costs – car costs - \$1200 - \$1550 and \$20 to dispose</li> <li>• Out bound freight \$22K, customs clearance \$7K, transport/ disposal \$6-8K moving 30T per month in to 2 shipments. 2 planes go back empty</li> </ul>

	<ul style="list-style-type: none"> <li>• Need to reduce plastics shrink wrap by moving to containerised transport</li> <li>• Cant backload in food grade shipping containers – there are 4 grades Power and waste bills most impact on business community</li> <li>• Freight costs are obscene</li> <li>• Must minimise freight by incinerate to reduce costs</li> <li>• 100 tourist rooms delicensed and converted to residential</li> <li>• Silo mentality on all matters when everything is connected – poor port facilities= poor shipping = waste impact</li> <li>• Community turned to Amazon buying to reduce costs away from Foodland’s</li> <li>• Issues and delays need to be explained to community – DA needed for car baler, loader tagged for composter</li> <li>• Education needed – booklet, A4 sheet to say what to do with smoke detectors, fluor globes, printer cartridges, mobile phones</li> <li>• Kerbside collection – narrow roads are inaccessible and limited turning areas</li> <li>• NIRC DCP says tourist accommodation provides one bin !</li> <li>• Need standard compendium inserts re waste messages</li> <li>• bin signs and stickers, food scrap bins – with / without meat</li> <li>• 500 units not beds, residents 2000 and visitors 600 at an onetime</li> <li>• Landfill in valley between STP and WMC but birds and runway</li> <li>• asbestos buried here good clay and geo-textiles available</li> </ul>
<b>Sustainability Committee Meeting</b>	<ul style="list-style-type: none"> <li>• Presentation to inaugural committee meeting</li> <li>• Discussed previous DA for incineration, ash management, emissions of option 2</li> <li>• Reducing waste and improving recycling critical</li> <li>• Better spatial planning at the WMC needed for flow</li> <li>• Reuse diversion has been based on 2.5% achieved at other centres on mainland</li> <li>• Import levy is unique to NI would need to consult with importers</li> <li>• When new shipping service commences freight subsidy to be cancelled</li> <li>• Request to provide links to tip shop / reuse centre in Aus. and any introductions to business development support particularly for disability services</li> </ul>
<b>Council of Elders</b>	<ul style="list-style-type: none"> <li>• Consider burying asbestos on island and reduce freight/disposal costs?</li> <li>• Has a plasma incinerator system been investigated?</li> <li>• Why was the HT incinerator not approved previously?</li> <li>• In support of plastic reprocessing on island</li> <li>• How will the options presented in the study be paid for?</li> <li>• Previously the hospital burnt syringes-how are they dealt with now?</li> <li>• Locals are battling financially now with high electricity bills and costly freight services; land rates paid by settler families with substantial land holdings that new residents don’t pay if their renting. Many new residents have higher incomes</li> <li>• How much would a reuse centre/tip shop generate in income?</li> <li>• Biosecurity concerns - Argentine Ants have eradicated birds. Need greater decontamination fumigating imports. Fearful of snakes arriving on NI</li> <li>• Visitors should be educated on arrival to the island about protecting the environment, purchasing and managing wastes.</li> <li>• Food currently goes to chooks, visits WMC every 4 yrs. or so</li> <li>• Bottle crusher – does it only take one bottle at a time?</li> </ul>
<b>RPI Consultants to Council</b>	<ul style="list-style-type: none"> <li>• Need to be able to manage and pay for waste disposal within the same financial year (e.g. not accruing costs)</li> <li>• NI legislation doesn’t provide for applying fines for environmental infringement e.g. burning waste in backyard – can only issue public infringement notice (that does not carry immediate penalties if not complied with its a court matter</li> <li>• NI has 1700 land portions of which 1400 are occupied – portions without a house aren’t charged community waste management fee</li> <li>• NI has applied for 3 grants <ol style="list-style-type: none"> <li>1. NSW – Modernisation fund application has been submitted by RYW</li> <li>2. QLD - Modernisation fund application has been submitted by NIRC</li> <li>3. DAWE – Commonwealth application has been submitted for 3.2M including plastics, glass, shredder, reuse centre infrastructure</li> </ol> </li> </ul>

	<ul style="list-style-type: none"> <li>• Import levy budgeted amount is \$428K for the 21/22 year – Need to update in options analysis report (which uses \$600k estimate from Grassroots study)</li> <li>• Import levy calculations: <ul style="list-style-type: none"> <li>• 480 tonnes air freight via TOLL - 40 flights x 12 t / flights</li> <li>• 440 tonnes air freight via passenger flights @2tonnes each</li> <li>• 6,600m<sup>3</sup> sea freight based on 1100m<sup>3</sup> x 6 ships pa = \$428K</li> <li>• Import levy on 120 cars at \$1000 each</li> <li>• Freight disposal in budget of \$1. 14 M</li> </ul> </li> <li>• NIRC debt ratio is at 20</li> <li>• RPI consultant in favour of environmental levy on incoming passengers and no withdraw of the import levy. Recommends quarantining the revenues to waste management account</li> <li>• Introduction of visitor env. levy to be included in the options analysis report (sustainability charge)</li> </ul>
<p><b>Foodland shopping centre accompanying Norfolk Wave</b></p>	<ul style="list-style-type: none"> <li>• Want examples of other islands (Torres Strait and Lord Howe Island) and territories (Christmas and Cocos Keeling Islands) what do they do?</li> <li>• Imports were 14000m<sup>3</sup> in 2000 what are they now?</li> <li>• Burning at home is increasing</li> <li>• Funding support from visitors needed and invisible</li> <li>• Education and consultation not dictation</li> <li>• CCA timber – encourage use of alternatives</li> <li>• Gasifier was supported by all in 2000 except a vocal minority how do we stop that happening again</li> <li>• Green waste should be free for composting</li> <li>• One change by Commonwealth the island lost \$7.2M in GST revenue</li> <li>• 5 fees trying to replace the loss – land rates, fuel levy, import levy, community waste charge and tickets sales</li> <li>• Landing fees have been increased</li> <li>• Can cars be crushed for artificial reef?</li> <li>• Need to offer \$100 to get cars out of yards and properties</li> <li>• Boomerang bag ladies have made over 23,000 bags in 6 years</li> <li>• Want an waste management system option that doesn't involve added costs</li> <li>• Everyone should just pay their \$4 at the WMC</li> <li>• Get rid of the weeds</li> <li>• Won't be filling out the survey</li> <li>• Concern about freight capacity and costs</li> <li>• We are going to have to deal with 40-50 years of legacy wastes e.g. cars etc.</li> <li>• Can't keep stockpiling it will be a nightmare</li> <li>• Recycling and composting – all good – but small outcome compared with the waste materials that went over Headstone</li> <li>• In favour of HT Incineration</li> <li>• Gave a survey to complete</li> <li>• Need a way to reduce freight off island and reduce treatment costs at the other end</li> <li>• Concerned about sending our waste off shore for someone else to deal with</li> <li>• Concerned with waste bales as they wrapped in plastics...adding to the problem</li> <li>• Would be in favour of kerbside service that assisted with storage bins at the household – particularly for bins that don't require a liner (plastic)</li> <li>• Supportive of maximising recycling / reprocessing on island</li> <li>• Supportive of composting and takes food waste to WMC</li> <li>• Supportive of plastics remanufacture, extruded to posts and building materials as wooden post rot too quickly</li> <li>• In favour of HT incineration</li> <li>• Norfolk Electrical has Nespresso product stewardship program bags for coffee pods</li> <li>• Kerbside collection – concern about removal of responsibility</li> <li>• Buries food waste now as it attracts pests</li> </ul>

## 6. KEY FINDINGS

This section provides the key findings from both the analysis of survey feedback and the community consultation process.

- **Future Waste Management Systems:** The community's narrow preference, by just 1%, is for Option 2: Incineration as the primary disposal methodology followed by Option 3: Circular economy approaches. Throughout the community there appeared a strong concern that the island should not be sending its waste to another jurisdiction to manage, and in relation to the ongoing uncertainty in shipping services and lack of a permanent jetty for unloading / loading barges. However, there was concern that previous efforts for incineration had been unsuccessful due to resident concerns and there was strong support for more circular economy local approaches and responses. A desire for a paradigm shift in the way waste management is considered with waste being treated as a resource for further use rather than just disposal use and discard.
- **Recovery:** Responses displayed a significant appetite for circular economy approaches with community support for the development of domestic compost (74%), glass aggregate (78%) and building materials containing recycled plastics (87%) subject to quality, competitive pricing and the material/products would not impact the environment.
- **Reuse:** The community most emphatically support the establishment of a reuse centre with 82% of survey respondents support with outdoor and garden equipment, pots plants, household furniture, tools, building materials most sort after items. Some did express concern about how the facility would be operated.
- **Financial Management:** There is widespread support for user pays systems although coupled with a concern about the capacity for the community and businesses to pay.
  - Waste import levy - adjustments to the to account for the actual cost of managing wastes was favoured by 54% but with considerable uncertainty as to the negative impacts these changes may bring.
  - Current waste management ticket system - transitioning to the concept of 'use it or lose it' with regard to unused tickets was supported by 49%. Again, some community members were concerned about the charging framework itself.
  - Accommodation bed levy - was cited as having added an unrealistic impost on tourism operators given the recent downturn in revenue as a result of COVID pandemic and increased freight costs. There was significant concern that the number of tourist beds available does not reflect the number of beds used. References were made to a 'cold bed' instead of 'hot bed' tax. Nonetheless, the recent drop in bed numbers due to a transition of tourism accommodation to residential accommodation, may be attributed to a combination of less visitor numbers because of COVID, critical housing shortage couple with the new increased community waste management fee.
  - Tourist environmental levy – this additional revenue raising opportunity arose during the consultation phase. Discussion was held around the concept used on Lord Howe Island for many decades to supplement funds for environmental programs places an additional levy on visitors applied on the air ticket and collected by NIRC who own and operate the airport. Based on conservative numbers of 20,000 visitors per year, if the levy was pitched at \$10 each way \$400,000 could be raised, if the amount was increased to \$25 each way \$1 million

dollars could be generated. Concern was expressed that Norfolk Island already has the second highest landing fees in Australia and that this increase on tickets may impact on visitor seeking cheaper destinations. The Norfolk Wave Campaign suggests that providing a sustainability pack of a reusable shopping bag, water bottle, cup and cutlery to visitors on arrival would send a very clear message that Norfolk Islanders care for their environment and seek visitors to do the same.

- **Environmental regulation:** the majority (54%) of responses supported stronger regulatory enforcement and penalties should be used to deter burning and burial of wastes on private land. Comments described the adverse impacts on amenity, health and environment, while other comments highlighted the inability of some residents to pay the increased waste management fees and charges.
- **Waste Separation:** Given over 80% of the baled waste being exported contains materials that are recyclable and recoverable the survey sought guidance on what actions NIRC could take to assist residents and businesses separate their wastes and achieve cleaner recyclable materials. The provision of separate/ divided bins would assist coupled with greater education and improved signage with colour coding at the waste management centre. To improve organic recovery for local composting improved storage / bins or providing communal food bins were recommended coupled with more education.
- **Waste Management Education:** Community consultation revealed a widespread understanding of the impacts of poor waste management and a desire for individuals to take greater responsibility for the wastes that are being generated. Opportunities to improve the communities broader understanding of the impacts poor waste management has on the environment, public health, well-being and the costs to manage wastes on the island was supported. Survey responses consistently referred to more and improved education and awareness raising efforts to assist the community navigate the complexities associated with minimising waste generation, improving purchasing decisions and to help reduce overall operating costs. That said a smaller number of the community members appear to remain in support of Headstone disposal, continued burial and burning of wastes on private property.

## APPENDIX A COMMUNITY SURVEY

*Norfolk Island Regional Council has been advised that Headstone will no longer be able to be used from January 2023 and as a community we need to transition to other improved practices. As a result we are updating our 2015 Waste Strategy and have found that half of our baled waste we are exporting is food and paper which should be composted. A further 26% is plastic and 12% nappies. By tackling these three key waste streams we can substantially reduce our current exports and the costs associated with this. We have explored a range of options on how to move to more sustainable waste practices and we are seeking your views and opinions about options to both manage our waste better and differently and explore preferences about funding these new operations. Please take a moment to complete the survey as your opinion is important to us.*

1. Waste Generation: Avoiding and Reducing waste in the first place is critical - Is there any support NIRC can provide to assist your household and/or business to:
  - a. Reduce the amount and type of waste that is currently being generated; or
  - b. Improve how you can better manage these wastes?
  
2. Waste Separation: Separating waste correctly will ensure it can be recycled and/or reused to increase its value. Is there anything Council can do to assist you to improve waste separation:
  - a. Household
  - b. Business
  - c. The Waste Management Centre?
  
3. Waste Separation: A recent audit estimated that over 80% of the baled wastes being exported for disposal on the mainland is food waste, paper, plastics and baby nappies. Do you have any ideas on how we can aim to remove all food scraps and paper from the baled waste and manage it on island through the composting system?
  - a) Comment:
  
- 3b) This question is for families with small children only. There are many reusable or compostable baby nappy alternatives on the market. A number of councils on the mainland are introducing programs which help families transition to using reusable/compostable nappies. Would you support such an initiative and would information on alternatives be useful?
  - a) Yes
  - b) No
  - c) Unsure
  - d) Not applicable to my household
  
4. Environment Protection: Many countries and states are banning or phasing out single use plastics including plastic shopping bags, straws, cutlery, clam shell takeaway containers, drinkware, plates etc. and are promoting paper based alternatives that can be composted and stay on island which is a cheaper alternative than exporting as baled wastes. Do you support such measures being introduced?
  - a) Yes
  - b) No
  - c) Unsure

- d) Comment
5. Sustainability: a circular economy approach requires moving toward purchasing reused and remanufactured products over new products. Would you consider buying:
- Local compost – Yes, no, unsure
  - Crushed glass sand or aggregates – yes, no, unsure
  - Pavers, concrete or building materials that contain recycled plastic – yes, no, unsure
6. Reuse: Many councils have established tip shops or reuse sheds to recover and repair items for resale. Would you support establishing a local reuse shop?
- Yes
  - No
  - Unsure
  - Comment
- 6b) If yes what are the main reusable items the you might be interested in buying: (Jen can you place a tick box option beside each in the list below)
- Furniture – lounges, tables, chairs, desks
  - Building materials – timber, doors, windows, kitchen, bathroom fittings, tiles
  - Recreational equipment e.g. bikes, fishing, golf, exercise machines
  - Books and magazines
  - Kitchenware – pots and pans, cutlery, glassware, crockery
  - Art work and bric a brac
  - Clothing and Manchester
  - Soft furnishing – curtains, blinds,
  - Electronics (safety tested) - printers, TV, vacuum, household appliances, fridges
  - Pot plants, outdoor and garden equipment
  - Tools
  - Other – please specify
7. Disposal: Please note this section of the survey does not include the management of hazardous wastes as these materials require specific treatment and disposal arrangements. Ceasing the use of the Headstone Reserve to dispose of bulky and building wastes requires a rethink about how we manage this difficult waste stream. We have considering three options please rank your preference with 1 being most preferred and 3 being least preferred:
- Option 1 Improves the efficiency of the current WMC and includes continued export for baled residual and hazardous wastes, composting and glass crushing on island; introduces crushing of construction wastes on island and establishes a reuse centre;
  - Option 2: Ceases export of baled residual wastes; continues the export of hazardous wastes; continues composting, glass crushing, crushing construction wastes on island and establishes a reuse centre, introduces an industrial shredder to prepare bulky wastes for high temperature incineration.
  - Option 3: Continues export of baled residual and hazardous wastes; introduces an industrial shredder to prepare bulky wastes for export; crushing of construction wastes on island, establishes a reuse centre and plastics recycling plant;



## Comments:

8. If the preference is to manage the bulky and building wastes on island, given the many different types and volumes of these waste materials, do you think a high temperature incinerator fitted with pollution control systems to meet Australian regulations could be considered as a future waste treatment option. The residual ash would be bound in concrete or exported for disposal.
- Yes
  - No
  - Unsure
  - Comment
9. Regulatory: Burning and burial of wastes on private property poses significant environmental and public health risks. Do you support greater enforcement of penalties against these practices?
10. Costs: Council is seeking cost recovery for all services on island. Currently council has three charging mechanisms for waste management: community service fee, waste management centre disposal fees and the import levy. These fees do not cover current operating costs of managing wastes for Norfolk Island, which will increase as Headstone Reserve closes. Alternatives include:
- 10a) As the import levy has no relationship to the actual costs of managing different types of waste. Would you support a differential charge based on item i.e. tyres, vehicles, plastics, glass instead of the flat fee of \$41/m<sup>3</sup> or tonne?
- Yes
  - No
  - Unsure
  - Comment
- 10b) When the community service fee was introduced it allowed for unused tickets to be refunded. These financial amounts are not known until the end of the year and has consequences for waste management budgeting. Mainland councils that do issue waste disposal vouchers apply a “use it or lose it” approach. Would you support a system that does not refund unused tickets on Norfolk Island?
- Yes
  - No
  - Unsure
  - Comment
- 11 Services: kerbside collection – do you support the introduction of a waste collection service to your property or a location near your property where each property is provided with two wheelie bins for general waste and recycling.
- Yes
  - No
  - Unsure
  - Comment

Please complete the section below for statistical purposes

<b>12. Age Group</b>	<input type="checkbox"/> 18 – 34	<input type="checkbox"/> 35- 54	<input type="checkbox"/> 55 +
<b>13. Gender</b>	<input type="checkbox"/> Male	<input type="checkbox"/> Female	

14 Do you have any comments relating to waste and resource recovery services on Norfolk Island?

Thank you for taking the time to complete this survey. *We appreciate your time to provide this important information to help us manage and develop your future waste services.*

#### APPENDIX B ON LINE SURVEY COMMENTS

Themed Responses	1. Waste Generation: Avoiding and Reducing waste in the first place is critical - Is there any support NIRC can provide to assist your household and/or business to: a) improve how you can better manage these wastes?
<b>Bins and services</b>	<ul style="list-style-type: none"> <li>• Provide compostable bags for food waste and a bucket. Eg fogo approach</li> <li>• Bins with lids to sorting waste into</li> <li>• We need divided garbage tins otherwise we are transporting many to WM &amp; then charged for one's that are only half full.</li> <li>• Yes provide composting bins to homes</li> <li>• pick up our rubbish from home</li> </ul>
<b>Imports</b>	<ul style="list-style-type: none"> <li>• Banning single use plastic bags etc, and styrofoam boxes for takeaways etc</li> <li>• Restrictions on what can be brought in to the island</li> <li>• Ban the importation of single use plastic bags</li> <li>• Reducing the amount of waste produced needs to begin at the source, so what is being imported onto the Island.</li> <li>• If Norfolk make the conscious choice to change the brands/packaging/items that are being imported to more environmentally friend (compostable options) them that will have a massive impact on what residents purchase.</li> <li>• Higher waste management shipping levy on plastics</li> <li>• Fix the shipping so we can containers are used to import freight rather than strapped/wrapped pallets</li> <li>• Immigration control can reduce the amount and type of waste.</li> </ul>
<b>Packaging options and product bans</b>	<ul style="list-style-type: none"> <li>• Apply pressure at the source of the plastics etc, to encourage the use of recyclable, biodegradable or re-usable packaging..</li> <li>• Ban the importation of non-biodegradable nappies.</li> <li>• Reducing goods, drinks and food that comes in plastic packages as plastic waste is the waste that is filling up our Waste Management facility.</li> <li>• Less plastic packaging and single use plastic / on our island - paper options instead -</li> <li>• Ban the importation of plastic bags</li> <li>• Find an alternative to wrapping everything in vast swathes of black PLASTIC; ban all plastic shopping bags; provide all households with labelled recycling bins</li> <li>• Too many products are wrapped in plastic or packed in it, this needs to stop or be drastically reduced</li> <li>• Less packaging would help !</li> <li>• More products being recyclable</li> <li>• pressure businesses to avoid so much packaging</li> <li>• Can the use of cryovacced meat and fish be encouraged through an NIRC incentive to producers, butchers, importers, fisherman etc, so that is not their go to. Pre packaging</li> </ul>

	<p>has grown incredibly, not sure how but would love to see the sellers having another non plastic option that they chose competitive to cost of cryovacced plastic.</p> <ul style="list-style-type: none"> <li>• Yes, maybe more support from supermarkets.</li> <li>• This is a hard one as we are governed by what businesses choose to bring in as to what conscious choices the consumer can make. I cringe when I use cat food sachets but other than buying mince and fussy cats won't eat canned food then you are stuck for choice. I wonder what it would look like if businesses were encouraged to source sustainably packaged foods only that matched out waste streams.</li> <li>• Get rid of plastic water bottles in island. Instal water filter stations around the island. Five every tourist a refillable bottle when they get off the plane.</li> <li>• Ban plastic packaging</li> <li>• More bulk foods</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Education on alternatives</li> <li>• education</li> <li>• Education on waste minimisation and education on how waste is managed on island and why this is important</li> <li>• Keep providing educational material, teaching us how to reduce waste. Ban single use plastic bags, plates, cups, cutlery!!!!!!</li> <li>• More education is needed to encourage consumers to consume less, make wiser choices when purchasing, and to reuse and recycle. I think it's time NIRC started taking a greener approach and implemented bans on things such as single use plastics and take away containers for eg</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• All residents pay directly/indirectly a waste managemnt fee on all imported goods.</li> <li>• incentivise better products that can be composted</li> <li>• subsidising at home composting systems,</li> <li>• subsidising the cost of cloth nappies/cloth nappy incentive. Talk to someone about starting a cloth nappy library?</li> <li>• Subsidise powdered milk (uht milk cartons are a major waste product on the island)</li> <li>• Provide financial incentives</li> <li>• Subsidising compostable nappies might cost less than sending them to landfill in Australia</li> <li>• Incentivise reduced packaging and zero / low waste / eco friendly packaging for businesses through tax breaks or cash back schemes etc. Offer soft plastic recycling/ export for recycling (huge part of general waste is soft plastics).</li> <li>• Subsidised cost for buying in bulk or packaging free items.</li> </ul>
<b>Themed Responses</b>	<p><b>1. Waste Generation: Avoiding and Reducing waste in the first place is critical - Is there any support NIRC can provide to assist your household and/or business to:</b></p> <p><b>b.) reduce the amount and type of waste that is currently being generated;'</b></p>

<b>Bins and Actions</b>	<ul style="list-style-type: none"> <li>• Supping a set of bins for separating rubbish before it becomes a mix of rubbish</li> <li>• Providing and/or discount on multiple bins to each household for diff. Waste stream</li> <li>• Provide bins to sort the rubbish?</li> <li>• provide returnable waste sorting containers</li> <li>• Bins for food scraps</li> <li>• provide households with FO bins</li> <li>• separate and sort</li> <li>• Reuse where possible</li> <li>• Effective sorting prior to disposal of waste</li> <li>• Provide bins for different waste with clear labels about what can and can't be recycled. You could have a green bin, a recyclables bin and a Household waste bin</li> <li>• Provide seperate bins</li> <li>• I always sort waste into seperate bins before taking it to WMC, I followed a resident through facility recently, nothing had been sorted, we had to wait until they sorted three bins of mixed rubbish into the chutes.</li> <li>• Nirc provide recycling bins to each house. 1 for glass, 1 for tins, etc. You need to make it easier to encourage people to sort.</li> <li>• Bins for plastic bags, soft and hard plastics. Lids and caps</li> <li>• More composting at home, cardboard, paper &amp; food</li> </ul>
<b>Imports</b>	<ul style="list-style-type: none"> <li>• Soft plastics remain a problem. A recycling option would be good, as they are very difficult to avoid</li> <li>• Stop bringing in stuff packaged in plastic.</li> </ul>
<b>Access</b>	<ul style="list-style-type: none"> <li>• Ensure staff is available to assist with sorting of different plastics</li> <li>• Provide easier access to waste management center or alternative drop off spots</li> <li>• Open weekends/ open sunday</li> <li>• Open at least six days a week we are a tourist destination with rubbish every day and with covid it's not healthy not being able to dispose of it daily.</li> <li>• longer opening hours</li> </ul>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Better education, more recycling options like paperwaste</li> <li>• Education and demonstration</li> <li>• Every household provided with an easy guide of how to itemise/separate rubbish</li> <li>• Education on waste streams- explain different streams</li> <li>• Education on alternatives</li> <li>• The education activities undertaken so far are really useful, and I'd suggest continuing them. Suggest making stickers available so people can lable their waste containers with all the categories.</li> <li>• Continue to provide workshops/educational material around correct sorting of rubbish and recycling.</li> <li>• Better information on what can &amp; can't be recyclededucation</li> <li>• Working directly with different community sectors, int articular the school and tourism sectors.</li> <li>• loved the page in the Norfolk Islander waste guide - posters of what to throw where at waste management centre</li> <li>• Education re reducing waste</li> <li>• Education on recommended practice</li> <li>• Create a coloured poster that then relates the chutes at WM.</li> </ul>

<b>Financial</b>	<ul style="list-style-type: none"> <li>• Provide financial incentives or free access to waste services</li> <li>• Sorting non and recyclable plastic can be tricky. How better to teach us??!! Incentives for take away drinks and food to be in 100% combustible or recyclable material.</li> <li>• Incentives to reduce waste and separate correctly</li> <li>• Offering rebates for purchase of correct containers / bins to assist in sorting of waste at home. Ease of storage and sorting will also help reduce pests</li> <li>• Recycle bottles and cans with cash back</li> <li>• Keep the cost waste disposal reasonable and fair to all who use the service not just locals.</li> </ul>
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<b>Themed Responses</b>	<p><b>2. Waste separation: Separating waste correctly will ensure it can be recycled and / or reused to increase its value. Is there anything Council can do to assist you to improve waste separation at:</b></p> <p><b>a) Household</b></p>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Education</li> <li>• A guide (to stick on the fridge)</li> <li>• Education around the different types of plastic and their ability to be recycled</li> <li>• Providing what main problems WMC has with separating and educate i.e lids on glass wine bottles</li> <li>• The cheat sheet has been great. Same with knowing what plastics can and can't be recycled. That said, there is still some uncertainty around things like lids</li> <li>• education</li> <li>• More information on what plastics can be recycled</li> <li>• up to date information on what to do with various waste streams</li> <li>• Education</li> <li>• Publish information on what is and isn't recyclable at the waste management centre. I refuse to take my non-recyclable stuff there because I don't want it dumped in the ocean.</li> <li>• Education is the biggest key. People need to be engaged to want to separate and have a better idea/reminder of what/why they are separating</li> </ul>
<b>Bins and Services</b>	<ul style="list-style-type: none"> <li>• Provide bins! Rates are high enough</li> <li>• Providing bins like in other councils, just smaller versions</li> <li>• Supply of bins?</li> <li>• Potentially the allocation of property bins. Many other places around the world have council bins allocated to houses. If residents on Island had allocated bins for general waste, aluminum, glass, cans, cardboard, and food scraps, then the issue of people not sorting there rubbish would be eliminated. Yes, this would cost the council \$</li> <li>• if Australia really want to make a difference then maybe they could start with putting money into something of use - like bins.</li> <li>• provide or subsidise the cost of bins. They're expensive to buy and we need 4+ to separate everything.</li> <li>• Supplying set of bins for separating rubbish</li> <li>• provide each household with small labelled bins for separate items</li> <li>• Providing bins &amp; curbside collection for some items</li> <li>• Provide a food waste pickup service to encourage more food deposit to the MWC. Better education about which waste streams are essential to sort, for example, plastic lids going into the sea (on glass containers) at present.</li> <li>• Separate bins for different waste types. Coloured bins island wide for different waste</li> <li>• Provide bins to help sort the waste</li> <li>• issuing bins for the purpose</li> <li>• Kitchen top tidy bins</li> <li>• Work with a local supplier(s) to have available to purchase the 2 bin household bin</li> </ul>

	<ul style="list-style-type: none"> <li>• Provide clearly marked bins to households</li> <li>• By supplying the different coloured bins lids for different type of rubbish</li> <li>• Enter into partnership with Petes place/NIBS/CBA for bulk buying bins at cheaper rates to enable people to sort waste at home</li> <li>• Provide bins at no cost</li> <li>• providing containers</li> <li>• Provide every household with appropriate bins</li> <li>• Household bins (small) labelled for easier drop off</li> <li>• Provide Bins as done on mainland</li> <li>• Divided bins</li> <li>• Provide separate recycling bins to each house.</li> <li>• Given out small multiple bins</li> <li>• Provide clearly labelled containers for waste sorting at home.</li> <li>• It would be useful if you could buy washable stacking bins and/or labels to use for sorting</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Provide free access to waste management, no point otherwise</li> </ul>
<b>Regulatory</b>	<ul style="list-style-type: none"> <li>• fines</li> <li>• Make waste management free</li> <li>• Offering bins / containers via rebates etc.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• I already separate all my waste into lidded bins I have bought and labelled</li> <li>• Green and yellow bins offal to go crush bottles for crushed glass over headstone</li> <li>• Start policing the waste as its dropped off at WMC as alot of waste is not getting sorted</li> <li>• no - everyting is separator/cardboards etc. Food waste given to household chooks</li> <li>• No we should do it ourselves</li> <li>• We already separate waste</li> <li>• We already separate</li> <li>• must sort out rubbish</li> <li>• Question doesn't make sense, yes sort it</li> </ul>

<b>Themed Responses</b>	<p><b>2. Waste separation: Separating waste correctly will ensure it can be recycled and / or reused to increase its value. Is there anything Council can do to assist you to improve waste separation at:</b></p> <p><b>a) businesses</b></p>
<b>Education</b>	<ul style="list-style-type: none"> <li>• as for household</li> <li>• education</li> <li>• Work directly with business to reduce and sort waste properly, have information sessions for different business sectors with incentives for participation, perhaps a competition?</li> <li>• up to date information on what to do with various waste streams</li> <li>• Encouraging businesses to completely separate food waste from general which allows for composting / pig &amp; chicken feed for other businesses.</li> <li>• Encouraging businesses to buy in bulk and distribute would be a great start.</li> </ul>
<b>Bins and Services</b>	<ul style="list-style-type: none"> <li>• Providing bins like in other councils</li> <li>• Provide bins! Rates are outrageous for business owners!</li> <li>• Supply of bins, or foods scraps too</li> <li>• Provide bins to sort the rubbish at business loations</li> <li>• Provide bins at no cost</li> <li>• Provide every business with appropriate bins</li> <li>• Divided bins</li> <li>• Provide separate recycling bins to each business.</li> <li>• Given out large multiple bins</li> </ul>

	<ul style="list-style-type: none"> <li>• By supplying the different coloured bins lids for different type of rubbish</li> <li>• Potentially the allocation of property bins. Many other places around the world have council bins allocated to houses. If residents on Island had allocated bins for general waste, aluminum, glass, cans, cardboard, and food scraps, then the issue of people not sorting their rubbish would be eliminated. Yes, this would cost the council \$, but if Australia really want to make a difference then maybe they could start with putting money into something of use - like bins.</li> <li>• Separate bins for different waste types. Coloured bins island wide for different waste</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Free access to waste management</li> </ul>
<b>Regulatory</b>	<ul style="list-style-type: none"> <li>• Make good waste management free</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Auditing</li> <li>• must sort out rubbish</li> <li>• I already run an almost-entirely paperless office</li> <li>• Sort it</li> <li>• Start policing the waste as its dropped off at WMC as alot of waste is not getting sorted</li> </ul>

<b>Themed Responses</b>	<p><b>2. Waste separation: Separating waste correctly will ensure it can be recycled and / or reused to increase its value. Is there anything Council can do to assist you to improve waste separation at:</b></p> <p><b>c) the waste management centre</b></p>
<b>Education</b>	<ul style="list-style-type: none"> <li>• More pictures in the plastics area showing recycled materials</li> <li>• Perhaps specify the types of plastic that should be going into 'plastics' and those going into 'general'. Also awareness around bottle tops etc</li> <li>• Would love better labelling on misc recyclables - batteries, printer cartridges, bottle caps, etc</li> <li>• better signage</li> <li>• Mark disposal chutes clearly</li> <li>• Posters at waste management - more ads like norfolk island residential waste guide</li> <li>• up to date information on what to do with various waste streams</li> <li>• Update the signage for waste streams. Currently they are hard to identify. Particularly the smaller bins and containers</li> <li>• Better signage on what is included in what chute. E.g. what can go into the compost bins.. e.g. compostable packaging</li> <li>• Better explanation and signage</li> <li>• Better signage</li> <li>• Clear pictures of what plastics can be recycled. There should be no fee for taking rubbish to waste management either. This fee just encourages people to burn their own rubbish</li> <li>• Colour coded chutes</li> </ul>

<b>Bins and Services</b>	<ul style="list-style-type: none"> <li>• The bins in the picnic areas dont have assigned labelling. This could reduce some rubbish having to be sorted</li> <li>• Provide someone to monitor at gate</li> <li>• More supervision</li> <li>• Communal spots for food waste collection to make it easier to drop off daily</li> <li>• Have food scraps bin available 24/7</li> <li>• Designated recycle area where people can forage that is not cleared for a week at a time to allow time for foraging.</li> <li>• Longer opening hours/more days</li> <li>• Longer opening hours</li> <li>• Better food waste drop off. The bin stinks and is a deterrent.</li> <li>• More separation zones to improve recycling</li> <li>• Provide additional drop off spots longer hours</li> <li>• Ensure staff is available to assist with sorting of different plastics.</li> <li>• By supplying the diffrent coloured bins lids for diffrent type of rubbish</li> <li>• Work with employees at the WMC as not all encourage people to do the right thing, better signage</li> <li>• A recycle area at WMC would be a good way to reduce the amount of waste. it's so common to see people putting things in the current recycle area and 5 minutes later the WMC staff are throwing them into the waste.</li> <li>• Make it easy to check and sort waste at WMC.</li> <li>• More detail large bins to split loads easier</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Free access. Most people don't bother because it's too expensive.</li> </ul>
<b>Regulatory</b>	<ul style="list-style-type: none"> <li>• Scrap the ticket system. It costs too much in staff, and the charges are highly variable (seem to be dependent on staff mood)</li> <li>• Households/tourist accommodation pay import and export management fees.</li> <li>• Make all waste management free</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• Purchase a waste-to-energy plant so we can burn everything and generate output that is useful</li> <li>• Burn it down it's an eye saw</li> <li>• Difficult to get green waste to the centre as a household</li> <li>• We are normally sorting out the waste that hasn't been sorted</li> <li>• have it sorted before you arrive</li> </ul>
<b>Themed Responses</b>	<p><b>3a) Waste separation: A recent audit estimated that over 80%, by weight, of the baled wastes being exported for disposal on the mainland is food waste, paper, plastics and baby nappies. By tackling these key waste streams, we can substantially reduce our current exports and the costs associated with this.</b></p> <p><b>3a) Do you have any ideas on how we can aim to remove all food scraps and paper from the baled waste and manage it on island through the composting system</b></p>
<b>Education</b>	<ul style="list-style-type: none"> <li>• More education? Compost collection bins around the island?</li> <li>• Education about the importance of doing this and penalties for not sorting your waste correctly</li> <li>• As mentioned above, people need to know how the waste management functions here. Tourists may not know that they can't just put their food in the general bin in their apartment like they would do at home. So an information booklet should be available in all tourist accommodations with information regarding waste disposal, the Norfolk Way of life, general tourist info etc.</li> <li>• Education and subsidise home composting systems. Can paper be put through the hotrot composter at the WMC?</li> <li>• More information to public. Campaign to encourage community</li> <li>• This is already done quite well. Just requires people to be aware/educated. Also such restrictive opening hours make it hard especially for people who work.</li> </ul>



	<ul style="list-style-type: none"> <li>• Have a food waste bin available 24/7</li> <li>• Educate visitors through their accomodation regarding disposal of food waste</li> <li>• Why would you export paper or food scraps when it can be composted? supply bins to households to seperate so dumping is easier. EDUCATE households. Especially at school, they are the future polluters or recyclers</li> <li>• Firstly people have to do/be trained to do the right thing and play the game. We re given a service (ok we pay) but its only as good as its users. Containers of sorted tins, bottles(with caps off) plastic shouldn't have to be sorted again. The mixed bags are the one that should be tipped into a big plastic tray and if it's not right put it back into a bag and don't take it. They can take it back and sort it and then bring it back or put them on another bench to sort it there. They wouldn't want to be embarrassed too many times.</li> <li>• Public education about current costs of shipping off unsorted waste, and some sort of incentive for sorting- not sure what though</li> <li>• Community education, working with different community sectors to increase understand of the issue, letting people know how much compost is made from food scraps. Providing scrap bins to households FOC or cheaper, could these be picked up from a collection point, is the WMC the best place for people to drop off their food scraps, identify the barriers, how to make it easy</li> <li>• firstly through education, then by ecouraging/rewarding correct behaviour, then warning and finally reprimanding/fining repeated poor behaviour</li> <li>• Have an area for paper at waste management. Keep educating people.</li> <li>• I home compost, but had to throw a paper towel soaked in pan/fat juices out, I questioned as I threw it in the general waste, is this considered a food scrap? I had no other means to dispose of it....or so I thought, perhaps there is....education again? Can you install a community paper shredder for personal documents?</li> <li>• Better explanation and education, there are lots of tricky things (products that are made of multiple things eg tissue box is cardboard and plastic, how to manage fat from meat cooking etc) people do not know the right way to deal with but are happy to comply if they are shown</li> <li>• Encourage home composting by providing supplies and advice</li> <li>• Why can't we shred paper waste to be used as pulped mulch for gardens?</li> <li>• Regarding the paper, even i don't know where paper is supposed to go at WMC. I imagine it should go into cardboard to be composted, but that's not signposted. Also specifying glossy vs no gloss paper will be important.</li> </ul>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• charge more for food scraps &amp; encourage home composting</li> </ul>
<b>Regulatory</b>	<ul style="list-style-type: none"> <li>• to have worker there to inspect all bags of waste coming into the tip. Going through peoples rubbish for a few weeks, months or random days. This would shake the shit out of most people, as no one wants people looking into there rubbish. I for one would volunteer.</li> <li>• Educating the community on the importance of removing your food scraps and if things don't improve then identify the culprits and refuse to accept their rubbish or charge them more</li> <li>• If considerable monies can be saved through better sorting, it seems cost-effective to hire people to police people's behaviour at the WMC. Part of the problem may be ignorance of proper procedures, which would be corrected on the spot.</li> <li>• For those who know better, the reasonable prospect of getting caught and fined goes far to address that. It seems, for the cost of perhaps 2-3 salaries, we'd still save money.</li> <li>• education and fines</li> <li>• By having spot fines for those found not separating household and especially the business that generate alot foodscraps.</li> <li>• User pays. Scrap all charges except for disposal.</li> </ul> <p>Compostable Food waste -&gt; free, Clean Plastic cheap Dirty plastic -&gt; expensive.</p> <ul style="list-style-type: none"> <li>• People who are too lazy to separate food scraps should be charged extra to dispose waste.</li> <li>• TBH I'm amazed at how many people don't really care about waste and don't sort their rubbish. Possibly, a period at the WMC where people's rubbish was randomly checked and fines issued if they aren't sorted correctly. I'm surprised food is getting sent off island and not being put thru the existing composting system.</li> <li>• Pay people to take recyclable products to a recycling centre like that do in nsw and Australia</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• By installing a high temperature incinerator (electric) would eliminate the high cost of exporting the majority of wastes, other than hazadous items, (batteries etc).</li> </ul>

	<ul style="list-style-type: none"> <li>• Get an incinerator</li> <li>• Get a proper industrial burners</li> <li>• Construct an engineered landfill as done elsewhere.</li> <li>• People are just lazy the bins are there all they have to do is put food waste into it which alot of people dont do</li> <li>• Very difficult if people and especially food businesses/hotels will not take responsibility for separating waste.</li> <li>• With our current system, I believe there is only a limited amount of pressure and awareness you can raise around this. At the end of the day, if its not convenient, most people won't do it. From what I've heard spoken about with the possibility of Luke McConell and his 'Recyclapod' system being introduced, there is real opportunity to shake up how much foodwaste is being exported.</li> </ul>
<b>Bins and Services</b>	<ul style="list-style-type: none"> <li>• Make it easier for people to drop off food scraps, perhaps have a bin outside of the waste management gates so people can drop off at any time</li> <li>• Chickens at WMC and eggs can be sold.</li> <li>• Provide each household with a food scrap lidded container</li> <li>• Separate containers</li> <li>• Provide at-home composting solutions for people. Bokashi, worm farms, compost bins for the garden. Community composting centre.</li> <li>• Have a community compost to be used for and available to all of the farmers &amp; national parks</li> <li>• Yes, food waste could be picked up in a reliable system throughout the island. I think this is the only way you will receive the volume of food waste required for the composter. Education through the school (pressure on parents) re removing food scraps, and also education re what constitutes paper versus cardboard. A lot more accessible and entertaining education avenues for the community. Press releases in the paper don't work.</li> <li>• Compost bins at foodlands and WMC. Outside foodlands is easily accessible.</li> <li>• Food scraps to feed live stock. Home compost bins</li> <li>• Make composting more convenient around the island. It's not possible to get to WM every 1-2 days (how often compost needs to be disposed of in summer). Also, develop composting solutions for accommodations. As for paper, at WS the label states CARDBOARD (I believe). It wasn't until recently we learnt that essentially all paper products (non-waxed) can go in there. For a long time we had been putting our paper in general waste and ONLY putting cardboard in the Cardboard section. Better communication around this will help - such as fridge magnets.</li> <li>• Separate bins for all organic waste that can be composted</li> <li>• If folks were given dedicated compost bins, that might help.</li> <li>• Work with local supplier(s) to have available to purchase separate bins for food scraps</li> <li>• Provide free composting bins to residents</li> <li>• Encourage and assist primary producers to collect and utilise food scraps, and ensure the excess goes into composting.</li> <li>• Provide a bin for plastic bags adjacent to the food scraps receptacle, to assist with plastic being separated from the food scraps (ie bags emptied into food bin, and then easily dumped separately)</li> <li>• Put bins at waste management clearly marked for scrapes and compost the food.</li> <li>• plastic collection centres - at waste management with a clear picture of what the plastic can be turned into if food scraps and paper is removed - more education on why it is required</li> <li>• The Council composting system is ridiculous. Give every household compost bins and appoint someone to go around to every household and help people set up their own composting.</li> <li>• Offer food scraps bins around town area for easy disposal</li> <li>• Offer compostable food scrap bags to households like some other Council's do in Australia?</li> <li>• Have better signage at the cardboard and or compost bin chutes that paper is accepted in both areas.</li> <li>• Provide bucket and compostable bags. Eg fogo approach</li> <li>• Create a communal compost heap at WM.</li> <li>• Encourage resident to have their own worm farms for most of their organic wastes, more than one farm required to serve a household.</li> <li>• Provide sealable non smelling food scraps bins for recycling at wmc.</li> <li>• Consider biogas production as a solution for food waste in addition to industrial composting. Ensure composting becomes habit in all households and businesses - eg. Offer a composting</li> </ul>

	<p>bin swap system available 24/7 at the chosen location. Drop off full compost bin, collect new clean one.</p> <ul style="list-style-type: none"> <li>• Convert appropriate food waste to animal feed.</li> <li>• Offer composting and worm farm education to help people understand complexities and benefits of home composting, how to reduce pests etc.</li> <li>• Go back to using paper bags and not plastic introduce compost bins composthouse hold waste</li> <li>• Provide alternative places we can dispose of compostables, so we can drop off smaller quantities more frequently as hard to store</li> <li>• What about multiple drop off points, so people could drop off these items outside of waste management hours?</li> <li>• No I already put all food scraps in the food scraps bin</li> </ul>
<b>Comments</b>	<p><b>3b) This question is for families with small children only. There are many reusable or compostable baby nappy alternatives on the market. A number of councils on the mainland are introducing programs which help families transition to using reusable/compostable nappies. Would you support such an initiative and would information on alternatives be useful?</b></p>
	<ul style="list-style-type: none"> <li>• Financial support and incentives to swap needed, not information</li> <li>• Cloth Nappies all the way! Easy to use, sustainable, cost effective, all of the above!</li> <li>• Incentivise cloth nappies instead.</li> <li>• Don't allow anything but recyclable products on to the island.</li> <li>• We are using pull ups (doing night training) - it would be wonderful if there was a good reusable or compostable option for this childhood stage available on island.</li> <li>• This is imperative. I believe there are 30 pregnant women on Norfolk presently. That's a lot of nappies coming our way!</li> <li>• Ours are out of nappies now but would have LOVED this option.</li> <li>• Install a high temperature electric incinerator for all waste</li> <li>• All nappies coming into Norfolk should be biodegradable, and the use of cloth nappies should also be encouraged.</li> <li>• Why only baby nappies? What about sanitary pads and continence pads?</li> <li>• Why not provide free environmentally friendly nappies to families.</li> <li>• Not applicable to me but has been in past. Many new parents are unsure of how to transition to reusable nappies. A business dedicated to supplying, washing and delivering clean reusable nappies would ease water saving concerns for families, as well as remove the stress of the labour involved.</li> <li>• Can't we just ban non-composting varieties?</li> <li>• I guess it is pretty simple, is it going to be cheaper to subsidise reusable/ compostable nappies than keep paying for disposable ones to be exported. Would solve a problem and reduce a significant burden on new parents. win win.</li> <li>• Ban the sale of disposable nappies.</li> <li>• But think its a great idea to educate and give information and assistance for families wanting to do this.</li> </ul>
<b>Comments</b>	<p><b>4) Environment Protection: The Australian Government in collaboration with each State and Territory is banning or phasing out single use plastics including plastic shopping bags, straws, cutlery, clam shell takeaway containers, drinkware, plates etc, and are promoting paper based alternatives. These items will mean they can be composted and stay on island which is a cheaper alternative than exporting as baled wastes. Do you support such measures being introduced?</b></p>
	<ul style="list-style-type: none"> <li>• These are so small fry, even in Australia this is only a tiny portion of waste (but easy politically)</li> <li>• YES YES YES! Norfolk should already be way ahead of this. We have such a great option to reduce our waste easily being such a small island. But everyone needs to pull their wait. The boomerang bags are a great initiative but having plastic bags still an option eliminates the effectiveness of this. Please BAN all single use plastic off island. There are so many alternatives and those who complain have no reason to. Then we can take it even further by finding alternatives to many other products and only selling those.</li> <li>• Start small! Phase out straws, cutlery and bags.</li> <li>• Education on which packaging is compostable</li> <li>• Encourage businesses to buy in bulk to avoid unnecessary packaging</li> <li>• Use of your existing cutlery, containers etc. shouldn't be banned though. Just access to buy. Eventually they will be used up.</li> </ul>

	<ul style="list-style-type: none"> <li>• Yes I do, however they must still be used in moderation. They are still single use and with them come import costs, waste processing costs, resource use in production etc..</li> <li>• I think this is necessary and we're lagging in this aspect.</li> <li>• Will aid the composting of all organic wastes - must be sold back at competitive prices to the public</li> <li>• Hard to find on Island, suggest make access to these easier</li> <li>• Instal a high teperature electric incinerator.</li> <li>• If it is cost-effective.</li> <li>• We have been suggesting this for years!</li> <li>• we will have less rubbish and it will reduce our cartage costs of sending of rubbish to Brisbane</li> <li>• Ban single use plastic and use paper instead is the way to go</li> <li>• Would still prefer people to be encouraged to use reusable items, rather than replacing single use plastic with single use other matter.</li> <li>• But not all "paper products" are equal, some are almost as bad as the plastic ones.</li> <li>• 100% should have been done years ago!</li> <li>• This is great. And already being done by some stores, cafes and households. Higher import or waste levies at point of entry into Norfolk Island.</li> <li>• See my earlier comment about plastic packaging.</li> <li>• This would be awesome to implement!</li> <li>• They compost well in home composting systems</li> <li>• This is a no brainer as far as I'm concerned given the difficulties/expense we're facing at trying to export waste</li> <li>• What happened to the incinerator, surely we can put the money spent on greight and surveys like this towards an incinerator?</li> <li>• Bring it in now.</li> <li>• Not all compostable products actually compost, they may break down making them harder to separate but still polluting.</li> <li>• Paper food takeaway containers not going to work.</li> </ul>
<b>Themed responses</b>	<p><b>5). Sustainability: a circular economy approach requires moving toward purchasing reused and remanufactured products over new products. Would you consider buying:</b></p> <p><b>a) local compost</b></p>
<b>Product Quality</b>	<ul style="list-style-type: none"> <li>• Depends on if its full of weeds and pests like the stuff in Australia- no one uses their green waste compost over there for that reason</li> <li>• So long as ants are managed</li> <li>• Not if whole cows are to be composted. First lot of compost contained micro plastics. I have no confidence in NIRC's ability to make good compost</li> <li>• Must be weed free. The current compost is not.</li> <li>• If it was any good and was readily available.</li> <li>• I would need reassurance that no weeds are in compost and no ants either</li> <li>• Absolutely. As long as its a quality product free of micro plastics and viable weed seeds.</li> <li>• If it does not contain microplastics.</li> <li>• Would love this option - Guaranteed without Argentine ants.</li> <li>• Providing it's a reasonable price and good quality</li> <li>• At present the local compost (1) smells putrid and (2) we will need to be confident that the weed species entering that waste stream are entirely sterile, and unable to be spread via the compost.</li> <li>• Yes, if gaurenteed Argentine ant free</li> <li>• As long as it's hot composted and has zero seeds to germinate</li> <li>• Not if it has Argentina ants, or uncomposted animals bones/meat in it. The technology and the people in control of wmc have no idea of what they are doing. Even the way that some of these questions are poised prove that.</li> </ul>
<b>Composting at home</b>	<ul style="list-style-type: none"> <li>• Yes, however we already have our own compost bin and worm farm at home. So our need to purchase more compost would be reduced.</li> <li>• Make my own</li> <li>• We generate our compost from our own green waste</li> <li>• i create my own</li> <li>• I make all my own compost with any food scraps and keep chickens who eat scraps.</li> <li>• We have adequate home compost.</li> </ul>

	<ul style="list-style-type: none"> <li>• Make it myself for home use. Provide it free to commercial growers and people who are unable to.</li> <li>• "we currently put all of our own food waste through our own compost system and worm farms.</li> <li>• The product from WMC in my view is risky due to what ingredients and pests and diseases. We have our own chipper to chip all green waste and use as compost. Why should I pay to help run the councils system. "</li> </ul>
<b>Cost and availability</b>	<ul style="list-style-type: none"> <li>• Depends if the cost less than th new ones</li> <li>• Most people I've spoken to don't even know it's currently available. I think one of the biggest problems with WMC is PR</li> <li>• If there is any left.</li> <li>• If it is super cheap</li> </ul>
<b>Comments</b>	<p><b>5) Sustainability: a circular economy approach requires moving toward purchasing reused and remanufactured products over new products. Would you consider buying:</b></p> <p><b>b)Crushed glass, sand, or aggregates</b></p>
	<ul style="list-style-type: none"> <li>• At this stage i am not sure what my household would have a use this for. But if it was of use for construction then yes.</li> <li>• Depends on our needs but yes</li> <li>• If i had a use for it.</li> <li>• Yes, if the need arose. Once again, as long as it wasn't polluted with plastics</li> <li>• Would love some crushed glass</li> <li>• This more likely to sold through a commercial stream to the cement suppliers rather than household.</li> <li>• If it proves to be safe (without the sharp edges in the earlier product) and especially if it could be used in concrete mixes.</li> <li>• Depends on what the end use will be.</li> <li>• I personally don't know, but if my builder recommended this I would purchase.</li> <li>• If usable in construction like concrete or similar application</li> <li>• Not suitable as aggregate or sand currently, particle size and sharp edges very dangerous.</li> <li>• If it is 100% guaranteed that they are safe from Sharpe edges. You will say, oh there are no Sharpe edges, but you have to have the technology and expertise to make sure it doesn't.</li> </ul>
<b>Comments</b>	<p><b>5) Sustainability: a circular economy approach requires moving toward purchasing reused and remanufactured products over new products. Would you consider buying:</b></p> <p><b>c)Pavers, concrete or building materials that contain recycled plastic?</b></p>
	<ul style="list-style-type: none"> <li>• Be nice, but probably far more expensive and doesn't affect waste on NI</li> <li>• That is a good alternative for recycling plastics!</li> <li>• If it was a good quality and i had a use for it</li> <li>• Yes, however I'd like to be sure that the plastics are not shedding back into the environment. I've also heard that plastic floors create a lot of static electricity. However - I think this is a fantastic initiative.</li> <li>• May be more durable than what is available now?...</li> <li>• If the product was strong, sound, solid and competitively priced.</li> <li>• Prefer no plastic. But if recycling is beneficial, yes. Best to stop manufacture of plastic altogether.</li> <li>• I suspect this process delays the inevitable, the plastic is still there and will be released sometime in the future.</li> <li>• Absolutely.</li> </ul>
<b>Comments</b>	<p><b>6) Reuse: Many councils have established tip shops or reuse sheds to recover and repair items for resale.</b></p> <p><b>a) Would you support establishing a local reuse shop?</b></p>
	<ul style="list-style-type: none"> <li>• Many people already leave reusable items on the right side of waste management</li> <li>• Aren't we already doing this? (I.e. Sue Hemsley)?</li> <li>• Give it to people who are in need</li> <li>• Bigger op shops YES!</li> <li>• Urgently needed as goods left at WM for reuse often ends up at Headstone</li> <li>• Minimal prices should be charged for recycled products as they are all donated</li> <li>• Absolutely. Rebekah Gupte has an incredible idea in the pipeline and has already secured support from a large proportion of the community. I think councils support of this would be highly beneficial to the islands waste issues</li> </ul>

	<ul style="list-style-type: none"> <li>• Great idea, I think we really need one asap.</li> <li>• Indeed - we regularly drop off and buy from the local "Green Shed" in Canberra. Profits pay staff costs and some money regularly donated to charities.... Need a big shed to store and sell any reusables.</li> <li>• yes definitely....don't dump what can be re-used...</li> <li>• Great idea</li> <li>• A recovery centre needs to be established as a matter of priority. Put a big white board in their so people can write on what they are looking for</li> <li>• Its all rubbish. Horders will have a field day. Instal a high temperature electric incinerator.</li> <li>• No because the workers at WMC would have to look after shop and we are under staffed as it is</li> <li>• I would absolutely love a tip shop!!!!</li> <li>• Give people opportunity to recycle goods</li> <li>• we already do this</li> <li>• You need to identify the costs of this before any support is given to this. Requires more detail</li> <li>• Depends. I get many spare parts from WM. They are worth my time to extract them, just, but if someone wanted money for those spare parts, i would not be interested at all.</li> <li>• If private or volunteer run ( the Op Shop ). No for Council run.</li> <li>• Yes please along with an upcycle shed complete with equipment for success and a messy space for those without a shed. You could hire the space at an hourly rate perhaps.</li> <li>• Incorporate into the men's shed?</li> <li>• Fund the initiative proposed by Rebecca gupte</li> <li>• The Mens Shed may want to assist with this work.</li> <li>• the current system for recycling items that someone else can use is appalling, the WMC was designed with the drop-off and sorting area inside the entrance and reuse area in area by exit door.</li> <li>• Yes. I myself have to dump a almost new couch this week. A shop would at least give stuff a chance to be reused. The wmc use to have a area for that types of stuff but now they don't care. Just dump it in the chute.</li> </ul>
<b>Comments</b>	<b>6b). If yes what are the main reusable items the you might be interested in buying (other comments specified).</b>
	<ul style="list-style-type: none"> <li>• One mans trash is another mans treasure</li> <li>• games and craft</li> <li>• The question should not be about buying. NIRC has to stop this mentality of trying to squeeze a \$ out of everything. Give this stuff away for free. Every item re-used is one less item going in the waste stream = cost savings</li> <li>• Anything disposed of is rubbish. Instal a high temperature electric incinerator</li> <li>• I would be interested in any recoverable material and no i am not a horder</li> <li>• Car parts</li> <li>• I would be interested in buying anything and everything!</li> <li>• toys, reusable plastic containers.</li> <li>• potted plants are a risk of pests (ants and diseases)</li> </ul>
	<p><b>7. Disposal: Ceasing the use of the Headstone Reserve to dispose of bulky and building wastes requires a rethink about how we manage this difficult waste stream. What are your views on how these wastes could be managed in future?</b></p> <ul style="list-style-type: none"> <li>• <b>Option 1: Improve the efficiency of the current system with minimal additional capital investment. Includes the continuance of export for baled residual and hazardous wastes, composting and glass crushing on island; introduces crushing of suitable construction wastes on island and establishes a reuse centre; and dismantling and using existing equipment for volume reduction for bulky waste export.</b></li> <li>• <b>Option 2: Ceases export of baled residual wastes; continues the export of hazardous wastes; continues composting, glass crushing, crushing construction wastes on island, establishes a reuse centre, introduces an industrial shredder to prepare bulky wastes for high temperature incineration.</b></li> <li>• <b>Option 3: Continues export of baled residual and hazardous wastes. Introduces an industrial shredder to prepare bulky wastes for export; continues composting, crushing glass and construction wastes on Island, establishes a reuse centre and plastics recycling plant.</b></li> </ul>
	Refer analysis

Comments	<p><b>8. If the preference is to manage the bulky and building wastes on island, given the many different types and volumes of these waste materials, do you think a high temperature incinerator fitted with pollution control systems to meet Australian regulations could be considered as a future waste treatment option. The residual ash would be bound in concrete or exported for disposal.</b></p>
	<ul style="list-style-type: none"> <li>• Absolutely! There is no other realistic alternative. It has been looked at several times, but cost has been limiting factor.</li> <li>• Couldn't the flyash be used by the concrete batching plant?</li> <li>• Surely after all the consultants that have been here you must know the best option for an incinerator that is the least polluting</li> <li>• It is an interesting option - but would need to know what impacts on air and water quality might be, and how residual would be managed for export.</li> <li>• Not enough information is known about the incinerator, and I have been told that it would be difficult to procure a loan anyhow? I think it is a step backwards into the 'out of sight out of mind' mentality. We owe it to our kids to make decisions that will still stand up in the future. Circular economy options are the only way to go I believe - and more like to attract funding also.</li> <li>• Still have some smoke/particulates drifting over Island. Fuel for such burner is too expensive for our small island...</li> <li>• Not really aware of the environmental impacts of this type of processing</li> <li>• I'm not sure of how 'clean' Australian standards are, but support such an idea in principle if emissions were very clean</li> <li>• Need fresh air of course</li> <li>• (1)High temperature incinerator is the only option. (2) Offal waste to be dumped at Headstone to feed sharks. (3) Large burning hole for fallen trees and timber offcuts The island has proved (3) a success. Look at the picnic areas to the south of Emily Bay and Headstone Reserve.</li> <li>• My preference would be to not have an incinerator however if the issues with shipping is not rectified we may need to consider it. Let's get option 3 going and go from there</li> <li>• I'm still considering the Options Paper.</li> <li>• This has been the aim of the NI government for many years.</li> <li>• High temp incinerators are not without environmental cost, we must do all we can to minimise waste generated and maximise reuse and recycling opportunities. An incinerator would not encourage this</li> <li>• I don't know enough about high temperature incinerators</li> <li>• The would just encourage more waste on the island, what happens when the incinerator breaks?</li> <li>• This option is long overdue and is more cost effective and enviornmentally more effective than the current system of exporting items for waste</li> <li>• I advocate for a waste-to-energy plant</li> <li>• An engineered landfill would be better</li> <li>• Totally against incineration. We are a circular economy and an incinerator would be detrimental to our environment. We all need to reduce, reuse, recycle... not burn!!!</li> <li>• Are there other options? Something with a usable bi product?</li> <li>• I don't know why this is not happening already</li> <li>• Waste to energy or pyrolysis should be the method, not fuel fed incinerator.</li> </ul>
Comments	<p><b>9 Regulatory: Burning and burial of wastes on private property poses significant environmental and public health risks.. Do you support greater enforcement of penalties against these practices?</b></p>
	<ul style="list-style-type: none"> <li>• ABSOLUTELY NOT!!! you don't provide people with other free alternatives then it is highly unjust. It's not like the garbage truck comes once a week or the waste management is free (getting a miserly discount from rates is just insulting). We will never have voluntary compliance until council realising that its because many people cannot afford the cost of proper waste management. Penalising them will just push people further away from being able to comply with fines etc. I believe slightly higher rates and free access to waste management is better solution. But depends if council actually wants to solve or not</li> <li>• Often tree stumps etc are burnt and can't be sent to Waste management. Also the issue of movement of waste is a risk of further spreading Argentine ants</li> <li>• This is a major issue on Norfolk, and nothing is being done about it. Decades behind best practice. Yes, enforcement (along with education and incentives) is a must.</li> </ul>

	<ul style="list-style-type: none"> <li>• The burning of rubbish on private property spreads Ash and debris over all of our roses in our water catchment</li> <li>• Education on the hazards of these practices would be beneficial.</li> <li>• all depends on what, where, extent and volume they are burying the waste.</li> <li>• Absolutely. Awareness and education simply isn't enough. Once again, convenience will win over unless there are repercussions</li> <li>• This has to stop. I think education is imperative, perhaps a school initiative?</li> <li>• Does affect neighbours and may ultimately (and unknowingly?) affect the Island's groundwater system</li> <li>• encourage composting food scraps &amp; cardboard &amp; many things can be composted ...and improve soil</li> <li>• The high level NIRC Waste Fees is forcing people to dispose of waste on private property. The approach should not be penalties, rather reduce the fees to people can afford to take the items to WMC.</li> <li>• Disgusting practice and not sustainable</li> <li>• each household has a right to burn paper/plastics/cardboards in a 44 gallon drum.</li> <li>• "I am sick of lazy people on island burning their rubbish in their yards. We have people near us burning plastic not only do we get the toxic smoke but have to rewash clothes if on line.</li> <li>• I think they should be fined heavily and not just receive a notice or slap on the wrist."</li> <li>• We need to retain the ability to burn off green waste following storms, cyclones and large clearing exercises, when entire trees may be involved and are too bulky to move to the WMC.</li> <li>• Indeed, absolutely I do. I also think it would be useful to identify those households and businesses that continue to burn and pay them a friendly visit, perhaps they don't understand the current waste management practices on island, try to determine the barriers and work with that</li> <li>• Absolutely, some residents openly defy the regulations and seem to be proud of their resistance. Huge fines should be imposed and increase these exponentially the more they do it.</li> <li>• Nanny state already.</li> <li>• Only for things that do cause an environmental or health hazard.</li> <li>• This needs to be supported with other affordable options of disposing of green waste and a subsidy needs to be sought for asbestos removal.</li> <li>• Not until it's free to take all your rubbish to the waste management centre. It's hardly reasonable to fine people when your own council supports the dumping of rubbish into the ocean</li> <li>• "However, the cost for example of asbestos removal is almost prohibitive through the NIRC waste streams, and that is driving some people to store on private property. So, some costs should be more approachable for removal through proper streams</li> <li>• good luck with that</li> <li>• This process causes major nuisance to neighbours and passers by, it should include green waste including land clearing. I currently burn as I am of the view that is unreasonable for me get my waste burn in someone else's backyard.</li> <li>• Waste material, yes but not for pets that are buried at home. You simply can't have a child or family have to put their loved family pet in the composter. People just won't do it.</li> <li>• Maybe with regard to burning of plastic</li> </ul>
<b>Comments</b>	<p><b>10) As the current import levy bears no relationship to the actual costs of managing different types of waste.</b></p> <p><b>a) Would you support a differential charge based on item i.e. tyres, vehicles, plastics, glass instead of the flat fee of \$41/m3 or tonne?</b></p>
	<ul style="list-style-type: none"> <li>• If council is looking to recover costs, maybe they should hire someone to do debt collection. It has been a year or 2 since they bothered with that. Or maybe sack some big wigs who diddle the books?</li> <li>• Depending on the cost</li> <li>• depends entirely on what that charge will be. imports are expensive already.</li> <li>• Would need to know how this would be administered. Who decides and what rules apply</li> <li>• An increase on all lighterage means everyone pays</li> <li>• Import levy's should definitely reflect the costs of managing this item at the other end. It would be nice for the community to see exactly where these levy costs are being spent.</li> <li>• Yes, but the system must not be too complicated or people will reject it.</li> </ul>



	<ul style="list-style-type: none"> <li>• Disposal charges should be part of the cost of the items imported. Need more enforcement in this area, I think.... Charge what it actually worth to dispose of, not a token sum</li> <li>• NIRC Waste Fees are already extremely excessive. NIRC needs to find more cost effective solutions than flying waste out. Hitting the ratepayers with more fees &amp; charges is not the answer</li> <li>• The larger/heavier the vehicles the more charges that should apply. Oil and tire levy charged. Any food items and drink in plastic bottles should have a levy on point of sale a higher levy.</li> <li>• I would if it doesn't place to great a regulatory burden on council that would increase the cost</li> <li>• In some cases the waste management fee on imports is totally appalling (such as when the body of an island resident was being returned for burial), and there definitely needs to be differentiation between consumables and other imports.</li> <li>• Extra charges for Amazon and Catch of the day purchases as well!</li> <li>• A review of the management personnel is required to reduce the council costs. They need to set the example and be more cost effective in their management before they ask for more funding for operational costs</li> <li>• It would have to be realistic. Some items will never make it into the waste system. These should be free.</li> <li>• Long overdue. Manage as per import duty or as a consumer levy (similar to GST).</li> <li>• At the end of the day the consumer pays. Does that then make glass and tyres unaffordable, does that then create a risk to the community with more bald tyres on the road? What is the cause and effect .</li> <li>• Our rates should cover the cost of waste management like they do in Australia</li> <li>• Many of these things are too expensive as is due to the exorbitant cost of freight</li> <li>• Very hard to know what is being imported. There has been too much money wasted by council on unsuitable machinery with massive import costs.</li> <li>• Flat rate.</li> </ul>
<b>Comments</b>	<p><b>10b) When the Community Waste Management Charge was introduced it allowed for unused tickets to be refunded. However, this means that the Council does not know the total cost of the refund amounts until the end of the year. Mainland councils that do issue waste disposal vouchers apply a “use it or lose it” approach. Would you support a system that does not refund unused tickets on Norfolk Island?</b></p>
	<ul style="list-style-type: none"> <li>• The current system is a rip off and causes people to burn their rubbish when they really don't want to, but cannot afford any other option.</li> <li>• I think there must be a better alternative to tickets. This can cause issues for those loosing tickets, more paper/ink use etc. If tickets were the only way to do this then a electronic option needs to be available or card systems. I do think that there is a better way. Other places around the world pay tax and have their waste handled because of that, why are we paying Australia tax and them not dealing with our waste?</li> <li>• Always buy and use our own tickets. Don't use council's.</li> <li>• Believe previous system of booklets of tickets the better option</li> <li>• Are they unused because people are good recyclers or because they are disposing of their waste in their back yards?</li> <li>• If they have left over tickets they should be able to use them next year. e.g Have 5, 10 and 20 ticket books.</li> <li>• Yes, as the majority of people asking for refunds of vouchers would be visitors or shorter-term residents and would not reflect the rest of the permanent community. The permanent community takes on the majority of all other costs associated with WM so I believe this is fair.</li> <li>• Yes - however we can't turn a blind eye to how unfair this is for the single person (for example) who does all the right things, yet gets financially penalised equally.</li> <li>• I rarely use the tickets and have not even got into using this year's allocation.</li> <li>• As long you can still use waste tickets at anytime (no expiry date on their validity). But it would be better to scrap the ticket system. It is cumbersome &amp; not cost effective</li> <li>• Bad management on NIRC part.</li> <li>• The potential for a cash refund encourages a more sustainable approach to personal or business waste management</li> <li>• refund of unused tickets can be an incentive to encourage good behaviour. It can also lead to people burying or burning waste (without detection)</li> <li>• Let the tickets carry over to the following year.</li> <li>• If it stops people burning their own rubbish to get refunds on their tickets, then yes!</li> </ul>

	<ul style="list-style-type: none"> <li>• The refund offer was one of the silliest of the silly things - garnering “good guy” points is what it smacked of.</li> <li>• This is unfair to those of us who make great efforts to recycle and reduce our household waste</li> <li>• Not really comparable as I thought a certain amount of vouchers in Qld for rate payers were free so use it or loose it makes sense</li> <li>• But this could be deemed as unfair to those who produce minimal waste.</li> <li>• Pay as you use if fair. If I haven't used all allocated tickets this mean I haven't needed to use the service. Therefore unused tickets should definitely be refunded</li> <li>• The current system is already flawed and favours households with large numbers of people in them. They produce more waste and pay the same amount as houses with only one person in them</li> <li>• Current system incentivizes residents to burn all their waste and refund their tickets at the end of the year</li> <li>• the system as it stands is a nonsense, green waste should also be charged for, imports and rates are supporting the composting process.</li> <li>• The levy on our rates bill is ok for me, and we pay at the wmc with tickets. People that rent don't pay on the rates bill, only the landlord does. The tenent pays only at wmc.</li> <li>• The tickets are waste. Can't there be a more appropriately costed fee attached to rates?</li> </ul>
<b>Themed responses</b>	<b>11) Services - Kerbside collection – do you support the introduction of a waste collection service to your property or a location near your property where each property is provided with two wheelie bins for general waste and recycling.</b>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• Only if it didn't come at higher cost</li> <li>• Again, has to be a reasonable cost in rates, not excessive.</li> <li>• The cost of implementing this could surely be better spent elsewhere considering how small the island is</li> <li>• It's cheaper at the moment for us to take our own rubbish. My rates are increasing and should cover</li> <li>• Give the costs association with kerbside collection I am happy to take my waste to the WMC</li> <li>• \$300 already on rates notices. This will be an additional charges on rates notice.</li> <li>• as it will only increase costs to the community</li> <li>• This would only add to the cost of the service and could cause more environmental issues if the bins are overturned eg by cattle etc</li> <li>• Adding this service will add yet another cost</li> </ul>
<b>Environmental</b>	<ul style="list-style-type: none"> <li>• Not practical on Norfolk</li> <li>• I think this would increase actual bulk of waste</li> <li>• Too easy to just stick things in the bin without a thought to not producing as much rubbish</li> <li>• Get real We haven't got any curbsides they'd have to be in the road for easy collection.</li> <li>• No, not a kerbside collection as bins are unattractive and I believe many bins would get blown around, resulting in more environmental waste. Perhaps a few 'collection points' on the island could be established with options simply being 'general', 'recycling' and 'food waste/compost' . These collection points could be emptied daily by WMC staff and then recycling sorted properly at WMC. This would result in less human error (people incorrectly sorting their rubbish), and also less congestion at the WMC.</li> <li>• This would be great - if done correctly by the households. Otherwise, we will have the same problem that other councils have in Australia, which is contaminated recycling that ends up in landfill anyway.</li> <li>• Seems inefficient; however neighbourhood compost boxes (if such a thing exists that are regularly cleaned would be great</li> <li>• Prefer we drop waste off when necessary, not a regular collection Would DEFINITELY support bins being provided! ...</li> <li>• I didn't realise this was a possibility</li> <li>• I am unsure as I don't know whether this might result in more waste being generated- having to take own waste to the WMC helps to keep awareness with the consumer.</li> <li>• Give the costs association with kerbside collection I am happy to take my waste to the WMC</li> <li>• Would be fabulous and you could track down offenders. Label the bins.</li> <li>• this does not guarantee that people would separate the rubbish before collection and it won't make them aware what there use or there impact on the environment.</li> <li>• as it will only increase costs to the community</li> </ul>

	<ul style="list-style-type: none"> <li>• If a big truck is required to handle wheelie bins it would be inappropriate on our roads, and out of character for Norfolk, as would the sight of wheelie bins along our roadsides. This would be another example of the ongoing urbanisation which is destroying the island style and character, which will feed negatively into our desirability as a holiday location.</li> <li>• if not sorted you get a warning</li> <li>• Would depend on cost. When people have to take their own rubbish to WMC, they are more able to see it. ith kerbside it's fill and forget, and could lead to more waste</li> <li>• This would only add to the cost of the service and could cause more environmental issues if the bins are overturned eg by cattle etc</li> <li>• No - waste of money Council doesn't have. Big wheelie bins may encourage more waste?? This service suits large land mass with longer distance to travel - Norfolk Island is small and Waste Management Centre is only 15 minutes away. Raising land rates to fund this service is NOT an option.</li> <li>• The present system seems to work for most people</li> <li>• Only if affordable, I don't think it is too much hardship to deliver to waste management centre.</li> <li>• Generates employment but that is alot of infrastructure and plant which produces wheely bin waste too. Expensive start up, perhaps we just need to get sorting and no burning on property nailed first.</li> <li>• Keeping the onus on residents is important to ensure continued cooperation in sorting and disposing of waste carefully and thoroughly. Councils in other states are introducing MORE bins for homes to assist in further sorting of household waste - ie. Bins for glass, green waste, recycling and general. Offering two bins only would be a step backwards and only result in further contaminated recyclables ending in landfill. .</li> <li>• Adding this service will add yet another cost</li> <li>• I don't think it's necessary on an island this small where people are already trained to deliver rubbish to a central point. Wheelie bins seem like a huge extra expense in terms of shipping, waste at the end of their lives, and cost in terms of collection. Also in theory was is getting better sorted at the WMC than what it would be in two bins</li> <li>• Now you are just pulling the piss. How would this work.</li> <li>• Rubbish bins on roadsides look bad in my view, especially when they a spilt.</li> <li>• 2 wheelie bins not enough. You need a bin for each type of recyclables.</li> <li>• This is a ridiculous suggestion for an island of this size.</li> <li>• I don't think that each house should have a bin, but perhaps bigger bins at several locations around the island for those unable to get to the tip. Or unwilling to.</li> </ul>
<b>Themed Responses</b>	<b>14) Do you have any comments relating to waste and resource recovery services on Norfolk Island?</b>
<b>Financial</b>	<ul style="list-style-type: none"> <li>• The costs to individuals is the biggest issue. This is an area where council will not make money in the short term (outlay for incinerators, infrastructure etc). Make money elsewhere to offset, or hit up the territories dept with some CBRC bids. Without cost effectiveness to locals, it will never work. We are not paid like people in Australia. In fact, many of us are at or below minimum wage.</li> <li>• Increasing costs encourages flaunting of the rules!!</li> <li>• Unless the Australian Government takes on the costs, think it will be too costly for a limited population on an Island to be responsible for complying with these rules...</li> <li>• The community already pays waste management levy on all imports. Rate payers should not have to pay more to take their own rubbish in their own vehicle in their time. This discourages people to recycle in an environmentally friendly way</li> <li>• Living in Norfolk Island is already expensive. Although dumping into the ocean is unacceptable, the cost of service must not be increased.</li> <li>• The community already pays waste management levy on all imports. Rate payers should not have to pay more to take their own rubbish in their own vehicle in their time. This discourages people to recycle in an environmentally friendly way</li> </ul>
<b>Negatives</b>	<ul style="list-style-type: none"> <li>• Stop exporting waste and wasting public moneys.</li> <li>• Get rid of the APC which has been advising since 2001.</li> <li>• Purchase a high temperature incinerator (electric)</li> <li>• Have a burning hole on the northwestern side of island for large tree stumps etc,</li> <li>• Only export hazardous waste</li> <li>• Continue feeding sharks at Headstone.."</li> </ul>

	<ul style="list-style-type: none"> <li>• In the last 30 years I have seen many consultants come to Norfolk to offer their expert advice and still we have not solved this problem. How many more resources will be wasted on further consultations before this is solved. Send PJ to successful waste management depots and see how they are managing.</li> <li>• How many surveys and consultations do we need to have? All this has been discussed at length for years now and changes have been breathtakingly slow. Why not sell shares in the purchase of a W2E plant with a discount for use to the shareholders?</li> <li>• "The lead in to this survey on your facebook page states council is engaging an external consultant, to assist with waste management issues, and that this consultant has a history of over 20yrs involment with the island on this issue.</li> <li>• My question is if they have not provided a solution in over 20yrs, why does council continue to spend money engaging them? "</li> <li>• NIRC management is not up to the task.</li> <li>• I'm still assessing the Options Paper. It's 80 pages and has only been out for some 10 days. It's extremely difficult to adequately respond to any question or scenario without some familiarity with the cost and technical trade-offs involved.</li> </ul>
<b>Acknowledging efforts to date</b>	<ul style="list-style-type: none"> <li>• Congratulations on efforts to improve environmental impact and sustainability.</li> <li>• Keep up the progressive work you are doing.</li> <li>• Very supportive of an overhaul! Keep it up.</li> <li>• The tour of the waste management facility was an eye-opener. The information about types and costs of sending waste away do not appear to be widely known in the community, in my experience.</li> <li>• Great to get community feedback, well done</li> <li>• Believe initiatives already taken by Action Group on right track</li> <li>• I appreciate being able to send waste to the Waste Management it helps keep around my home clear.</li> <li>• Keep up the good work! The WMC has improved our waste disposal process incredibly over the last 5 years. I look forward to seeing more great things in the next 5 years!!!</li> </ul>
<b>Future thinking</b>	<ul style="list-style-type: none"> <li>• We have the ability to be world leaders on small island waste. We need to change community behaviour, and we need infrastructure investment to make this happen</li> <li>• I believe the island needs a dedicated waste education officer to work with different community sectors and groups on island</li> <li>• Please think ahead 30 years when making decisions for today. Our future generations will thank you for it.</li> <li>• Fix the shipping so waste can be exported in containers at a much reduced cost to the expensive method of flying waste out</li> <li>• People need to consume less.</li> <li>• PLEASE do more to enforce preventing People from burning their household waste and builders waste in their back yards.</li> </ul>