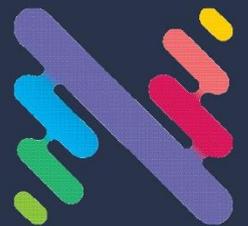




Spring 2019

Quarterly Community Survey



Executive summary

The City of Newcastle (CN) undertakes a community survey on a quarterly (every three months) basis to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The September 2019 spring edition is the fifth survey in this program. A total of 561 people took part.

Results

Property ownership and household dwelling types

To build context for service assessments and to route respondents according to their level of experiences towards CN waste services, survey participants were first asked about their property ownership within City of Newcastle LGA, the composition of their households, the types of dwelling they live in and if they shared waste/ recycling bins with others.

General attitude towards waste reduction and recycling

Respondents were then asked to indicate their general attitude or aspiration towards landfill waste reduction for Newcastle. Principal observations:

- Nearly 3 in 4 (74%) have said that it is extremely important that Newcastle reduces the amount of waste sent to landfill, suggesting a broad high consciousness towards reducing waste for the area
- 3 in 4 (75%) claimed that they would very likely manage their waste at home to contribute towards overall waste reduction, even if it incurs a slight inconvenience to them
- Relatively lower commitment towards potential change in purchasing habits to help with waste reduction, with just over 6 in 10 (62%) claiming they would be “very likely” to do so, as compared to 75% saying they would be very likely in managing waste better at home in general.

Types of CN waste services used

In order to ask participants their level of satisfaction towards CN waste services, they were first asked to indicate all the services they have ever used in the area. Key usage results:

- Over 9 in 10 said they have used the basic red (96%), yellow (93%) and green kerbside (91%) bin services
- Over 5 in 10 (54%) have ever experienced using the bulk waste on-demand kerbside collection service while 36% have accessed the bulk waste self-haul voucher service

- 37% have accessed user-paid services at Summerhill centre while in terms of free services at the centre, nearly 3 in 10 (29%) have tried the e-waste drop-off and 20% have dropped off household problem waste at the centre
- 26% have dropped-off household batteries, light globe and mobile devices at selected Council sites and libraries.

A small number (n=9) have said that they do not use any of the services as they either live in shared dwelling (have no control or direct interaction with waste services) or they live outside the LGA (work in the area or own a property but live elsewhere).

Satisfaction ratings towards CN waste services used

Participants were then asked to provide their satisfaction rating for each of the specific services that they have used.

Satisfaction level is high at a broad level, with most aspects rated above a mean score of '4' point out of '5' on the satisfaction scale (score of 5 denoting "very satisfied" while score of 4 denotes "satisfied"):

- Kerbside red lid bin (general waste) – 85% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.1 out of 5 overall
- Kerbside yellow lid bin (recycling) – 88% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.2 out of 5 overall
- Kerbside green lid bin (garden waste) – 85% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.2 out of 5 overall
- Upsized kerbside yellow lid bin (360-litre) – 83% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.2 out of 5 overall
- Second red/yellow/green lid bin – 89% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.3 out of 5 overall (please note though, the score rating is derived from a statistically small user base on n=14 only)
- Household Chemical CleanOut drop off days (twice a year) – 79% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.1 out of 5 overall
- Free drop-off of scrap metal at Summerhill Waste Management Centre – 85% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.2 out of 5 overall
- Free e-waste drop-off at Summerhill Waste Management Centre – 83% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.2 out of 5 overall
- Free drop-off of household problem wastes at the Summerhill Community Recycling Centre – 84% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.1 out of 5 overall
- Free household battery, light globe and mobile phone recycling at selected Council buildings and libraries – 85% rated that they are "satisfied/ very satisfied" with this service, with a mean score of 4.3 out of 5 overall.

The following services were rated with mean scores below 4 point out of 5:

- 240-litre upsized red lid bin (nearly 30% have said that they are "very dissatisfied" with this service, bringing the average score down to 3.0 out of the 5-point scale) though it

is important to note the score is made out of a statistically small user base for this service (n=19 only)

- Bulk waste kerbside collection and waste drop-off at the Summerhill facility also indicated rooms for improvement (mean score of 3.7 and 3.6 respectively).

Awareness towards waste services not used

For every type of services participants have yet to experience so far, they were asked on awareness and whether they would consider using those relevant services offered by CN in the future:

- 1 in 3 have said they would likely not access the second bin option, indicating current bin provision is sufficient for their household needs
- Relatively lower awareness towards free drop-offs for e-waste, problem waste and small electrical/ electrical items compared to other services offered.

There is opportunity to promote these more regularly as potential uptake is also comparatively higher with at least 40% or more saying they would consider using such services in the future.

Kerbside collection services

Service contact

Nearly 6 in 10 (59%) have said that they have not contacted CN for any additional request in the past year.

Those who have contacted CN for additional requests were (top three reasons):

- Due to accidental missed collection (29%)
- To request for damaged bin replacements (13%)
- Due to obstacle preventing collection (6%).

Satisfaction levels towards response time

Participants were then asked to rate their satisfaction in terms of response time for every service(s) they contacted CN for:

- A satisfaction mean score of 3.7 out of 5 were given towards response time for accidental missed collection with 15% of participants saying they were “very dissatisfied/ dissatisfied” with the response time
- While nearly 8 in 10 have said that they are “very satisfied/ satisfied’ with their bin replacement requests, 10% were “very dissatisfied”, bringing the overall mean score to 3.8 out of 5
- Other aspects were not commented upon here due to the very low base size from a statistical point of view but could be viewed indicatively in Table 8.

Aspects that are working well for kerbside collection

Participants were asked to provide open comments around what they felt to be working well with CN kerbside collection currently:

- Over 1 in 2 (54%) have said that they are happy/ satisfied with current services and that their needs are met (views are mainly based on basic the red/green/yellow bin collection services)
- Nearly 1 in 3 felt that the current service level is reliable/ regular – they can expect the service to take place at collection day (even if collection day happens to fall on a public holiday).

What should improve for kerbside collection

Participants were also asked to provide suggestions around CN kerbside collection services (3 bin service and bulk waste kerbside collections), if any. Suggestions raised through open comments were processed and categorised into key topics or themes, with main takeaways as follows:

- 14% suggested a shorter wait time for bulk waste collection between booking and actual collection (most have raised concerns around mess and potential illegal dumping by others at site during the wait period)
- Nearly 1 in 10 (9%) would like to see food/ organic and composting initiatives (similar to “Lake Macquarie council area”) though it is important to also highlight that there was a small cohort who suggest against any plans in reducing red bin collection (as a result of) hence any plans for such shifts would require effective community engagement strategies in place to manage polarised views within the community
- Other suggestions are around reverting to the previous scheduled, twice yearly bulk waste kerbside collection (8%), calling for more transparency around what happens to items collected (7%) and more initiatives around managing soft plastic/plastic items (6%).

Please refer to Figure 9 to see full list of themes categorised through all open responses received.

City of Newcastle Community Recycling Centre

Slightly less than half (49%) of participants surveyed have said that they have experienced using CN Community Recycling Centre. Among those who have used the service:

- 72% have said that they “agree/ strongly agree” that the staff at the centre were helpful and friendly
- 72% are in agreement that the service is easy to use
- If anything, the main issue to users appears to be around the location(s) of the centres whereby 26% have said that they disagree/ strongly disagree to the “centres are conveniently located” statement.

Among the 51% of participants who said that they have not used the recycling centre, these were the top reasons given for their non-use:

- They did not have any chemical or hazardous waste to be sent to the centre (38%)
- They have not heard of the centre prior to the survey (37%)

- They are unsure of what items should be sent to such centres (24%)
- Location and opening times are an issue (17% and 7% respectively).

Waste and recycling education services

When asked on their awareness around CN's current waste and recycling program and services, participants have said the following:

- Majority (77%) are aware of the waste services calendar
- 57% are aware that waste and recycling information can be found on Council's website
- Among other initiatives, 43% have seen printed information on waste/ recycling and 34% have heard of Clean Up Australia Day
- 10% have said that they were not aware of any of these activities/ initiatives at all prior to the survey.

Participants were asked to indicate if it is important for CN to offer various waste/ recycling initiatives or programs to the community, even if they have not heard about the programs before the survey:

- 97% thought that it is important for CN website to provide information on waste and recycling, effectively indicating that Council website is the main touchpoint for majority of residents for such topics
- 93% of participants support recycling program at schools
- 87% felt that waste service guides are key and so is Clean Up Australia Day.

Full list of items surveyed and responses to each can be viewed in Figure 15.

Participants also had the opportunity to provide suggestions for education programs that Council could offer in the future. Top suggestions submitted include:

- Food or organic waste and composting initiatives were proposed by 15% of those who have submitted suggestion(s)
- 13% would like to see greater efforts in educating the community around the appropriate types of wastes meant for the red, yellow and green bins (including more advanced information or best practices around recyclable items e.g. plastic bottle caps, different types of plastic items etc.)
- There are 7% who are interested to know what happens to waste post-pickup or how waste is processed
- 8% are calling for more effective touchpoints for promoting awareness and services to reach various cross-sections of the community

Other suggested ideas are shown in Figure 15.

Preferred touchpoints for CN waste services

When asked about their preferred way of contacting Council for waste service requests, nearly half (48%) select phone which is the top preferred method, followed by email (30%).

As to their preferred methods to receive information about waste services and programs, participants have said the following:

- 59% chose the existing waste services guide, which is the top favourite
- 53% preferred email while 47% would turn to Council website – both methods making up the top three most popular channels of choice.

Overall satisfaction with City of Newcastle waste service

Participants were asked to rate their overall satisfaction with waste services offered by City of Newcastle. A mean score of 4.0 out of 5 in terms of their satisfaction level toward CN's performance, with 89% saying that they are "satisfied/ very satisfied" with the services currently, on balance, 8% have said that they were "dissatisfied/ very dissatisfied".

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1 Introduction

The City of Newcastle (CN) undertakes a community survey on a quarterly (every three months) basis to better understand key issues, community needs and priorities regarding the services and facilities provided by the City.

The September 2019 spring edition of the survey is the fifth survey in this program.

2 Methodology

2.1 Data collection

The online survey was available to be undertaken from Monday 26 August to Tuesday 10 September 2019, inclusive.

In total, 561 participants took part in the survey.

2.2 Survey promotion

The survey was widely promoted through social and traditional media channels. Members of the City's community reference panel Newcastle Voice were also sent email invitations to take part in the survey.

2.3 Data handling

Data handling and analysis was carried out using the City's online survey software. All responses are de-identified to ensure the anonymity of respondents, and open-ended responses are edited only for grammar. If more than 100 open ended responses are submitted, they are coded by like theme. Please refer to verbatim responses.

2.4 Data weighting

The sampling process outlined herein is a self-selecting sample, which is a non-probability sampling technique. While this approach is more cost and time effective than a probability sampling (e.g. random sampling), there is likely to be a degree of self-selection bias in the results. This is especially true among broad community respondents who may choose to complete the survey because they have strong views on the topic one way or the other. Similarly, using a self-selection sampling technique may limit the representativeness of the sample. To help overcome this, the data has been weighted post-collection to reflect the distribution across the wards of the population (25% each ward).

2.5 How to read this report

2.5.1 Assessment scales

In the report and tables that follow a number of conventions have been established for the purpose of presenting the survey results.

In the survey respondents were presented with a five-point scale for the assessment of:

- Overall satisfaction with CN waste services
- Satisfaction with a range of CN waste services residents have used/ experienced with
- Level of agreement towards a range of aspects around CN Community Recycling.

The scales for these questions were kept at five-point intervals to maintain consistency with 'performance-based' assessments of services in other CN surveys and to maintain comparability as much as possible across similar databases.

The scales were constructed as follows:

Table 1: Construction of scales

Satisfaction	Agreement
1=Very dissatisfied 2=Dissatisfied 3=Neither satisfied nor dissatisfied 4=Satisfied 5=Very satisfied	1= Strongly disagree 2=Disagree 3=Neither agree nor disagree 4=Agree 5=Strongly agree
Respondents could provide a response of don't know/NA if they could not rate a statement.	

A "neither" score of 3 out of 5 suggests a neutral opinion, i.e. no strong feelings either way.

2.5.2 Mean scores

The numeric values from the scales (1 to 5) were converted to an overall average (mean) score. This scale is calculated only for those who responded using the 1 to 5 scale - it does not include non-scale responses. An example of the calculation of a satisfaction score follows. All scales outlined above follow the same method for calculating mean scores.

Table 2: Mean score calculation

Response Scale	Number of responses	Response scale x number of responses	Score
1=very dissatisfied	30	1x30	The score is calculated by dividing 1,470 by the number of responses uses (420 in this case): 1,470/420
2=dissatisfied	60	2x60	
3=neither	80	3x80	
4=satisfied	170	4x170	
5=very satisfied	80	5x80	
Don't know/NA	80	Not included in calculation	Score = 3.5
Total	500	1,470	

To obtain a score of 5.0 ALL respondents who gave them a rating would have to have answered '5', i.e. answered *strongly agree*, *very satisfied* etc. as applicable. Therefore, a higher rating represents a relatively more favourable response.

2.5.3 Interpretation

In interpreting the scores, it should be remembered that:

- The higher the score, the higher the level of agreement, satisfaction etc
- A satisfaction score of greater than 3 indicates that, on balance, residents were satisfied (the same interpretation applies to the agreement scale).

When interpreting the results, the distribution of ratings and the score need to be considered together not individually. For example, ratings which are evenly spread over the 1 to 5 scale may yield the same mean score as those which are relatively polarised at either end of the scale. The policy implications for these contrasting distributions are very different, despite the fact that they received the same score.

2.5.4 Attitudinal questions and indicative scales used

Several attitudinal questions were asked in this quarter's survey to gauge behavioural tendencies toward waste reduction initiatives in general. The scales applied for these questions are described as below, including "don't know" as an option if respondents could not provide an indication to describe their tendencies otherwise:

- Importance of Newcastle reducing the amount of waste sent to landfill
- Likelihood of changing waste management at home to help reduce waste sent to landfill
- Likelihood of changing purchasing habits to help reduce waste sent to landfill.

Table 3: Construction of scales

Importance	Likelihood
1=Not important	1=Not at all likely
2=Somewhat important	2=Unlikely
3=Moderately important	3=Somewhat likely
4=Extremely important	4=Very likely
Respondents could provide a response of don't know/NA if they could not rate a statement.	

In interpreting these indicators scores, it should be remembered that:

- The higher the score, the higher the level of importance or receptivity residents are towards those waste reduction initiatives surveyed
- The results are indicative of potential claimed behavioural shifts and are not meant to be compared to performance-based ratings asked in other parts of this survey.

3 Survey findings

3.1 Property ownership and household types

3.1.1 Property ownership in LGA, household composition and dwelling type

To validate and to screen respondents' level of experience toward CN waste services offers, respondents were first asked about property ownership within City of Newcastle LGA, the composition of their households, the types of dwelling they live in and if they shared waste/ recycling bins with others.

The results shown in Figure 1:

- Almost everyone (99%) of 561 who responded to the survey at this stage claimed that they are either residents or rate payers of the LGA, a necessary criteria for the main parts of the survey as respondents should have at least some level of interaction with CN waste services and initiatives to be able to provide their feedback
- Those who are not residents/ rate payers (1% or n=4) were not screened out at this stage as they could still provide indication towards their attitudes around general waste reduction initiatives by Council. However, these respondents were not asked on their household make-up, dwelling types or bin sharing situations.

Figure 1: Which best describes property ownership in CN LGA (n=561)

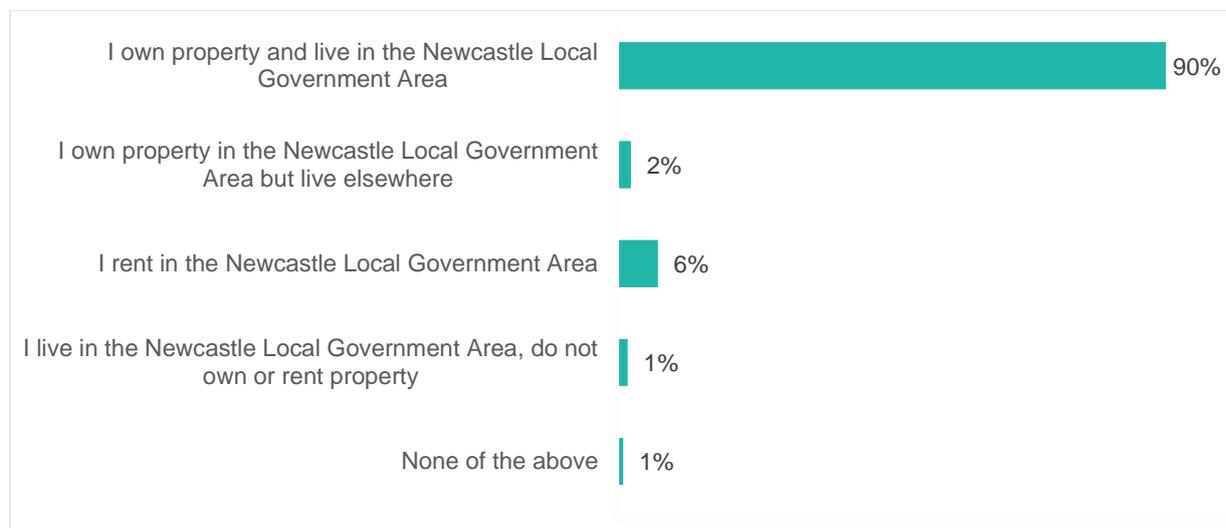


Figure 2: Household composition (n=557)

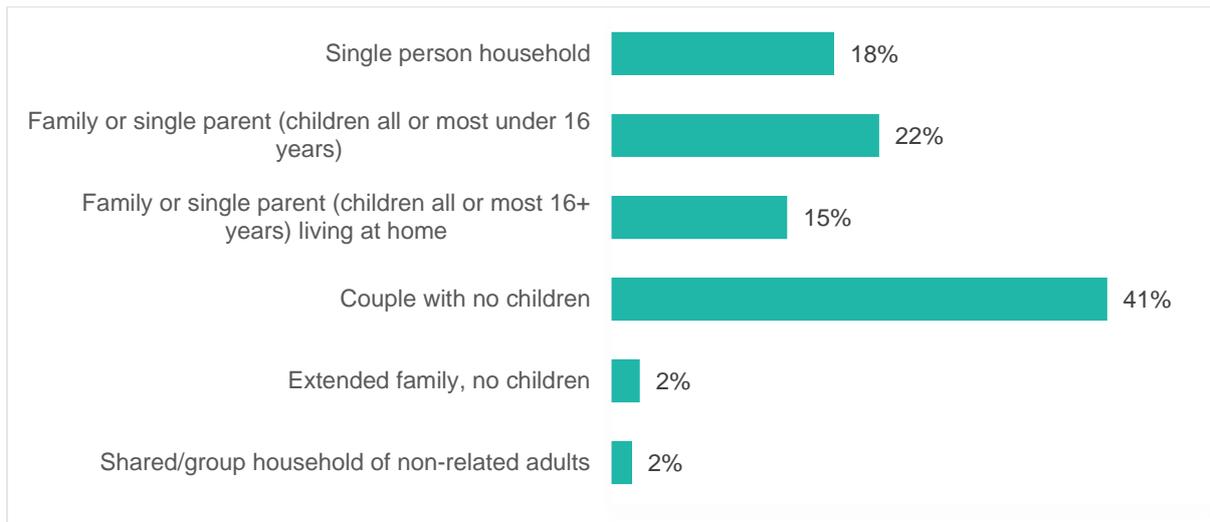
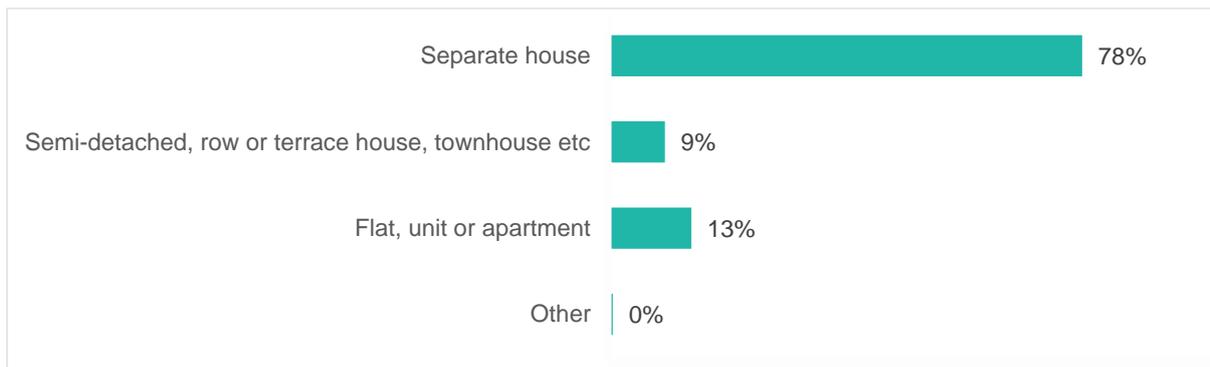
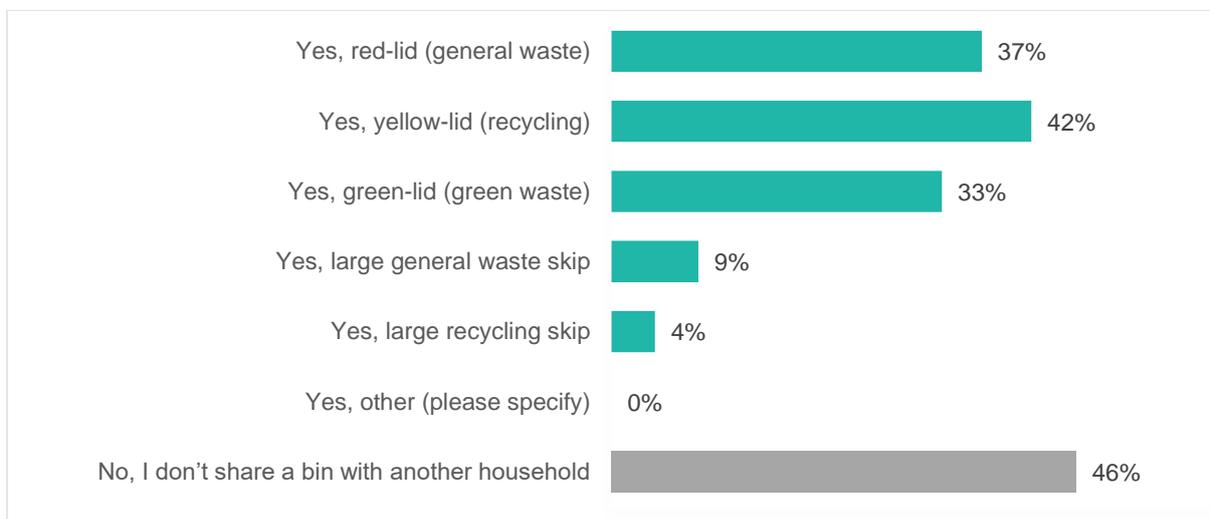


Figure 3: Dwelling type (n=557)



Those N=156 who do not live in a separate house were then asked if they shared their household waste, green waste and recycling bins with others in their complex.

Figure 4: Bin sharing (n=156)



3.2 General attitude towards waste reduction and recycling

3.2.1 Importance on waste reduction in the area

Respondents were asked to indicate their general attitude or aspiration towards landfill waste reduction for Newcastle.

Nearly 3 in 4 have said that it is extremely important that Newcastle reduces the amount of waste sent to landfill, suggesting high consciousness towards reducing waste for the area.

Table 4: Importance on reducing waste sent to landfill (n=561)

How important is it that Newcastle reduces the amount of waste sent to landfill?	
Not important (1)	2%
Somewhat important (2)	8%
Moderately important (3)	16%
Extremely important (4)	74%
Don't know	0%
<i>Mean score</i>	3.6

3.2.2 Likelihood in changing waste management habits

3 in 4 claimed that they would very likely manage their waste at home to contribute towards overall waste reduction, even if it incurs a slight inconvenience to them.

Table 5: Likelihood in managing waste at home (n=561)

Likelihood to change waste management at home	
Not at all likely (1)	5%
Unlikely (2)	4%
Somewhat likely (3)	15%
Very likely (4)	75%
Don't know	1%
<i>Mean score</i>	3.6

3.2.3 Likelihood in changing purchasing habits

Relatively lower commitment towards potential change in purchasing habits to help with waste reduction, with just over 6 in 10 claiming they would be “very likely” to do so, as compared to 75% saying they would be very likely in managing waste better at home.

Table 6: Likelihood in changing purchasing habits (n=561)

Likelihood to change purchasing habits to reduce waste	
Not at all likely (1)	3%
Unlikely (2)	7%
Somewhat likely (3)	27%
Very likely (4)	62%

Don't know	2%
Mean score	3.5

3.3 Waste services used and satisfaction ratings

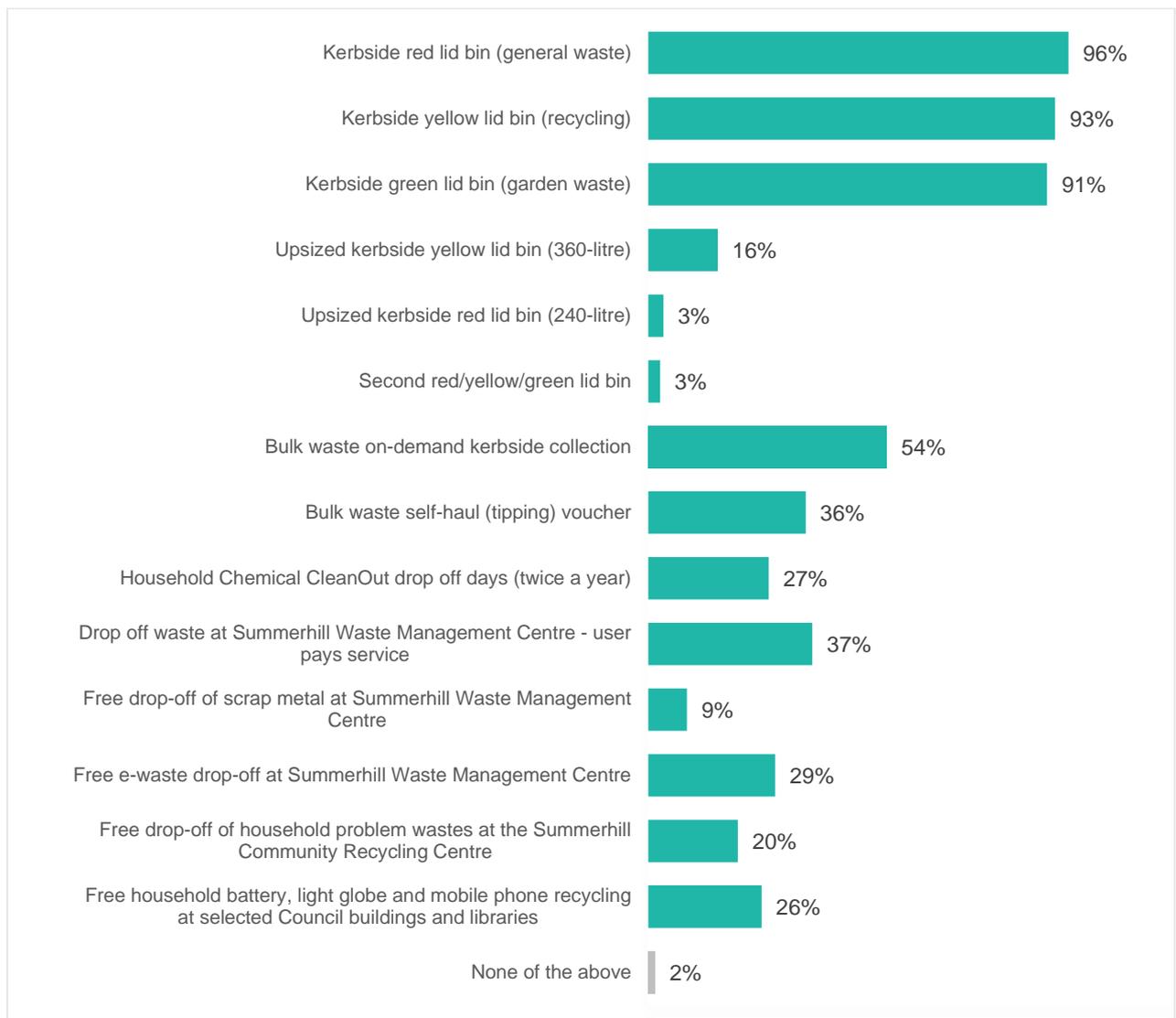
3.3.1 Usage of waste services offered by City of Newcastle

In order to ask participants/ users' level of satisfaction towards CN waste services, they were first asked to indicate all the services they have ever used in the area.

Unsurprisingly, over 9 in 10 said they have used the basic red, yellow and green kerbside bin services.

A small number (n=9) have said that they do not use any of the services as they either live in shared dwelling (have no control or direct interaction with waste services) or they live outside the LGA (work in the area or own a property but live elsewhere).

Figure 5: Waste services used (n=557)



3.3.2 Satisfaction ratings towards each of the services used

Participants were then asked to rate their satisfaction level for each of the specific services that they have used.

Satisfaction level is generally high, with most aspects rated above '4' point out of '5' on the satisfaction scale (see scale intervals as below in Table 7), with the exception of the following services:

- 240-litre upsized red lid bin (nearly 30% have said that they are “very dissatisfied” with this service, bringing the average score down to 3.0 out of the 5-point scale) though it is important to note the score is made out of a statistically small user base for this service (n=19 only)
- Bulk waste kerbside collection and waste drop-off at the Summerhill facility also indicated rooms for improvement (mean score of 3.7 and 3.6 respectively).

Table 7: Satisfaction level for each CN waste services used (* indicates low sample base)

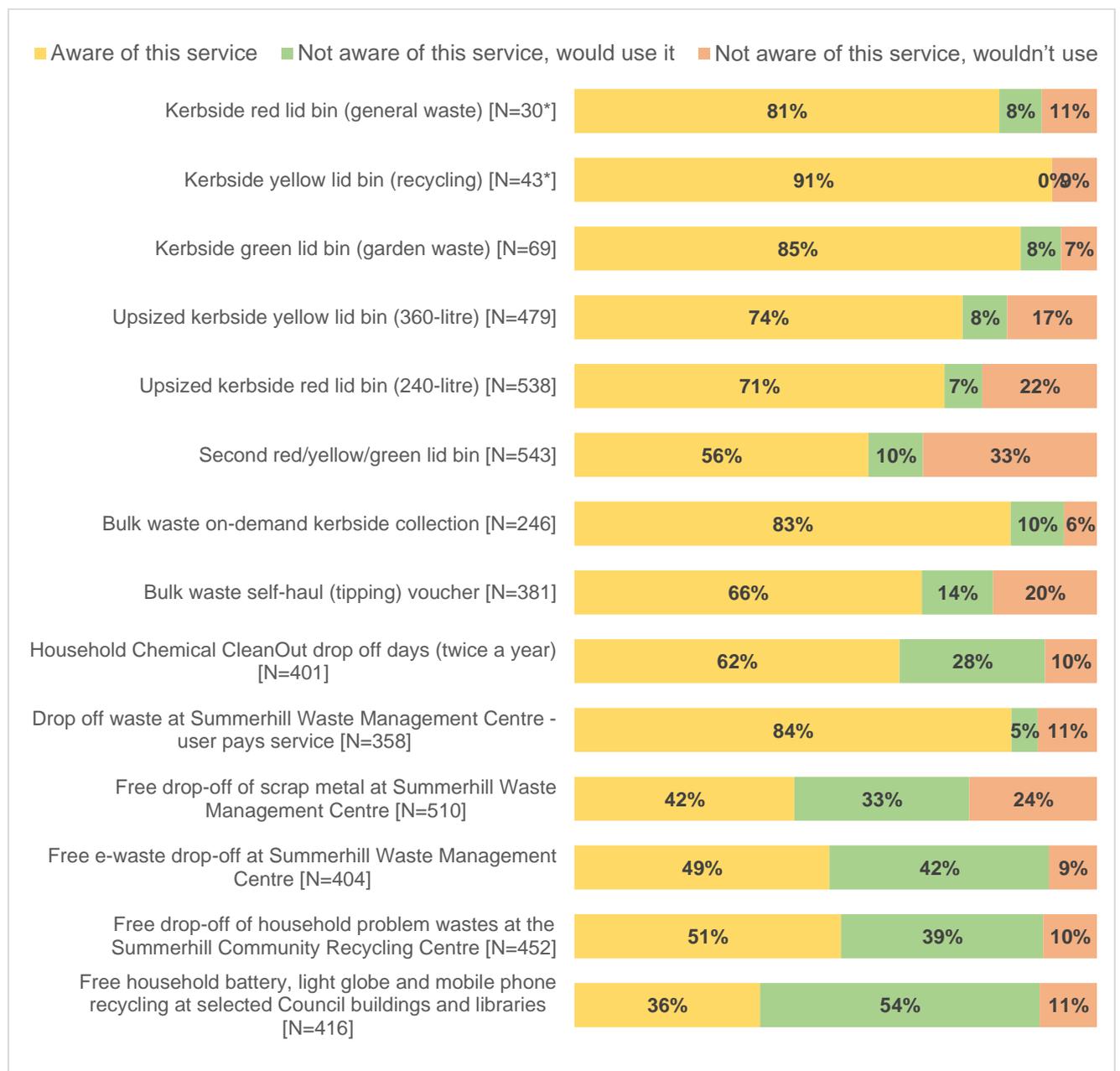
Aspects:	Very dissatisfied (1)	Slightly dissatisfied (2)	Moderately satisfied (3)	Satisfied (4)	Very satisfied (5)	Mean score
<i>Kerbside red lid bin (general waste) [n=527]</i>	4%	4%	7%	44%	41%	4.1
<i>Kerbside yellow lid bin (recycling) [n=514]</i>	4%	2%	7%	46%	42%	4.2
<i>Kerbside green lid bin (garden waste) [n=488]</i>	3%	3%	9%	43%	42%	4.2
<i>Upsized kerbside yellow lid bin (360-litre) [n=78]</i>	1%	3%	13%	40%	43%	4.2
<i>Upsized kerbside red lid bin (240-litre) [n=19*]</i>	27%	8%	18%	37%	9%	3.0
<i>Second red/yellow/green lid bin [n=14*]</i>	4%	0%	7%	33%	56%	4.3
<i>Bulk waste on-demand kerbside collection [n=311]</i>	5%	11%	15%	44%	25%	3.7
<i>Bulk waste self-haul (tipping) voucher [n=176]</i>	5%	7%	18%	35%	35%	3.9
<i>Household Chemical CleanOut drop off days (twice a year) [n=156]</i>	1%	5%	15%	44%	35%	4.1
<i>Drop off waste at Summerhill Waste Management Centre - user pays service [n=199]</i>	7%	12%	21%	39%	21%	3.6
<i>Free drop-off of scrap metal at Summerhill Waste Management Centre [n=47*]</i>	1%	5%	9%	42%	43%	4.2
<i>Free e-waste drop-off at Summerhill Waste Management Centre [n=153]</i>	2%	4%	11%	40%	43%	4.2
<i>Free drop-off of household problem wastes at the Summerhill Community Recycling Centre [n=105]</i>	1%	3%	12%	50%	34%	4.1
<i>Free household battery, light globe and mobile phone recycling at selected Council buildings and libraries [n=141]</i>	0%	2%	12%	41%	44%	4.3

3.3.3 Awareness towards waste services not used currently

For every service(s) participants have yet to experience, they were asked on awareness and whether they would consider using those relevant services offered by CN in the future:

- 1 in 3 have said they would likely not access the second bin option, indicating current bin provision is sufficient for their household needs
- Relatively lower awareness towards free drop-offs for e-waste, problem waste and small electrical/ electrical items compared to other services offered. There is opportunity to promote these more regularly as potential uptake (and relevance to needs) is also comparatively higher with 40% or more saying they would use such services.

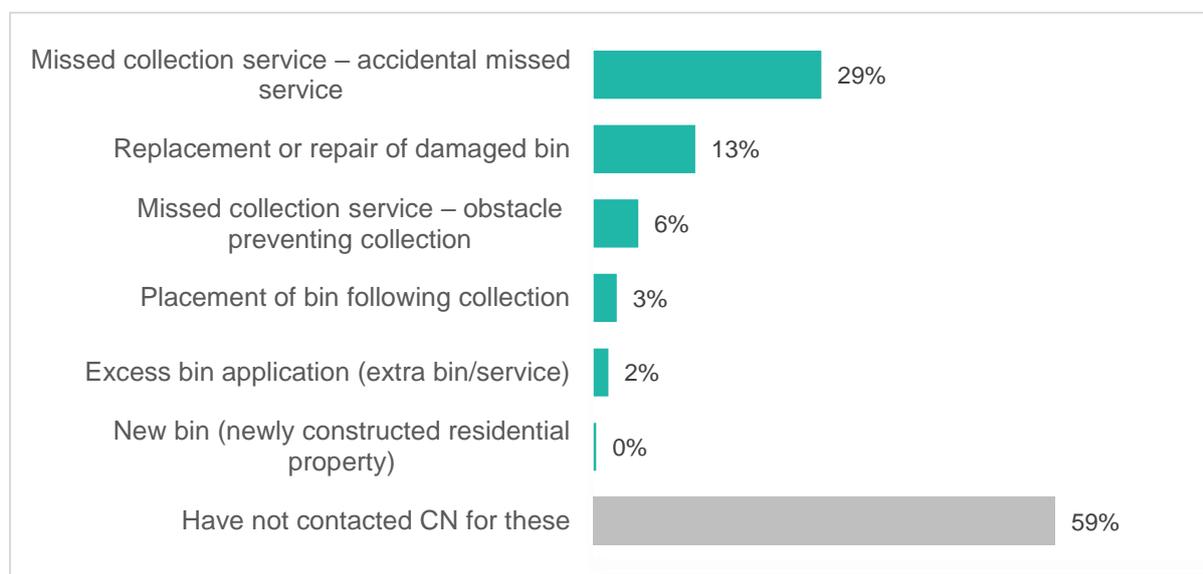
Figure 6: Awareness and potential usage of services (Respondent base size differs for each of the services, depending on responses in usage question. *Note: Low sample base)



3.3.4 Kerbside/ recycling bin collection

Nearly 6 in 10 have said that they have not contacted CN for any additional request in the past year. Those who have done so were mainly due to accidental missed collection (29% due to such instances).

Figure 7: Ever contacted CN for service requests (N=557)



3.3.5 Satisfaction with response time

Participants were asked to rate their satisfaction in terms of response time for every service(s) they contacted CN for:

- A satisfaction mean score of 3.7 out of 5 were given towards response time for accidental missed collection with 15% of participants saying they were very dissatisfied/ dissatisfied with the response time
- While nearly 8 in 10 have said that they are “very satisfied/ satisfied’ with their bin replacement requests, 10% were “very dissatisfied”, bringing the overall mean score to 3.8 out of 5.

Table 8: Satisfaction level towards response time for service(s) requested (Respondent base size differs for each of the services, depending on responses in usage question. *Note: Low sample base)

Aspects:	Very dissatisfied (1)	Slightly dissatisfied (2)	Moderately satisfied (3)	Satisfied (4)	Very satisfied (5)	Mean score
Missed collection service – accidental missed service (N=166)	7%	8%	20%	38%	27%	3.7
Missed collection service – obstacle preventing collection (N=35*)	6%	6%	12%	54%	23%	3.7
Replacement or repair of damaged bin (N=76)	10%	4%	7%	47%	31%	3.8
New bin (newly constructed residential property) (N=2*)	0%	0%	0%	68%	32%	4.5
Placement of bin following collection (N=19*)	15%	44%	0%	28%	13%	2.5
Excess bin application (extra bin/service) (N=11*)	12%	9%	27%	36%	15%	3.5

3.3.6 Kerbside collection – what is working well

Participants were asked to call-out what parts of kerbside collection services that CN are doing well at as illustrated through aggregated themes in Figure 8:

- Over 1 in 2 (54%) have said that they are happy/ satisfied with current services and that their needs are met (views are mainly based on basic the red/green/yellow bin collection services)
- Nearly 1 in 3 felt that the current service level is reliable/ regular – they can expect the service to take place at collection day (even if collection day happens to fall on a public holiday)
- There is a small percentage raising their negative experiences, mainly due to damaged bins.

Figure 8: Comment themes aggregated from N=359 respondents

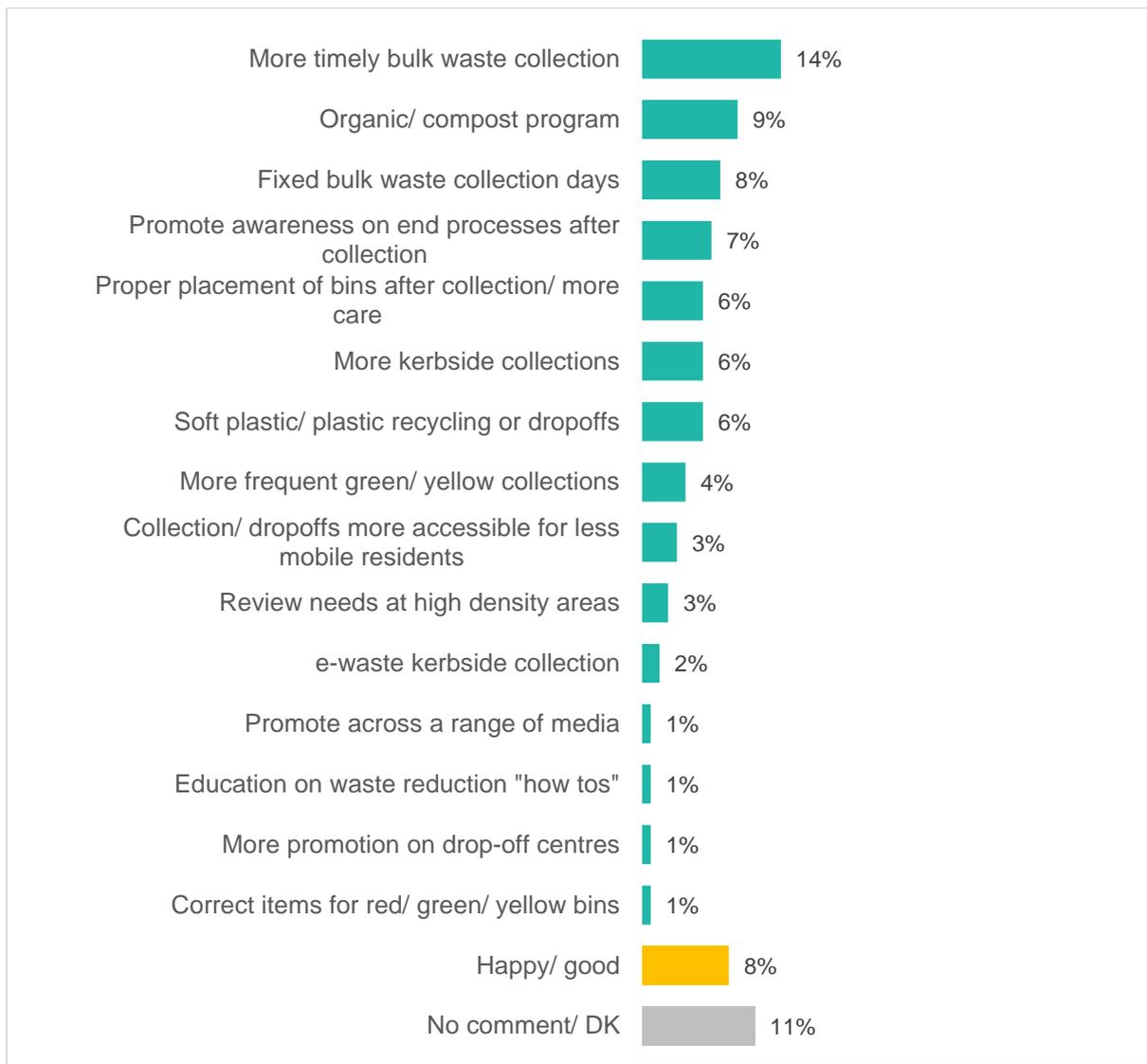


3.3.7 Kerbside collection – Suggestions for improvements

Participants were also asked to provide suggestions around CN kerbside collection services (3 bin service and bulk waste kerbside collections), if any. Suggestions were processed and distilled into key themes as shown in Figure 9:

- 14% suggested a shorter wait time for bulk waste collection between booking and actual collection (most have raised concerns around mess and potential illegal dumping by others at site during the wait period)
- Nearly 1 in 10 would like to see food/ organic and composting initiatives (similar to “Lake Macquarie council area”)
- Other suggestions are around reverting to the previous scheduled twice-yearly bulk waste kerbside collection (8%), calling for more transparency around what happens to items collected from yellow bins, bulk wastes and recycling centres (7%) and more initiatives around managing soft plastic/ plastic items (6%).

Figure 9: Comment themes aggregated from N=118 respondents who gave a suggestion



3.4 City of Newcastle Community Recycling Centre

3.4.1 Usage of Community Recycling Centre (those who have used it)

Slightly less than half (49%) of participants surveyed have said that they have experienced using CN Community Recycling Centre. Among those who have used the service:

- 72% have said that they “agree/ strongly agree” that the staff at the centre were helpful and friendly
- 72% are in agreement that the service is easy to use
- If anything, the main issue to users appears to be around the location(s) of the centres whereby 26% have said that they disagree/ strongly disagree to the “centres are conveniently located” statement.

Figure 10: Have used CN Community Recycling Centre (n=557)

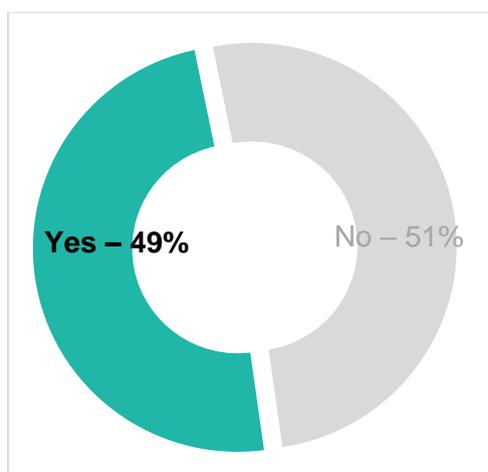


Table 9: Agreement level towards (N=227 those who have used CRC)

Aspects:	Strongly disagree (1)	Disagree (2)	Neither agree nor disagree (3)	Agree (4)	Strongly agree (5)	Mean score
<i>They are easy to use</i>	2%	4%	21%	53%	19%	4.0
<i>I can access them easily</i>	3%	15%	20%	46%	15%	3.7
<i>I know what items are accepted</i>	2%	13%	18%	53%	15%	3.8
<i>They are conveniently located</i>	7%	19%	25%	39%	11%	3.4
<i>Staff were helpful and friendly</i>	3%	1%	24%	47%	25%	4.1

3.4.2 Usage of Community Recycling Centre (those who have not used it)

Among the 51% of participants who said that they have not used the recycling centre, these were the top reasons given:

- They did not have any chemical or hazardous waste to be sent to the centre (38%)
- They have not heard of the centre prior to the survey (37%)
- They are unsure of what items should be sent to such centres (24%)
- Location and opening times are an issue (17% and 7% respectively).

Figure 11: Have used CN Community Recycling Centre (n=557)

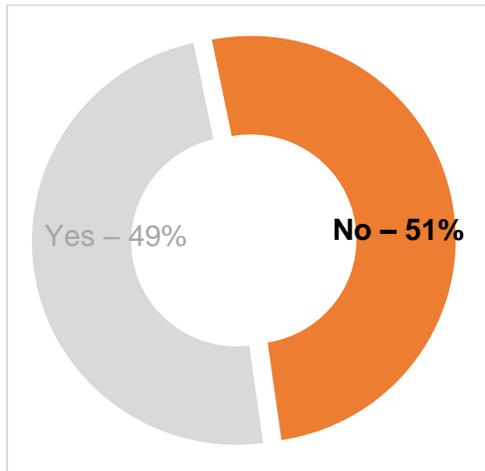
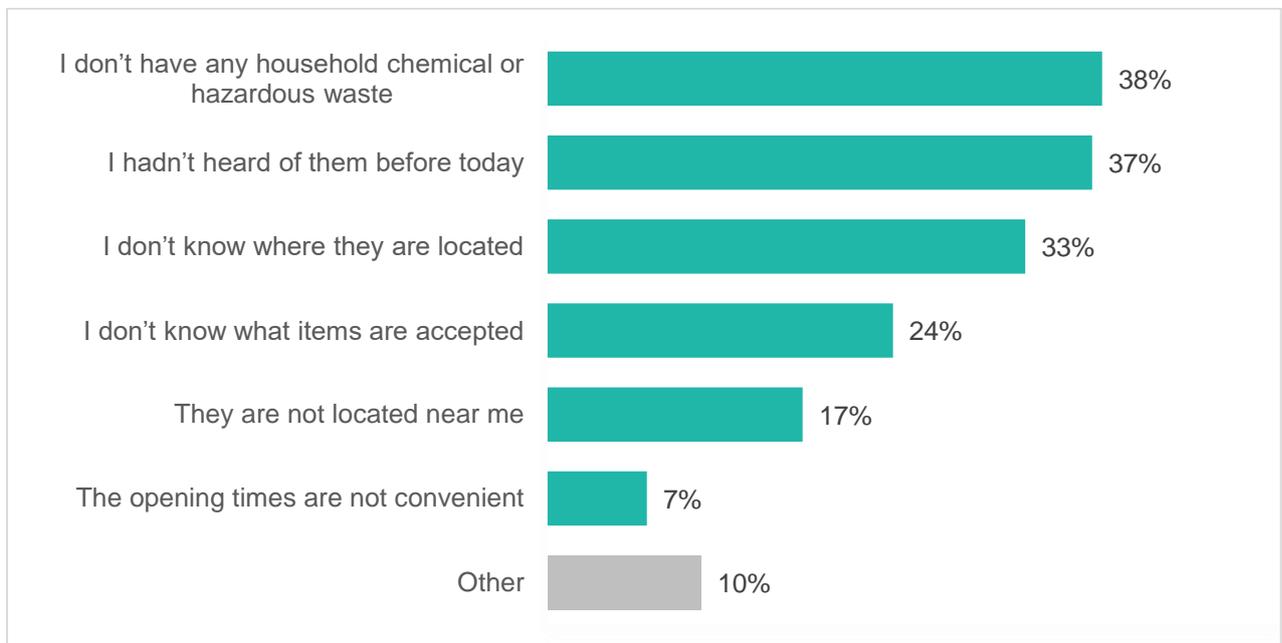


Figure 12: Why have not used CRC (n=285) those who have not used CRC



There were 32 'other' responses provided, mainly around having "accessibility"/"transportation issues" to get to the centre.

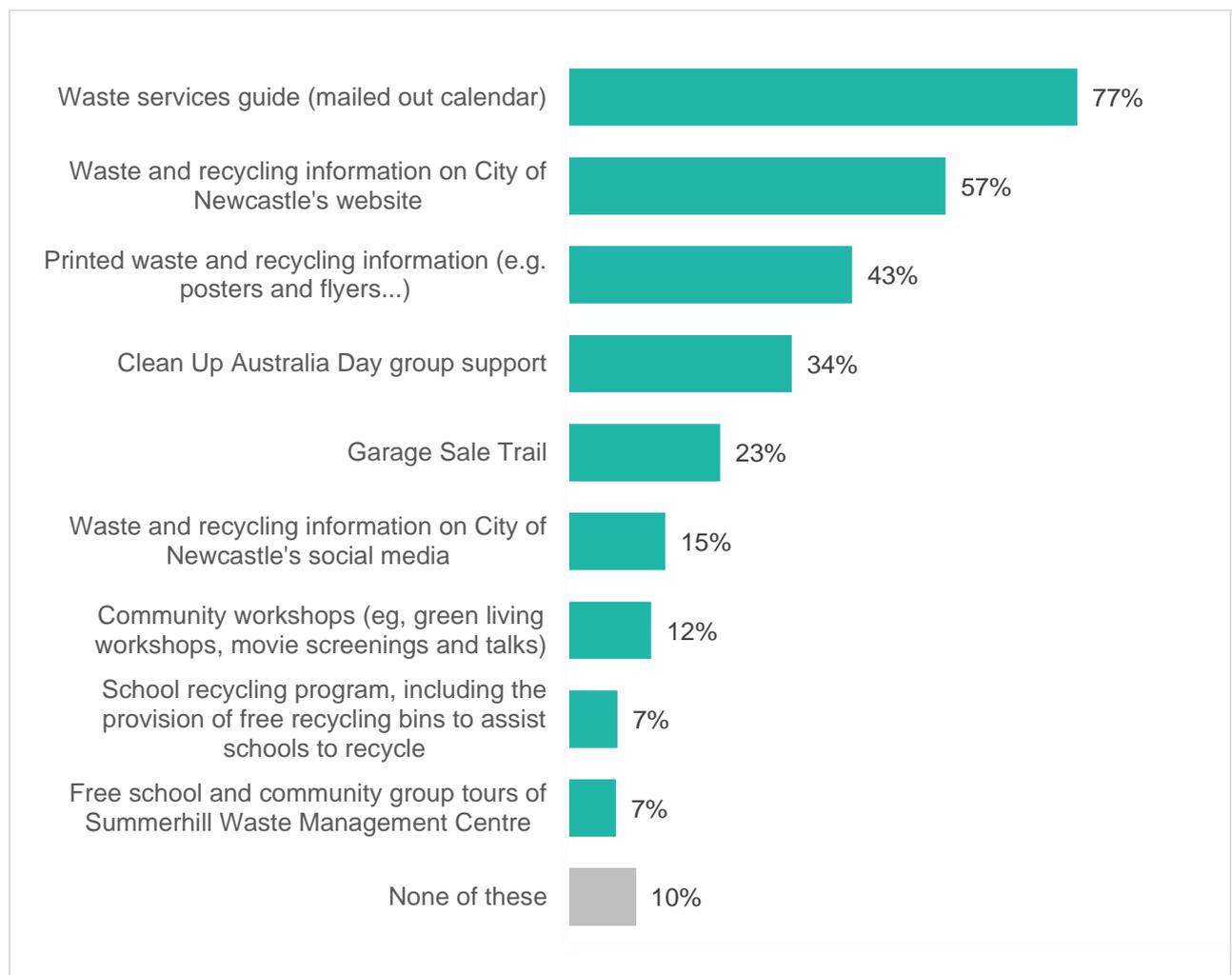
3.5 Waste and recycling education services

3.5.1 Awareness towards waste education programs

When asked on their awareness around CN's current waste and recycling program/ services, participants have said the following:

- Majority (77%) are aware of the waste services calendar
- 57% are aware that waste and recycling information can be found on Council's website
- Among other initiatives, 43% have seen printed information on waste/ recycling and 34% have heard of Clean Up Australia Day
- 10% have said that they were not aware of any of these activities/ initiatives at all prior to the survey.

Figure 13: Education programs aware of (N=557)

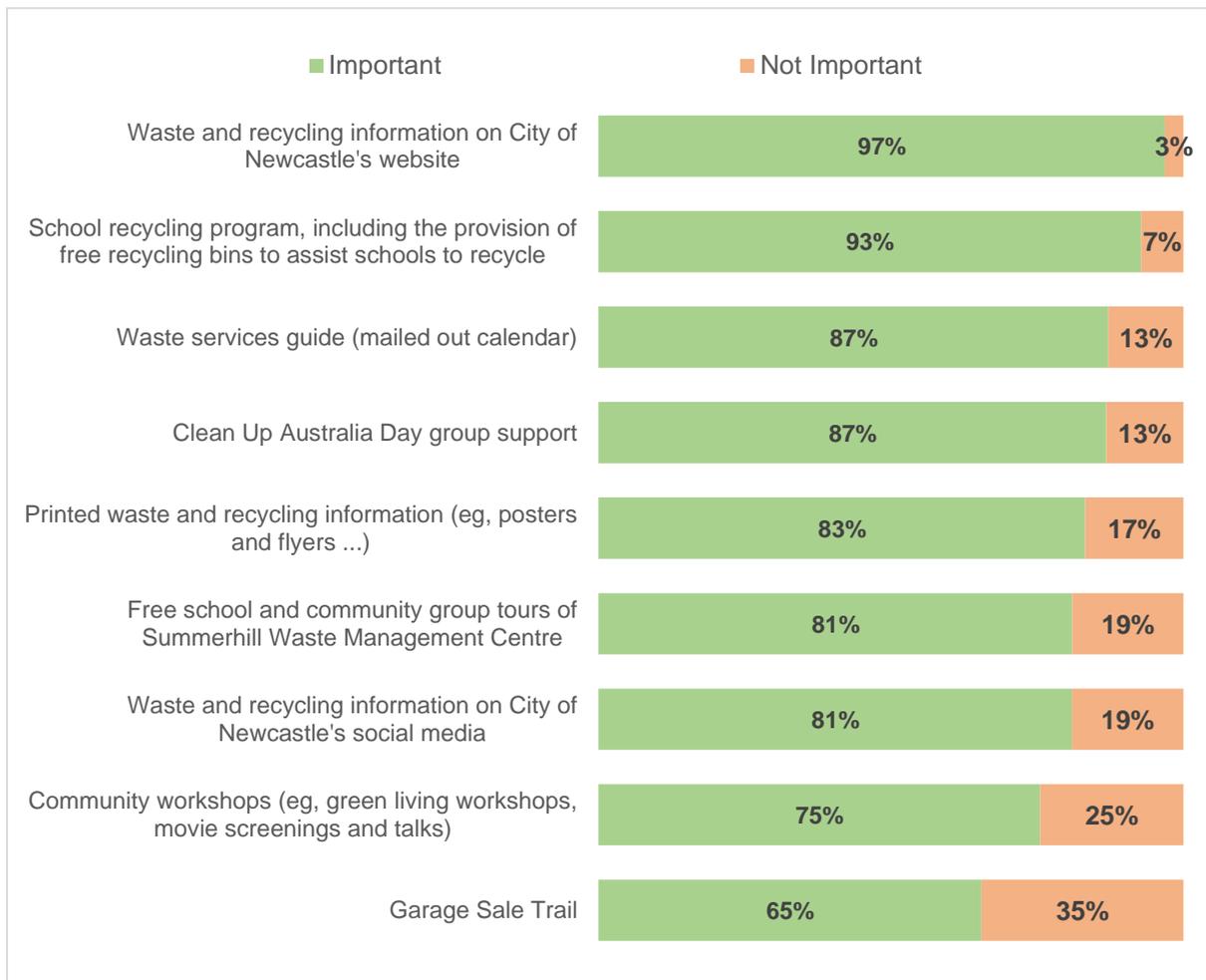


3.5.2 Receptivity towards education programs

Participants were asked to indicate if it is important for CN to offer various waste/ recycling initiatives or programs to the community, even if they have not heard about the programs before the survey. The following are the most highly supported initiatives/ programs:

- 97% thought that it is important for CN website to provide information on waste and recycling, effectively indicating that Council website is the main touchpoint for majority of residents for such topics
- 93% of participants support recycling program at schools
- 87% felt that waste service guides are key and so is Clean Up Australia Day.

Figure 14: How important that CN offered these programs (N=557)

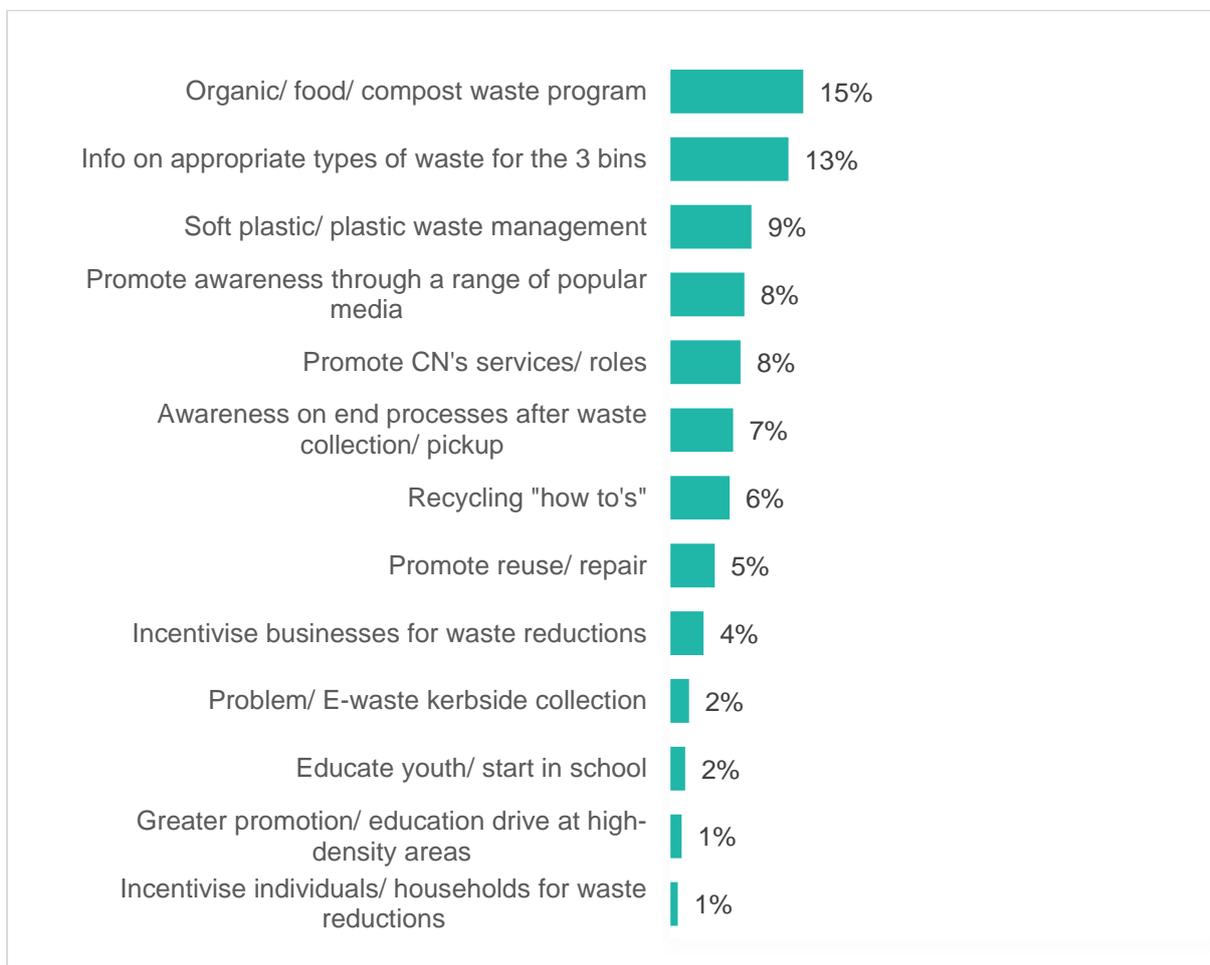


3.5.3 Suggestions for education programs

When asked to provide ideas on education programs that City of Newcastle could offer in the future:

- Food or organic waste and composting initiatives were proposed by 15% of those who have submitted suggestion(s)
- 13% would like to see greater efforts in educating the community around the appropriate types of wastes meant for the red, yellow and green bins (including more advanced information or best practices around recyclable items e.g. plastic bottle caps, different types of plastic items etc.)
- There are 7% who are interested to know what happens to waste post-pickup or how waste is processed
- 8% are calling for more effective touchpoints for promoting awareness and services to reach various cross-sections of the community.

Figure 15: Comment themes aggregated from N=247 respondents

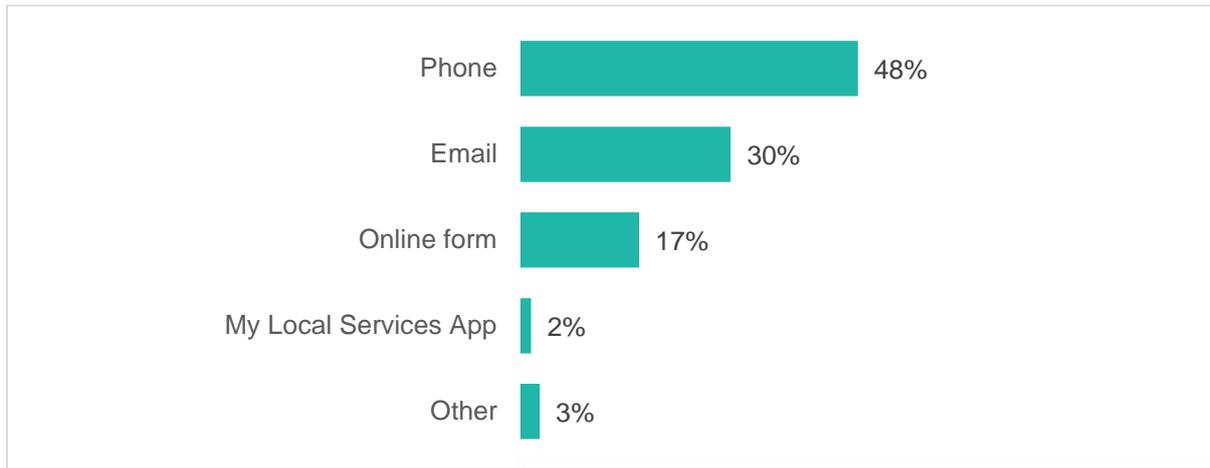


3.6 Preferred way to contact Waste Services

3.6.1 Preferred way of contacting Waste Services

When asked about their preferred way of contacting Council for waste service requests, nearly half (48%) select phone – which is the top preferred method, followed by email (30%).

Figure 16: Preferred contact channels for waste services (N=557)



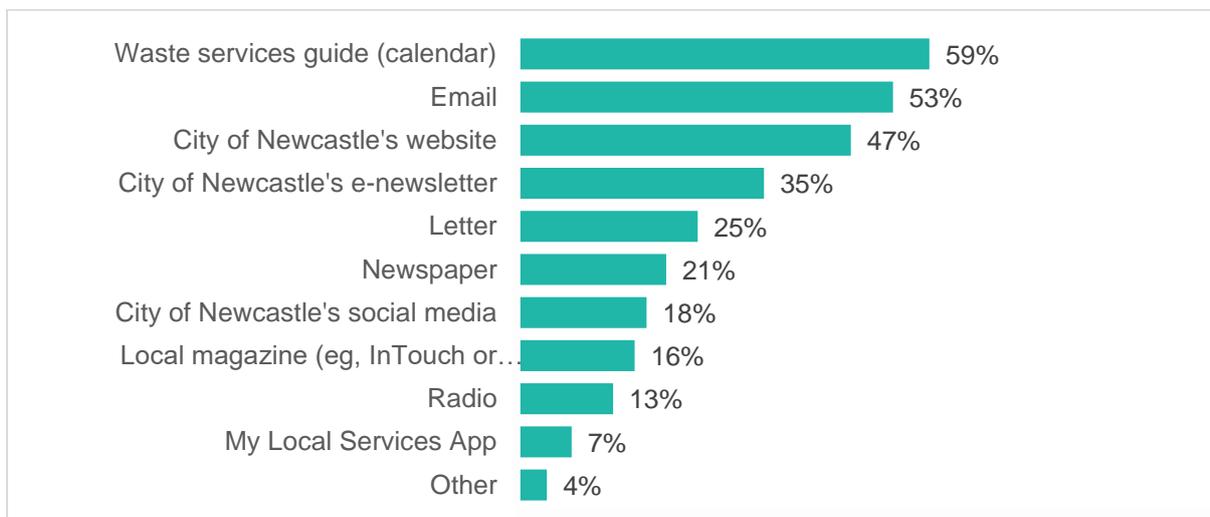
There were nine 'other' responses provided.

3.6.2 Preferred way of receiving information

When asked for their most preferred methods to receive information about waste services and programs (participants to select top 3 methods):

- 59% chose the existing waste services guide, which is the top favourite
- 53% preferred email while 47% would turn to Council website – both methods making up the top three most popular channels of choice.

Figure 17: Preferred channels to receive info on waste services (N=557)



There were 21 'other' responses provided.

3.7 Overall satisfaction

3.7.1 Overall satisfaction towards waste services that City of Newcastle provides

Overall, participants gave a mean score of 4.0 out of 5 in terms of their satisfaction level toward CN waste services, with 89% saying that they are “satisfied/ very satisfied” with the services currently.

Table 10: Overall satisfaction rating towards CN waste services (N=557)

Overall satisfaction towards waste services	
Very dissatisfied (1)	2%
Dissatisfied (2)	6%
Neither (3)	11%
Satisfied (4)	57%
Very satisfied (5)	21%
Unsure	3%
<i>Mean score</i>	<i>4.0</i>

3.8 Demographics

The tables below show the demographic breakdown of the survey sample.

Figure 18: Gender

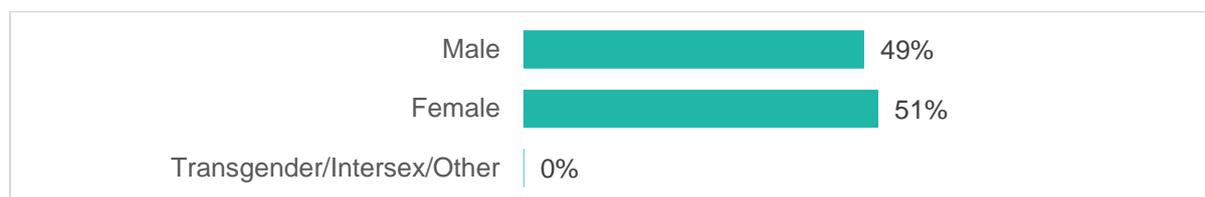


Table 11: Age range

Age range	%
20-24	1%
25-29	2%
30-34	4%
35-39	4%
40-44	10%
45-49	8%
50-54	9%
55-59	12%
60-64	11%
65-69	16%
70-74	14%
75+	6%
Prefer not to answer	3%

Figure 19: Location

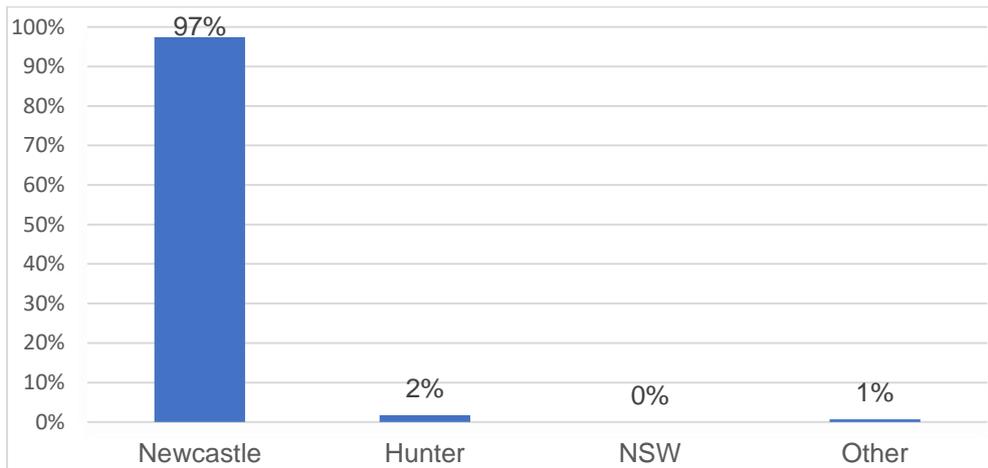
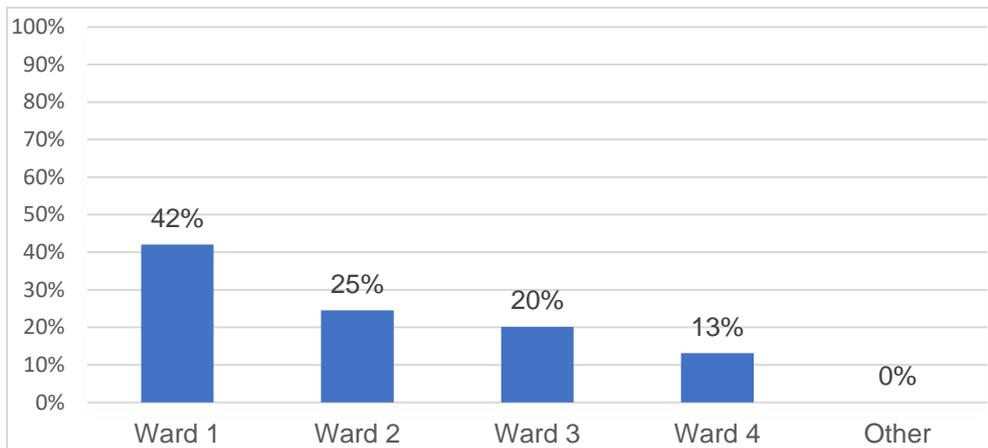


Figure 20: Ward



Note: Data was weighted so that each ward's results are equally represented (25% per ward).

Appendix I Questionnaire

Quarterly Community Survey Questions – Waste Theme

City of Newcastle (CN) is committed to working towards achieving the United Nation's Sustainable Development Goals and waste reduction targets.

We're going to ask you some questions to better understand your knowledge and views on waste and recycling.

Just a few questions about you to get started....

Q1. Please select which best describes you: *select one response only*

- I own property and live in the Newcastle Local Government Area
- I own property in the Newcastle Local Government Area but live elsewhere
- I rent in the Newcastle Local Government Area
- I live in the Newcastle Local Government Area, do not own or rent property

Q4. Who usually lives in your household? *select one response only*

- Single person household
- Family or single parent (children all or most under 16 years)
- Family or single parent (children all or most 16+ years) living at home
- Couple with no children
- Extended family, no children
- Shared/group household of non-related adults

Q5. Which of these best describes your home? *select one response only*

- Separate house
- Semi-detached, row or terrace house, townhouse etc.
- Flat, unit or apartment
- Other (please specify)

<For flat, unit or apartment and semi-detached, row or terrace house, townhouse>

Q6. Do you share a household waste, green waste or recycling bin with others in your complex?

- Yes, red-lid (general waste)
- Yes, yellow-lid (recycling)
- Yes, green-lid (green waste)
- Yes, large general waste skip
- Yes, large recycling skip
- Yes, other (please specify)
- No, I don't share a bin with another household

The next three questions are designed to help us understand your priorities towards waste and recycling.

Q 7. How important is it to you that Newcastle reduces the amount of waste sent to landfill?

1. Not important
2. Somewhat important

- 3. Moderately important
- 4. Extremely important
- Don't know

Q 8. How likely are you to change the way you manage your waste at home to help reduce waste sent to landfill if there was a slight inconvenience to you (e.g. store batteries in a container and take it to a drop-off point, have an extra bin in your kitchen to collect soft plastics etc.)? *Select one response only*

- 1. Not at all likely
- 2. Unlikely
- 3. Somewhat likely
- 4. Very likely
- Don't know

Q 9. How likely are you to change the way you purchase items (e.g. buy in bulk, not buying single-use plastic items, not buying fruit and vege wrapped in plastic) to help reduce waste sent to landfill? *Select one response only*

- 1. Not at all likely
- 2. Unlikely
- 3. Somewhat likely
- 4. Very likely
- Don't know

The next few questions ask about your experience with the waste services we offer to Newcastle residents.

Q10. Which of the following City of Newcastle (CN) waste services have you used? *Please note: e-waste refers to TVs, computers, small kitchen appliances etc.*

Service	Have used
Kerbside red lid bin (general waste)	1
Kerbside yellow lid bin (recycling)	2
Kerbside green lid bin (garden waste)	3
Upsized kerbside yellow lid bin (360-litre)	4
Upsized kerbside red lid bin (240-litre)	5
Second red/yellow/green lid bin	6
Bulk waste on-demand kerbside collection	7
Bulk waste self-haul (tipping) voucher	8
Household Chemical CleanOut drop off days (twice a year)	9
Drop off waste at Summerhill Waste Management Centre - user pays service	10
Free drop-off of scrap metal at Summerhill Waste Management Centre	11
Free e-waste drop-off at Summerhill Waste Management Centre (e.g. TVs, computers, small kitchen appliances etc.)	12
Free drop-off of household problem wastes at the Summerhill Community Recycling Centre (e.g. paint, motor oil, other oil, household and car batteries, fluoro globes and tubes, fire extinguishers, gas bottles and smoke detectors)	13
Free household battery, light globe and mobile phone recycling at selected Council buildings and libraries	14
None of the above	15

<For services used>

Q11. For each of the above services that you **have used**, please rate your level of satisfaction.
Please select one response for each item

Service	Very dissatisfied	Slightly dissatisfied	Moderately satisfied	Satisfied	Very satisfied
Kerbside red lid bin (general waste)	1	2	3	4	5
Kerbside yellow lid bin (recycling)	1	2	3	4	5
Kerbside green lid bin (garden waste)	1	2	3	4	5
Upsized kerbside yellow lid bin (360-litre)	1	2	3	4	5
Upsized kerbside red lid bin (240-litre)	1	2	3	4	5
Second red/yellow/green lid bin	1	2	3	4	5
Bulk waste on-demand kerbside collection	1	2	3	4	5
Bulk waste self-haul (tipping) voucher	1	2	3	4	5
Household Chemical CleanOut drop off days (twice a year)	1	2	3	4	5
Drop off waste at Summerhill Waste Management Centre - user pays service	1	2	3	4	5
Free drop-off of scrap metal at Summerhill Waste Management Centre	1	2	3	4	5
Free e-waste drop-off at Summerhill Waste Management Centre (e.g. TVs, computers, small kitchen appliances etc.)	1	2	3	4	5
Free drop-off of household problem wastes at the Summerhill Community Recycling Centre (eg, paint, motor oil, other oil, household and car batteries, fluoro globes and tubes, fire extinguishers, gas bottles and smoke detectors)	1	2	3	4	5
Free household battery, light globe and mobile phone recycling at selected Council buildings	1	2	3	4	5

<For services not used>

Q12. You selected that you have not used the following services. Before today, were you aware of these waste services? *Please select one response per item*

Service	Not aware of this service, would use it	Not aware of this service, wouldn't use it	Aware of this service
Kerbside red lid bin (general waste)	1	2	3
Kerbside yellow lid bin (recycling)	1	2	3
Kerbside green lid bin (garden waste)	1	2	3
Upsized kerbside yellow lid bin (360-litre)	1	2	3
Upsized kerbside red lid bin (240-litre)	1	2	3
Second red/yellow/green lid bin	1	2	3
Bulk waste on-demand kerbside collection	1	2	3
Bulk waste self-haul (tipping) voucher	1	2	3
Household Chemical CleanOut drop off days (twice a year)	1	2	3
Drop off waste at Summerhill Waste Management Centre - user pays service	1	2	3
Free drop-off of scrap metal at Summerhill Waste Management Centre	1	2	3
Free e-waste drop-off at Summerhill Waste Management Centre (e.g. TVs, computers, small kitchen appliances etc.)	1	2	3
Free drop-off of household problem wastes at the Summerhill Community Recycling Centre (eg, paint, motor oil, other oil, household and car batteries, fluoro globes and tubes, fire extinguishers, gas bottles and smoke detectors)	1	2	3
Free household battery, light globe and mobile phone recycling at selected Council buildings and libraries	1	2	3

Q13. Thinking about our kerbside waste and recycling bin collections, have you contacted City of Newcastle in the past 12 months for any of the following issues: *Please select all that apply*

- Missed collection service – accidental missed service (ie, the collection truck by-passed your bin by accident)
- Missed collection service – obstacle preventing collection (ie, there was an obstacle such as a vehicle or tree preventing the truck from accessing your bin)
- Replacement or repair of damaged bin
- New bin (newly constructed residential property)
- Placement of bin following collection
- Excess bin application (extra bin/service)
- Have not contacted CN for these

<For those residents who have contacted CN for the above issue>

Q14. Thinking about the time you contacted CN regarding your kerbside bin concern, please rate your level of satisfaction with our response time:

	Very dissatisfied	Slightly dissatisfied	Moderately satisfied	Satisfied	Very satisfied
Missed collection – accidental missed service	1	2	3	4	5

Missed collection – obstacle preventing collection	1	2	3	4	5
Replacement or repair of damaged bin	1	2	3	4	5
New bin (new residential property)	1	2	3	4	5
Placement of bin following collection	1	2	3	4	5
Excess bin application (extra bin/service)	1	2	3	4	5

Q15. What parts of our kerbside collection services are we doing well?

(open ended)

Q16. How can we improve our kerbside collection services (3 bin service and bulk waste kerbside collections)?

(open ended)

The next few questions ask about your knowledge and experiences disposing of household problem wastes.

Household problems wastes are household, garden and hobby chemicals which should not be disposed of in any of your household bins (e.g. household and car batteries, paint, motor and other oil, gas bottles, fire extinguishers, smoke detectors, fluoro globes and tubes, garden chemicals, cleaning chemicals and hobby chemicals).

Q17. Have you used City of Newcastle’s Community Recycling Centre, based at Summerhill, and/or one of the Community Recycling Stations, located at selected libraries and City of Newcastle buildings?

Yes *(go to Q 18)*

No *(go to Q 19)*

Q18. Thinking about the time when you used either the Community Recycling Centre or Community Recycling Stations, please indicate the extent to which you agree with the following statements:

- They are easy to use
- I can access them easily
- I know what items are accepted
- They are conveniently located
- Staff were helpful and friendly

Strongly disagree

Disagree

Neither agree nor disagree

Agree

Strongly agree

Q19. Why have you not used the Community Recycling Centre nor Community Recycling Stations? *Select all that apply*

- I hadn't heard of them before today
- I don't know where they are located
- I don't have any household chemical or hazardous waste
- I don't know what items are accepted
- The opening times are not convenient
- They are not located near me
- Other, please specify

The following questions will help us gauge your general understanding of our waste and recycling education services

Q 20a. Which of the following waste education programs are you aware of? *Select all that apply*

- Waste and recycling information on City of Newcastle's website
- Waste and recycling information on City of Newcastle's social media
- Printed waste and recycling information (e.g. posters and flyers advertising Chemical CleanOut events, Community Recycling Centre flyers, 'how to' recycling posters)
- School recycling program, including the provision of free recycling bins to assist schools to recycle
- Free school and community group tours of Summerhill Waste Management Centre
- Waste services guide (mailed out calendar)
- Clean Up Australia Day group support
- Garage Sale Trail
- Community workshops (e.g. green living workshops, movie screenings and talks)
- None of these

Q. 20b How important is it to you that we offer these programs to our community? Even if you are not aware of the program you are still encouraged to comment on whether or not you think it is important.

Select one response for each item

Important

Not important

Q 21. Are there any waste or recycling education programs or information you would like City of Newcastle to offer in the future?

(open ended)

Q 22. If you have a question or a concern, what is your preferred way to contact Waste Services? *Select one only*

- Phone
- Email
- Online form
- My Local Services App

- Other, please specify

Q23. What are your most preferred methods to receive information about waste services and programs? *Select three methods*

- Newspaper
- Radio
- Letter
- Waste services guide (calendar)
- Email
- CN website
- CN social media
- My Local Services App
- Local magazine (e.g. InTouch or Newcastle Weekly)
- CN e-newsletter
- Other, please specify

Q24. Overall, how satisfied are you with the waste services that City of Newcastle provides? (this includes Summerhill Waste Management Facility, Waste Education, Community Recycling Centre and Stations) *Please select one response only*

- Very dissatisfied
- Dissatisfied
- Neither
- Satisfied
- Very satisfied
- Unsure

Q25. If you have any other comment regarding how we can improve our facilities and services, please provide it below. *(open ended)*

Q26. What is your age?

- 16-19
- 20-24
- 25-29
- 30-34
- 35-39
- 40-44
- 45-49
- 50-54
- 55-59
- 60-64
- 65-69
- 70-74

- 75+
- Prefer not to answer

Q27. What is your gender?

- Male
- Female
- Transgender/Intersex/Other

Q28. Where do you live?

- Newcastle
- Hunter
- NSW
- Other _____

Q29. Ward Which of the four Newcastle LGA wards do you live in?

Ward 1: Carrington, Cooks Hill, Bar Beach, Fern Bay, Islington, Kooragang, Maryville, Mayfield, Mayfield East, Mayfield West, Newcastle, Newcastle East, Newcastle West, Stockton, The Hill, Tighes Hill, Warabrook, Wickham

Ward 2: Adamstown, Adamstown Heights, Broadmeadow, Hamilton, Hamilton East, Hamilton North, Hamilton South, Merewether, Merewether Heights, The Junction

Ward 3: Georgetown, Jesmond, Kotara, Lambton, New Lambton, New Lambton Heights, North Lambton, Waratah, Waratah West

Ward 4: Beresfield, Birmingham Gardens, Blackhill, Lenaghan, Callaghan, Elermore Vale, Fletcher, Hexham, Maryland, Minmi, Rankin Park, Sandgate, Shortland, Tarro, Wallsend

Other

Appendix II Verbatim Comments

All verbatim responses are provided in Table 12 to Table 18. Responses have not been edited in any way apart from profanities or naming of individuals (either Council staff or members of the public).

Table 12: Kerbside collection – what is working well

Easy to organise. Efficient.
responding to demand with options
None. The charges applied are a disgrace. The bin downsize + additional charges for a normal sized bin are a disgrace. The cost to ratepayers of lazy union bums on ridiculous wages/ conditions, who cannot reliably collect waste (and insist on dropping the bin half-way down the street) is disgusting. Waste services should be put out to tender immediately.
Happy with everything currently.
Regular collections of household waste, green waste and recycling is satisfactory.
I love the small red bins.
Removing waste efficiently
good
None in the street where I live.
Twice yearly kerbside pickup service has been great. However we are doing renovations and already have disable amount of rubbish to dispose of. We are in our seventies and not able to take to dump ourselves so additional kerbside pickup would be handy.
Excellent service in all areas
General collection
Prompt usually goes without issue
When they are called they do come back the next day.
yellow bin
Collecting all red, green and yellow bins.
It is picked up in a timely manner
All good
None
Generally regular weekly collections for Red-bin.
Building manager takes care of waste. We do not use green waste collection but we could and should.
No problems with any of it.
All good. Works well for me.
All
3 bin and bulk collection.
all are
Red and green bins are picked up on time and are a good reliable service.
weekly red bin collection
It works. Where does the waste go?
Most as we have regular weekly services
recycling bin is done well but the red bin ends up down the road or on its side very often
All bins. We put them out, you take them away.
Silent service and considerate
On time, efficient.

All
Red, Yellow & Green Bin collection
Regular reliable collection
We live in an aged village, most of these things aren't in our control.
all
Timeliness
All - however I had to get an extra green bin as council trees on the kerbside fill the bins during summer and council do not provide street cleaning services
Bins set out properly but often dumped in roadway.
General pick up
You do it and nothing else in Newcastle East
We have men who move our bins from the back to the front to empty. This is amazing as I would probably not remember myself
All
schedule
BOTH the RED AND YELLOW BIN PICK UP IS FANTASTIC
regular pickup,
Notes
1. You did not have an option for couple with children, but children not living at home - that's different to no children!!!
2. I have used some services before but thought you meant currently, and then the survey did not allow me to go back and change!!!
Re this question, all good
The small(er) red bin collected weekly. Don't change the frequency of collection, just reduce the bin size.
red and yellow
Services seem to be working well
Collections efficient, quantity about right for this household
Regular (but comes too early and wakes us up!)
All of them
Nothing to add.
The service is good
green and yellow bins always on time on designated day
should be monthly pickup of bulky items the service is very bad
Generally well done.
All OK
Bins are OK....Bulk waste hangs around for a long time in certain cases, maybe they put it out too early??
Bin sizes and collection intervals suit our needs. Collection has been pretty reliable.
Recycling and green waste pick up is fine. Done on the day without any issues.
Recycling and green waste
I have never had a problem with the kerbside collection service. I think it runs well and the team do a great job.
Availability of vouchers
The green and yellow bin collectors are very kind to my 2 1/2 year old grandson, he hero worships them, he waits every Tuesday morning to go out and watch them empty the bins, they are both very thoughtful and wave and toot their horns for him, both have given him his own mini toy bin which he treasures. Both are extremely considerate and do their jobs very well.
It is extremely easy to book and use this service. Very satisfied with it
It is regular and reliable.
Pick up
These services are satisfactory
Satisfied with services

All Excellent - Thanks
routine, reliability
Council are prompt and efficient
NA
The routine weekly collection
This service seems to work well. I am satisfied with it.
That you offer this service
Cannot think of any concerns.
Regular
Timely No mess left Bins mostly left upright with lid on
All of them
As a core business of council, waste collection should be of major importance. Apart from the couple of times our bin was missed, on the whole the service is ok.
The kerbside collection for my home is great thank you.
The stuff eventually goes. Not always on time (my experience was some years back- May be better now)
Placement of bins after emptying; accepting of bins even if they are full of heavy materials
Red bin always emptied early
Most collections done by the end of the designated day but some days much earlier than others
We have no issues.
All of them 👍
Kerbside collection is great, drivers have to negotiate all sorts of street conditions which can't be easy
Collecting the garbage
everything
Management, reliability, professionalism
On time and same time every week
I have no complaint
Weekly collection. Please don't change garbage to fortnightly collection like Lake Mac, so many health and safety issues being ignored.
Timing (always on time). Cost, options (for bins). Fridge magnet Calendar.
Service is mostly timely (eg same time every week). Drivers are friendly (wave to my kids).
Mostly courteous drivers
reliable pickup
Th red, yellow and green kerbside bins are all generally good, as are the special waste facilities
picking up red/yellow/green bins on the day
The current collection services are very reliable and rubbish is rarely left on the kerb for long.
All to a reasonable service.
Bin collection - all colours
Our regular bin collector is excellent, unfortunately when he is away the temporary driver seems not happy to do the job and is very rough with how he picks up and drops the bins.
Consistent time of empty
Not impressed with this. Used to be a regular pick up of curbside waste, now an inconvenience. Have contacted privately to collect waste.
What is currently done is done well but I would prefer to have it done differently/better (see below)
Bin collection
All, always available.
all OK
The trucks are reliable and come on time - even though our street is a small no-through road, we never get missed

Collection times are consistent and regular.
Size of bins and frequency are good
Collecting on scheduled days
All well
Introduce a schedule for bi annual bulk waste collection service as for Lake Macquarie.
All good
You turn up most of the time. The staff on the two man small truck are really friendly
Picking the bins up on that correct day
Green yellow
its a good service
Weekly pick up, excellent
Collecting it.
Everything. By the way there is a slight error in the survey. It asks if we would change anything. We recycle and compose everything possible. We also give soft plastic waste to a professor at uni that makes garden furniture.
We try not to buy products that come in plastic. So there isnt much more we can do
All
We think CON is doing well.
Haven't used it for years so unable to comment
Kerbside a joke NEVER pick up collection on FERDERICK ST GLENDALE HAVE LIVE HERE FOR ...4 YEARS.
All
Collections are on time.
Rubbish collection is good
all ok
3 garbages are always collected
I am happy with all parts - cars are never damaged even though I see bins too close to cars - sometimes lids are left open when it rains which then prompts me to wash the bin
Rubbish left on the roadside due to rubbish falling out of bin before going into rubbish truck.
It all works fine. No problem.
reliable
Prompt service..
Doing well
Generally good. When I needed a repair to my bins it was quickly sorted.
BOTH RECYCLING AND NON RECYCLED WASTES.
All ok
No real problems. Sometimes the bins are handled very roughly in the pick-up, which damages them, or spills them, but this is not often.
A broad range of recyclables in kerbside - but more could be accommodated.
Scaling down general waste bins to the smaller size is good.
It regularly wakes me up each Monday morning at 5:30am.
Have been well satisfied with the service
Routine collections on time (5:30am though)
Most of the time the bin is put back on the kerb
Good if they turn up on the day they should
I'm generally happy with all kerbside collection.
Existing configuration
Regular collection on weekly basis is best for most common needs and a choice of options for less required services. Reliable day and time collection of rubbish is best and most appreciated.
Kerbside 3 bin collections work well 95% of time.

Kerb side collection is a good service
Regular disposable of all waste
All collection services are doing well.
All...
Generally very good but you could do something about the blatant parking in overdeveloped streets making it difficult for trucks to collect
Red bin ,, green bin
pretty consistent..could be more often to deal with buildup of rubbish
All of them.
I think the service is really good.
Regular service.
no problems
All good in my area, no issues.
Ease of booking
Reliable
Someone comes and gets the rubbish.
System seems to work well - no suggestions.
Doing it
Red, green and yellow services
All good.
reliable, regular collection
General waste, recyclables and bulk wastw
regular service
generally done early morning
all
Regular collection
Service is adequate
Have no problem with services. As a household we work hard to reduce, reuse and recycle. We take our soft plastics to supermarket for recycling and compost our food scraps.
It's done on a regular weekly basis.
Seems to be pretty reliable.
I am satisfied with the waste collection services.
Weekly collection
Regular service.
We appreciate the weekly collection of bulk waste and recycling from our apartment block. My gut says the guys doing the collection don't care much for separating waste though.
Regular collections - household, garden, recycles.
some separation of green/landfill/recyclables is good
all acceptable to me
Recently you have been collecting the bins on the correct day
Collect bulk kerbside rubbish on time rather than allowing it to remain on path so passers by can wreck it.
Everything is fine
The service has improved. Was not so happy when my red bin use to be left out on the road some distance from from original location after emptying. Also quarter of my green bin waste was left in my gutter after emptying. Seems operators have improved their attitude.
Weekly collection of red & Green
we are satisfied with the service see comment

usually on time, and bins remain next to the house
Lots of options. Separating green waste and recycling. Bulk waste vouchers Reliable service
The bins are collected regularly on the day assigned. This service has improved over the last twelve months
all ok
regularity
Collecting it
I Am just satisfied with everything that the CN does for us
Reliability
All parts of the service are good
getting rid of waste on the right day
All ok
Weekly general collection
Reliability of service has improved in the past 12 months. Prior to this our bins were often collected a day later than scheduled
Weekly collections are generally good, friendly drivers.
No issues
all do reasonably well
Recycling bin
Routine service suitable
Its all good
No issue
Timely
Collecting it, I mean it's a pretty simple job haha
The basics
Three-bin system is good - much better than the previous one-bin model.
I like the fact that the trucks come before work start time (8am) and allow me time to bring the bins in.
The simple fact that there is a kerbside pick up is a great idea. It is easy to book in
All bins are being collected. Booked household bulk waste collected usually in time-frame.
It's fine like it is.
Regular collections
Reliable service
Prompt and reliable kerbside bin collection
Frequency of green and yellow bins is good for our sized household but even with a large yellow bin it gets tight every two weeks.
All satisfactory
Regular and never missed.
I do not contact NCC for any services as I know that they can do nothing to help me
Bin always collected on time
Service suits my needs
I appreciate that, most weeks, our kerbside collection is done early in the day; parking on our street is a real issue, with no parking spots available after 7:30 a.m. on most weekdays. If the bins are collected at a later time, often drivers move our bins to in front of our driveways.
Generally very consistent service
regular reliable service
Most
happy with red green & yellow bin service

Prompt collection.
I have only used the self haul vouchers as there is nowhere out the front of my property that I could safely put rubbish for collection
Prompt and efficient collection each week.
Always timely, I like that we have the three bin options and the free kerbside collection option every now and then.
Reliable, sufficient for us
Council changed times of collection to arrive early before construction trucks arrive at sites under development which often were preventing garbage trucks from accessing our narrow one way street.
Recycling bin,red bin,green waste bin.
Bulk waste kerbside collection on application.
coloured bins are great
All regular weekly bins fine
Green, yellow and red bin collection.
Very efficient with little mess left behind
All
Normal 3-bin service is good
We are satisfied with the service we receive however with the new light rail and redoing of footpaths our bins were not accounted for and a garden strip has been put where we usually put our bins
All the services I use I have been very satisfied
Red, Yellow, Green. No Problems.
All is good but when they come before 6am that is not so good
frequency
separate recycle
Timeliness
all three red yellow green
Kerbside staff are friendly and courteous
Collecting it normally
Efficient removal mostly early in the day. Service reliable
Time and collecting onna day following public holidays
Good service & regular frequency of collections
Collection is weekly or fortnightly works well and is a good way to organise the waste
All good!
All
Red bin & yellow bin
No issues.
On time
All of it. No complaints.
Weekly general waste pick up works well. Fortnightly recycling seems to be enough for us.
All of it, thank you.
Regular weekly collection
No complaints
It's working well for me
red bin works fine.
Nil
Prompt collection good placement of bins
Regular, efficient, quiet
Usually prompt early morning collection

weekly red bin collection. I would not like this service to go fortnightly like Lake Macquarie especially given the smells and maggots that have become an issue there.
All.
All good
Im satisfied with this aspect of service
Regular pickup
Timing of collection,
Comes on a particular day and time so you know when to put the bins out
General weekly collection. Kerbside ordered collection. Bin repairs.
Overall the collection is doing well. Not sure why occasional missed service is about
Our bins are put in the street by a council worker in the mornings. This is done very well and the workers have a good eye for detail.
No problems withit
Most
Fairly simple task being carried out adequately
Good service generally. It's just the blokes leave the bins all over the street and in the driveway. If they could take a couple of minutes, this could be avoided.
All satisfactory
bins
bins are always emptied. the green waste is a grean initiative.
They get collected so that has to be good
It is being collected on the correct day.....usually
Reliable once a week service.
Your Red, Yellow and Green bin services.
All
No need to change anything
Not applicable to me
It's reliable and I'm aware though the free council (?) fridge calender of collection days around public holidays etc.
Bins are a good size pickup is always on time
Time of collection Frequency of collection Rectifying missed bin collection
I'm very satisfied with your collection service.
The people that answer your calls are polite and efficient. It used to be quick to get through but now it takes for ever. The drivers are lazy and don't seem to care that they drag and drop the bin 50m down the street. I tried to speak to one of the drivers and he wouldn't talk to me - I thought I could smell alcohol coming from the cab.
All standard bin collections
hard to make a mess of it isn't it?
All
Kerbside weekly collection.
Emptying bins
All parts
Very few. Missed collections, mishandled and damaged bins and untouched refuse
All good over recent year or so!
Generally all bin collections are adequate
No issues gets collected on time etc
The bulk waste kerbside collections are picked up fairly quickly. Most of the time the bins are collected well. The CN put up signage in our lane to prevent cars parking in the way of the garbage trucks (that was sensible)
3 bin service is very reliable
Regular, collection weekly of red bin,

Collecting on time, frequency, not dropping litter
General waste, bulk waste
taking the waste
Reliable
Regular collection of our large yellow and general waste skip bins; tidy replacement on footpath.
Regular, early pickup and our driver usually gets the bin back on th he footpath and upright...yay
Green,yellow and red bins doing well. Would prefer kerbside recycling as in past. This resulted in many items being used by others and reduced landfill.
Red, yellow and green bins
Weekly pick up is a must.
Lake Macquarie council fortnightly rubbish collect is a joke.
The three basic kerbside bins- red, yellow and green.
Regular and reliable timing of clearing of red and Yellow bins
All good
Service seems to leave our many bins in ok place despite being quite crowded with cars on the roadside.
Hard to service inner city, but it is usually done well
All 3 coloured bins are regularly/routinely collected
Reliable and regular.
Recycling yellow and green bin service has been perfect, red general waste bin service is a bit hit and miss, I have called up a few time in the last 3 months to get the missed bin emptied.
Most of it. I have several pieces of footage showing excessive noise before seven in the morning. If it continues I'll happily sue for breech of noise regulations.
regularity of service
Service generally good and reliable. Our green bin has been damaged over time (split top/side) and I will seek a replacement
all parts
red, yellow, green bin
You don't really do anything well. It is just adequate.
Service for red and yellow lidded bins almost always on expected day.
Regular collection, as a family with young children it's important as our bin is full weekly.
Service is reliable and regular
Weekly reminders via council "My Local" app
The collection service is fine, however we live in Newcastle East and around the time of the Supercars collection has been missed a few times in the past as garbage truck unable to get down our street.
Red, yellow and green lidded bins collection services are all working well for us.
Red and yellow topped bins
combining neighbours bins with mine
Good reliable service. No complaints.
Happy with general waste, recycling and green waste services. Not fully aware of all other waste pick up or drop off services available.
Reliability of the service.
Standard red, yellow and green bin collections
Satisfactory service
All aspects are doing well in my opinion
Overall ok. I compost all our fresh produce scraps, peelings and leftovers but would be happy to support a council compost initiative. I go to Byron Bay regularly and the compost bin service is great. Since I started composting our red bin usage has declined greatly.
Red bin is still weekly would not like it to be collected fortnight.i
regular collection.
Bulk waste and general.
All good happy with services.

all
Very efficient
None, staff rude and not helpful. Too many missed bins and the last month bin left in the way of cars as they had to drive around
Regular pick up.
All, I have no major issues with any of these services.
Routine pick up
All
I would say all of them are.
I love how in my Street beach st they come and collect bins and put them out. There is no where for a green bin for our townhouse I use neighbours with their permission. I just don't like how other people use our bins all the time
I am satisfied with all kerbside, regular collection services
nil
Most services done well at pick up level, no info about how it's all treated then.
Always the same collection time.
No problems. But I have to drag my bin half block down back lane to side street as I have no access from back of house to front with bins.
Very disappointed as they keeping dropping bins into our fence which is now damaged. After many calls and many emails, it was not their fault.
Heavy items of furniture taken.
Ability to access bulk waste collection easily. Rarely any issues with regular bin collection.

Table 13: Reasons for not using CN Community Recycling Centre - Other

Haven't needed
I work in Newcastle City Council area
I'mq handicapped and can't get there
I've had no reason to of late
Not convenient to make a special trip for a small amount of items.
I am too old and have no transport to take items these locations
I have no choice but to keep these items on my property as I have no way of getting to the recycling centre
Been too busy to take the appropriate waste items to the locations.
I use alternatives: ALDI for batteries, Woolworths for soft plastics.
I didn't realize they were free.
I was caring for an elderly parent until recently and did not have time to go to the recycling stations.
I work for LMCC, so take our batteries & globes there.
New LAMBTON has restricted items and my volume isn't worth the effort. better if mobile phones,fluro and ink cartridge accepted.
I'm not physically well enough
THE NEWCASTLE UNIVERSITY HAS BOXES FOR USED BATTERIES AND DAMAGED MOBILE PHONES
I dont live in the Newcastle area
wont travel at my expense to dump rubbish!
Council should resume regular bulk pickup services that accept all item
Don't have motor vehicle
Having to go out of our way to use
All my recycling fits in the yellow bin
I stay away from anything NCC related
The distance required to travel to drop off small quantities does not justify the environmental benefit of recycling
Haven't needed this service yet but will use it when the need arises.
this needs car transport which creates more greenhouse emissions-don't have a car
Batteries disposed of at Officeworks. Otherwise would use Council services
Have used these when they were a when'd in local area eg ewaste
Not the most convenient process

No way to get heavier items there
I have used the one at tighes hill tafe cap park. Very good!
I don't have access to trailer, ute etc
Public transport is my means of getting around and that simply doesn't allow me to re-cycle as I would wish to. ly doesn't allow me to re-cycle as I would wish to

Table 14: Suggestions to improve for kerbside collection

some bulk waste pickup in the city for apartment buildings on a particular day so the sidewalk is not clogged.
1. Put all waste services out to tender. 2. Restore normal sized bins at no additional charge. 3. See Above.
I think it would be great to have a compost collection? Or put compost matters in our green bins. Offering a service where the bins can get cleaned would be great.
Composting in the green bin. Smaller red bins
Council should return to regular kerbside bulk waste collections. All households should have two or three regular annual bulk waste collections, allocated by suburbs. This was the previous system and it worked well for everyone. It even reduced the amount that council had to collect as community members would pick up items that were still useful. Almost immediately after regular bulk waste collection was ceased, the amount of roadside dumping increased significantly. I still see regular roadside dumping around Broadmeadow, Mayfield, Wallsend and Waratah. Televisions, lounges, clothing, tyres, bedroom furniture, mattresses etc. Newcastle looks like a dump in some areas. This did not happen when all households had a regular bulk waste service.
Also, the recycling service should improve. We should be able to recycle polystyrene, soft plastics, tetra packs etc. Newcastle Council needs to commit to true recycling, and should consider building a recycling plant at Summerhill so that the community can recycle with confidence. AND, we pay such council high rates, you should be able to afford it as a free service.
At present I have to ring the real estate agent to organise a bulk waste collection. It would be great if you went back to doing it every few months. Or if I could ring the council to organise it myself.
Make the services better known
I would like a small yellow bin. for recycling. The 240 litres is too big. I would like council to assist with worm farms for kitchen waste. Other councils offer worm farms & a reduce price.
I live in Ranclaud Street Merewether which has a large number of vehicles parked in the street, and a large number of bins from blocks of flats. Bins are not emptied until mid morning at the earliest which is pathetic given the restrictions caused to safe traffic movements by the bins being placed in the carriageway, mostly by an operative from Council, early in the morning. Bins should be emptied as early as possible to ensure a safe passage of vehicles in what is a very narrow street.
Additional kerbside pickups, perhaps four rather than two per year.
Organics collections
We are forced to leave bins permanently on the street because unable to place elsewhere and have noticed in the East End there are neat construction to house the bins which are attractive, secure and protrude minimally on the footpath. This would be excellent in the heritage precinct in which I live.
Inform residents of this service.
In the past 9 months our red bins have been missed for collection approximately 10 times, each time I ring we are told it could take up to 72 hours to be picked . I am told each time it will never happen again. THE YELLOW BINS ARE COLLECTED WITHOUT FAIL EACH WEEK (PRIVATE CONTRACTOR) My advice to council is to focus on the fundamentals of local government.
Shop sometimes collecting bins before 6:00 am in the morning in a residential area.
Don't change a thing! I have family in lake Mac and it is a nightmare on how often the red bin is empty
Actually pick the bins up and stop looking for reasons not to. That is provide the service our rates pay for.
Have WEEKLY yellow-bin (recyclables) collections.
Building manager takes care of waste.
No problems
No suggestions.
Pick up green bin later than 5.30am

its adequate for purpose
Yellow bin service needs a BIG OVERHAUL and IMPROVEMENT !!!
YELLOW BINS are NOT COLLECTED on a regular basis and Council tells me that this service is provided by an outside source (Company). They need to be far more accountable for the services that they ARE NOT PROVIDING !!!
kerbside collections should be done regularly by suburb. This allows for more recycling.
Collect e-waste, batteries globes, chemicals etc instead of expecting people to go to drop off places. Alternatively place waste collection areas where people will go, shopping centres, car parks, return and earn venues.
More awareness of green bin waste limited use in housing astate
bulk green wast collection was useful but this is stopped.
Stay with what we have. Don't mix green and red bins.
Have the Green waste every three weeks. Domestic is the most used service.
I live in Busby close and for a couple of years the green bins were emptied with the general waste red bins but i think more recently they have been collected separately. I found this a little annoying as I went to the trouble of separating the green waste. But I had given up complaining as I have lived here for 10 years and had to ring often in the early years for non collections. When we built it was a requirement for us to have an area to store our waste bins but it seems homes and unit blocks that back on Busby close leave their bins on the close permanently. I have rang and questioned this but was told the council has no power to enforce residents to put their bins away. In bad weather the bins and rubbishy can be blown around and beside being an eyesore they create an access issue in the narrow close.
N/a
Satisfied with the current arrangement
Clear guidelines for recycling in NCC area (what is and isn't acceptable, what needs to be clean, do we need to pull items apart etc)
Compost bins; soft plastic recycling.
See above. We moved from our home, a few minutes away,, 5 years ago.
working well
Not sure
Not at all
Have follow up person reset bins so as not to interfere with traffic.
Its OK as it is
Designated spaces and collect bins not collected by residents
So overcrowding with development became the bins prevent valuable vehicle parking in small dead end streets
yellow bin weekly not fortnightly
I live in the east end and the bin collection service is great.
Place the emptied bins back on the footpath. Clean up the overflow or spill from the emptying of the bins into the truck.
Later pickup times
No comment
More frequent bulk waste collection. There are long delays to book in a bulk waste collection
green bin---start supplying kitchen waste bins and compostable green liners cf Mid Western Council program.
No suggestions
Happy with present arrangements
bulk waste seems to be a bit hit and miss- we live in a unit filled area and often things are on the kerb for a long time- probably not council approved
Allowing compost in green waste, like Lake Macquarie Council. Having a soft plastics collection service. Don't send the trucks too early in the mornings.
Not rush in putting bins down Place them down upright not scattered along road casing damage to bins & possibly passing traffic

No
We preferred the regular kerbside collections by suburb over the new method that we have to request a pickup.
Inform people about Soft Plastic Collection at Soper markets. Tell people about the green recycle bags, for rubbish, available in the Newcastle area
Upsized red bin costs too much and not emptied same day every week.
monthly bulk waste removal
Introduce separate food waste collection.
It could be improved by actually policing litter laws. The amount of waste on Burwood Beach and Throsby Creek mangroves are just examples of Council's failure to enforce littering laws.
No major probs
Minor issue but it would be helpful if lids were left in a closed position after collection. Also have a concern about how waste is collected from higher density developments. Proliferation of multiple kerbside bins does not seem like the most effective strategy - perhaps this issue is being addressed in the DA stage for new developments already?
The red bin pick up is a bit of a problem. Sometimes it gets picked up. Sometimes it doesn't. Depends on the driver we have found out in our conversations with Waste Services management. Get better drivers. The other drivers drive up our street the same morning with no problems. Remember you put our rates up by 46.3%. So service should be better. That's what happens in the private sector when prices go up. Better service, no excuses.
Provide services that are paid for and when a complaint is made it is useful to do something to solve the problem instead of sending back a form letter that verbatim repeats the complaint. That's not resolution it's lip service and ridiculously infuriating
Maybe offering additional services for kerbside bulkwaste collection would be beneficial to some residents but overall I think the system runs well.
Return to the old regular kerbside pickup. A large proportion was removed by recyclers before pickup reducing waste. My observation on Stockton is that dumping has increased since regular kerbside pickup was abolished.
Have bulk waste collection twice per year without having to contact council to book it in.
The driver should slow down to put the bin down safely in front of the correct house.
Grass clippings are not easily removed from the green waste bin as they tend to clump at the bottom and the driver does not take the time to ensure the bin is empty.
The small red lid bin is too small weeks.
Reduce the time between requesting a bulk waste collection and getting it.
I don't have any issues with any of them.
3 collections would be great or an on-call service, as in some Sydney areas
I would like to see the green bin with food scraps. I suppose this will mean that the red bin will become f/n - as in Lake Mac, but it might mean less landfill. Also if this does happen ... can there be a service that gives away compost (assuming that the green bin service can be composted. I would like to use more compost in my garden, but am not do a great job of producing it myself. Hope this makes sense.
Check individual yellow bins people put wrong items in. They do that in other countries.
More frequent bulk waste. Lawson Street looks sometimes like a dumping grounds for bigger items eg chairs lounges
Include a food waste collection service
Sometimes left scattered for too. Understand it may not be your fault - could be the household. Appears like maybe Tenants vacating, but must be somehow to monitor or Hit Landlord so gets this issue included in the Bonds they hold.
Preferred the convenience of old style bulk pick up, however the new system relieves eyesores when residents put their garage clean ups out early. I don't think to use the waste kerbside service
Pick up as soon as you have indicated
Bulk waste should be collected on a particular date, rather than letting the waste build up over several weeks, creating an unsightly mess on the footpath. The practice seems to be a Newcastle tradition and does not occur in LGAs in the Sydney region.
Reinstate the old bulk waste kerbside six monthly service. This worked very well in the Kotara area. Residents could put out much more than under the current system and it was obvious that much more was disposed of under the old scheme compared to the comparatively few pickups visible in the street nowadays. Unofficial "recyclers" would scavenge most of the items over the weekend leaving minimal amounts for the

council to collect. Presumably this was either reused eg furniture etc or recycled for a fee eg metals. The current scheme seems to be solely to reduce council costs, not to encourage recycling. BTW rates have risen astronomically but this particular service level has gone down.
Please do something about the areas/suburbs around the uni. The amount of household rubbish sitting on sides of roads/footpaths is endless. I realise the area has a high turn over of people moving in/out, but more frequent pickups are needed, looks like rubbish tip sometimes. Also when waste is picked, I'm aware some things can't be picked up by council but leaving even one item behind means another pile will be created within a week in the same spot.
I have no suggestions. Our household has very little waste, and we have a worm farm for organic waste, which contributes to the small garden we have.
Make sure the driver is putting bins back nice manner as lot of bins on wrong spot or just chucked on the ground falling over. Mess
Electric trucks! ;)
Provide recyclable small bags for household scraps and bones to go on green bin as other councils do
I'd prefer to go back to two scheduled council cleanups for bulk waste and let people scout for things they may use. Less waste. At least half of our bulk waste used to be picked by others for upcycling. Now it all goes to the tip.
By not imposing more onerous impositions on to the community. Council is supposed to be the servant of the rate payers, not the servant of the U.N. or the I.P.C.C.
There are kerbside collections on many different days in Newcastle East. Our garbage and recycling / green waste is collected on a Tuesday. There is a further collection next door at the Foreshore apartments on a Thursday and or a Friday. There are many empty collection vehicles which travel at high speed along Nobbys Road to make a turn in the Fort Scratchely carpark in the early hours on other days of the week. This is a lot of consistently heavy traffic at 5.30 in the morning.
It would be nice if the contractor put the bins back neatly as we left them rather than all over the road or lying on their side.
Definitely provide more information about your services, such as extra bins (is there a charge for these?) and how to organise for bulk waste kerbside collections. We might have received info about these in the past but it would be best to get a yearly or six-monthly reminder. Even better if the reminder was linked to our rates account. For example, our rates notice could include a flyer saying, 'You have 1/2 remaining free bulk waste collections. Order yours today!' That kind of thing. Or a quarterly reminder about the other services such as where to drop e-waste or paints.
yellow and green bin sometimes emptied late
There are parking restrictions in the area to allow kerbside collections to be carried out with ease but sometimes bins are not collected within that timeframe and this can occasionally make it difficult for the vehicle to negotiate the streets with ease.
It would be great if the yellow bins were bigger. Sometimes we have to put recycling into the red bin.
I have no idea 🤔
I think they are fine, especially considering the congested parking in inner city streets
nothing
Difficult to say until markets are found for the full range of recyclables
expand into separate waste lines
Ensure bins are returned when empty to the footpath and not left in the roadway, often having fallen over
The recycle bin emptying 5:30am is a bit early
Larger garbage bins again.
Nothing.
Bulk waste service can be slow. It would be great if council did regular suburb pick ups (as other councils do).
Pick up earlier because too many cars after 0900 Hamilton east also make sure bins are properly emptied and regrounded
This does not apply to me as I live in a large unit building. But I do think that all concerned (locally and nationally) need to research and revise waste sorting at the household level. We still face problems in deciding what goes into which bin.
The bins are often collected @5:30am and wake me up - 6am would be more reasonable (adamstown heights)
I ordered a bulk waste kerbside collection and it wasn't picked up for around a week (or longer?) - I had to

phone to find out what was going on - just told that sometimes they don't get around to picking them up and they would put a note on the file that I had called? If it isn't picked up in the next week call again.
I am a single person, working full time. The kerbside bulk waste collection is not convenient because I have to put the waste on the kerb the night before the pick up which is a work night in my area. I would prefer to be able to put the waste on the kerb on the weekend when I have more time and can do it during daylight hours.
I would like more information about where the recycling ends up. Is it recycled? Does it stay in Australia or go off shore?
I would like to see more materials collected for recycling.
Ensure truck driver replaces bins next to the kerb and not out on the street so as to impede traffic flow, also ensure truck driver replaces the bins NOT on the drive way of a residence so as to NOT impede traffic flow in and out of a residence.
It all works as well as can be expected
bulk kerb-side if you are renting is hard to organize as I believe we have to go through real estate, last time it was almost 2 months before collection organized.
Put bins back where they came from
Dont damage the bins
It's an efficient service, can't see any reason to change.
Would like a regular food waste collection service - like the one done by LMCC
Allowance for larger items eg branches
Mattress pick up
More options in recycling
Don't know.
See above
Sometimes the bins fall over when the truck puts them back down, but that is a minor nuisance. It is more of a nuisance if they place the bin back down and it is right in front of my driveway, because I have to park my car and move it before I can then pull in.
Larger red bin with no extra cost.
Currently all ok
Have the twice yearly collections again as much more user friendly. Having to request on line then wait for a date is a pain so tend to just break things down and put in red bin for convenience.
Establish a fixed time schedule for weekly collection and keep to it.
Happy at the moment
the bulk waste kerbside is a bit hit and miss, It can take a long time to book and then the wast is not collected on time.
green bins collected weekly in warmer months, recycling bins upgraded to bigger size for everyone
Make sure you pick them up
Make sure red bin collection is alwYs on a weekly basis. NO CUT BACK
Wait time for allocated collection.
I miss the days of findind cool tgings on other people's piles. Like surfboards and bikes.
Now it just goes to the tip
Do something to discourage people putting perfectly good items out singly for others to take that stay there for weeks in the rain
Maybe further sorting of re-cycling matter could help reduce wastage.
Keep restricted amounts for people like my household that doesn't have much rubbish, but allow bigger families more bin allowances
Another bin for food waste with sawdust or hay.
Don't leave the emptied bins in the road and tipped over.
Desperately need a food waste service. Green waste bin is hardly used and too big
More frequent recycle bin collection

have a yrly or 6 mthly bulk waste kerbside collectionas Lake Mac does - some people dump their rubbish or have items on their footpaths for weeks
my only improvement would be to try to close the bin lid - not asking to have the driver alight and do this - maybe just a lifting and timing technique
Unsure
smaller yellow bin
I would be interested in a bin for food scraps
Continue as is
Having to place food scraps in the red bin & sending this landfill is a gross waste, both in terms of cost & recycling/waste management behaviour. If our kitchen scraps could placed in the green bin the requirement for a red bin collection for home could made fortnightly. The green bin would require more frequent ie: weekly collection.
I ONLY NEED THE RED AND YELLOW BINS ONLY HAVE SMALL AMOUNTS OF WASTES
All ok
I think this service is okay as it is, with some scope for improving the care and technique for collections, to minimise damage and spillage with bins.
Not leave bins on road.
Include provision for polystyrene recycling. So much packaging is made of polystyrene.
So either help deal with it or advocate for its production to be banned.
Make sure householders know when it is happening.
Large red bin like we used to have and the kerb side collection we had years ago that Lake Macquarie residents still enjoy
Give larger yellow bin for no charge
replacing bin where it was picked up would be preferential.
Keep it up, maintain QA.
How is recycling working out cost wise??
Maybe not drop the bins in driveways, especially elderly people, and people with disability parking. Very annoying to come home from work, busy street, and not able to enter my driveway.
Happy with weekly collection of waste in our area.
Bulk waste service OK if collection appointment is made for a suitable day and time for both parties. Long delays can be very frustrating if householder awaiting bulk rubbish collection.
The 3 bin and bulk waste kerbside collections are very good but bins left emptied on roads stop drivers parking in streets so I believe ensuring bins are back on the verge is important and helpful. The bulk waste looks dreadful on verges over many weeks, so quicker collections would be great.
Have more bulk pick ups like Central Coast Council
Education, education, education
Find a better way to recycle plastic. Collection is good.
Less damage to bins/lids would b appreciated...
& replace bins roughly where they were picked up...not many, many meters away...or on the roadway. This has actually stopped after many complaints to council over the years I'm pleased to report!
The semi-annual full kerbside rubbish collection should be re-introduced as a matter of urgency.
making the drivers replace bins back where the collected them from..(ie on the kerb side)
ways to discourage people from leaving waste on the footpath that does not fit in bins
When an we start adding food scraps into the green bin like LM Council?
I'd like to see a similar service to Lake Macquarie's where food and veggie scrap's are put in bags with green waste. I use a compost bin but am concerned about the food waste that goes to landfill.
There seem to be too many bins. Most of them are empty most of the time. Shared bins would suffice in the neighbourhood (2300) and help reduce time spent collecting.
Collect on the day agreed or within another day to prevent people dumping their own waste on others' piles
The drivers seem to rush. My bins always end up further down the street. They need to take more care around parked vehicles too.
More enforcement regarding people putting the right things in their bins. People in our complex are terrible.

No comment
Pick up on seperate days for each bin. The street gets extremely crowded on bin day with all the townhouses and units
I would rather go back to the designated neighbourhood bulk waste services on a given date twice a year.
Regular Bulk waste services should be resumed. The wait on a requested pickup is far too long!
Maybe a fourth bin, to segregate paper/cardboard and plastics.
Bulk waste service should go back to how it was previously run, where we all put our waste out and then people can go around and take whatever they like for re-use
Bulk waste could be sorted and recycled rather than compacted
Collecting composte waste or urging residents to composte their own - free composte bins for people who would use them?
I don't think so though would be good to encourage composting of food scraps by educating public about ie worm farms and composting or by advertising of services like ShareWaste or feedbackorganic as options for people
Can't think of anything
satisfied with current service
Would be helpful to put bulk waste out up to 1 week before collection
No issues to improve that I am aware of
Council should extend its services to offer food waste recycling - as Lake Macquarie has. We need to reduce our waste to landfill and Council needs to make it easy for people to recycle. Rather than increasing yellow bin capacity, there should be a focus on education/ encouragement to reduce.
Would like to see you find some way to eliminate waste (mainly plastic, sometimes paper) that 'escapes' while a bin is being emptied into the truck and is then left to blow around the street.
I don't understand why plastic bags can't be put with the trash inside of the recyclable bins (plastic it's recyclable right?) even when it's filled with recyclable only items. Would be good to understand better.
Nil
More care on the overflow from bins. On occasion where wind blows paper from the bins being emptied, a community volunteer roster could be created for a vehicle to follow the trucks to clean up over flow papers etc.
We need more options for green waste, food waste, soft plastics and cans and bottles. We also need education for building managers and occupants. We need assurance that all streams continue to be separated and genuine recycling occurs within Australia.
Regular bulk waste collections - I would prefer this to the current booking system
penalise people contaminating bins with incorrect contents by money fines. The kerbside collections should not put metal into landfill. People should not be rewarded for filling recycling bin (we should also reduce the amount of recyclables). Return and earn milk crate options. Should have a cheaper collection option for people not producing so much waste (including green and recyclables). More E-waste pick ups if needed
all acceptable to me
do not change the current system
red bins NEED to be collected weekly !!!
Don't know
Nil
As a single person household the service suits me however I have noticed some families may need extra services on how to managed bin containment.
Not sure
As i thought a good reacycler I'm frustrated about where the waste is going. certainly not happy if it's heading elsewhere. reacyle bin needs to have separate sections there is no point in housholds doing it if there is not good follow on
1. If there is a lot of waste sometimes the quick truck move is insufficient to drop it in, and some remains in the bin.

2. Wish I didn't have to take the bins out and put them back.

- Include separation of organic waste eg food waste

- Have collection in town for green waste on Sunday afternoon (eg used to have large trucks parked near racecourse to collect bulk greenwaste).

- have furniture/appliance recycle centre at the tip (talk to Wellington city council, NZ)

- Collect soft plastics for recycling

- Promote reduction of waste through advocacy with stakeholders and community awareness of the impacts (eg school trips to see the tip and then again how much rubbish is collected in 6 months).

- Look at other options for rubbish disposal other than landfill (eg Vancouver refuse incinerator)

Bins are collected very late i.e. after 12pm each week. This is inconvenient particularly on days of inclement weather as bins are blown over by winds.

The drivers of the collection vehicles at time act very aggressively to other road users, in the manner they collect the bins and leave refuse in the bin and in the manner they return the bin to the kerb. At times bins are damaged because of the treatment from the collection driver. There needs to be awareness created for the driving staff that they are part of the community and have an obligation to drive responsibly. I would also like to acknowledge that the new developments in my area are not of sufficient size to allow efficient collection of bins particularly when residents cars are parked in the street. This is a planning problem caused by developers acting with only short term gain in mind.

all ok

lack of separation of food / kitchen from re bin and should be combines with green waste is contributing to land fill.

Need to expand plastic recycling

Do it as a set date for everyone rather than having to book it in then run the risk of having strangers add to your pile

All is good

Quite often late on the red bin pickups and is then done the next day

Take more care not to damage the bins

Perhaps the bulk waste kerbside collections could be done a bit quicker as often I have seen it spread around the footpath - probably by some idiots and quicker collection would probably stop this from happening.

1. Bigger red bin: many share houses in my area, overflowing bins, they then fill up my bin, sometimes even dump so much garbage in my bin AFTER collection I cannot even move it off the road, necessitating request of an extra pickup.

2. More scheduled kerbside collections than just 2 a year: I am unable to use self-haul vouchers unless I hire a vehicle. I am also unable to physically handle the bulk waste into a vehicle or out of it again at the tip.

1. Place bins back on footpath not on edge of road.

2. Please leave lid closed when placed back on footpath.

Bigger recycling bin

Would like to see recycling collected weekly. Sometime end up needing to put recycling in general waste despite having upsized to a 340L recycling bin

Clean up the mess left by the trucks knocking over bins and spilling rubbish in the street.

Pick up the bins so they are not left on their side in the middle of the road.

It would be ideal if the collections were completed by lunch time on the day specified but that is me being picky.

Generally good.

No issues

-Our section of the street gets missed quite often for all 3 service collections which can be quite frustrating, as the pick up is on a Friday. You dont know that its missed until you get home from work, after business hours and you cannot report it until the following Monday, then takes another day to be retrieved.

- I wish there was an occasional additional green bin pick up during the summer months, as the lawns grow so fast and you cannot keep on top of them a fortnight pick up. Also would be good if the green waste was being composted and put back into community gardens or available for residents to use

- kerbside - it concerns me that kerbside is just crushed and most likely going to landfill...it would be nice to think that it gets sorted and reassigned somehow for recycling - metal, green, timber etc on the other end..i tend to use this as last resort as im not comfortable with how much is just getting into landfill.

Enable food waste to be composted in green bin

Enable suburb wide bulk collection so that other residents might reuse items before collected for landfill.

Routine time of day for collection as far as possible. Say an hour or so around a routine time

I'd like to be confident that the contents of my recycling bin are recycled

No issue

If they were at a different time of day perhaps - often it seems they are at peak hour and the trucks create long lines of traffic on busy roads, making people late to work

Let's see if you can the driver to place the bin in an upright position after emptying and not lying prone in the gutter

with the bulk waste pick up, some more publicity around the opportunity would be good because I have heaps of big item rubbish that can't fit in the bins that 'one day we will take to the dump'.

I would prefer weekly yellow bin collection.

Its good as it is

Please implement a compost bin for kerbside collection. Could also consider soft plastic bin for kerbside collection.

Introduce a food waste collection service

Ensure prompt pick up of kerbside bulk waste

I don't like the kerbside refuse being there for ages and becoming more disorderly over a long period of time.

Potentially have more pick ups or go back to the prior system of having a quarterly pick up

Yellow recycling bin should be able to accept all recycling levels. Except dangerous and poisonous items that are already catered for at drop-off points and tip.

Bulk household waste collection should be reintroduced twice per year.

Start to make the households accountable for not separating recyclables and general waste. Push the Redcycle program further. Reduce the red lid bin sizes even further. Put stickers on the red lid bins that are STILL too full and force them to review the contents before pickup. There are still too many full red lid bins around the streets.

More care when placing bins on kerb

More information on what can and cannot go into yellow lid recycling bin. I would be happy with an extra bin if that made it easier to sort recyclable materials. Option to put kitchen vegetable matter into green lid bin would be useful.

Reduce the booking time of bulk waste kerbside pick up from 4 weeks to 2 weeks. Reduce the frequency of red bin collection from each week to per fortnight. Introduce a green waste bin for perishable food waste for composting (same as lake macquarie Council initiative). Offer a soft plastics collection either at summerhill waste facility to collect and recycle soft plastics to reduce them going to land fill. Implement local council policy to reduce the amount of soft plastics that can be used for package within businesses to reduce reliance on soft plastics use

I would really like to see Newcastle follow Lake Macquarie with broadening the green waste collection to food scraps. It will cut down on waste to landfill and compost can be reused by council or community for landscaping. Another place I lived had food scrap collection and once or twice a year they would allow the community to come and collect the compost generated from this for their gardens. I thought it was great.

Option for fortnightly collection of waste bin (red lid) service and an associated rate reduction for less frequent collection.

Lids to close when emptied & returned to the footpath especially in wet weather when collection is after leaving for the day and returning hours later but this is really only a minor issue!!, They sometimes do but not always. My main concern is that Newcastle CC introduces the fortnightly collection of the food bins (red lid) as has Lake Mac especially in our hot temps in summer so whilst this is not an improvement suggestion, it's definitely a don't do request.

When putting the bins down do it so the lids flip closed as they managed to do when I lived in the Blue Mountains. I made the same response the last time this type of survey was conducted, but still no improvement in this area.
I am grateful for any service from NCC as I know they are underpaid, overworked unable to have inquiry answered as have lost previous complaints Will ring back Have no knowledge of inquiry the list goes on and on and on
Preferred the old bulk waste collection where different areas put their stuff out on a schedule. I think more things got reused/upcycled with this system than the current voucher system
Ability to compost food scraps etc would be good
Continue to have WEEKLY Red bin collection BUT be able to add kitchen waste WEEKLY to Green bin collection. (I am aware of the issues that many residents of Lake Macquarie council have with their Red bin now only being collected once a fortnight; this is a real problem with either older residents who need continence aids OR households with infants who may need to use disposable diapers).
compost service
Nothing to add
Better clarification on what can be recycled. eg plastic lids.
Increased range of plastics to be collected if it makes environmental sense
Extra collection at Christmas.
Go back to scheduled bulk waste collections to encourage more recycling as people will know when to visit areas in the hope of finding items they will use and need.
STOP driving like they do
Re-introduce a kerbside bulk collection day on a regular basis (quarterly or six-monthly). This would . encourage clean-ups since people know when it is coming up, and . also help those who are less well off to find treasures amongst the rubbish before it is collected.
This would reduce landfill, and reduce clutter at home to help minimise final cleanups when houses are sold.
?
perhaps if the restrictions around where waste could be put (and how far in advance) it may be helpful. Also if it wasn't on demand but once every three or four months on a defined schedule it may enter the community zeitgeist better
Bulk Waste turn up at agreed day
I am happy with the service.
Imagine you're on Centrelink and your bed just broke because you were jumping on it dancing to Nothing But Thieves. Imagine you're a low income earner whose eight year old is begging for a bike but you're struggling to scrimp enough for Christmas dinner, let alone presents. Imagine you've got family coming and your dining chairs are dodgy and you're worried Uncle Kevin is going to break one after his third helping of pudding but you can't afford a new set.
While it would be good to still give individual houses the option to order a kerbside collection for a specific time, it would be great if we could go back to having these by suburb as well so that good quality items can be picked up by lower income community members/op shops.
Working well, no need for change
Perhaps introduce the system Lake Macquarie uses for food scraps. We have a worm farm, for most vegetable scraps, but would say we are in the minority.

consideration for food waste to be included in the green waste bin and collected each week.
General waste bin then to be collected each fortnight.
regular bulk kerbside collection please. The assumption that we all have large cars to take stuff to Summerhill is unfortunate. A regular service is the best way to foster REUSE of unwanted items thus reducing landfill. Without this the City of Newcastle is vastly behind Lake Macq.
More kerbside or regular larger or different waste collections
Go back to area based collection of bulk waste kerbside. Individual booking system is too complicated and no so good for scavenging.
Green bin collection could be increased during the pruning/growing months for lawn and gardens.
Normal 3-bin service is good. Bulk waste service should return to 2 x times a year for everybody! In addition, 'special by-each-suburb' collection/drop-off points should be established for both e-waste and batteries - to prevent these being put in the red bins (especially by those without private cars, etc)
Have the council consult with residents before changing the footpaths
During Summer when mowing my lawn twice a week, I have to put green waste in the general waste bin as the green waste bin is full and only collected fortnightly.
Do what Lake Macquarie Council does. Food waste and green bin collected weekly. Then used for council and free residential landscaping/compost.
Add food scrap waste
Bring Back Twice Yearly bulk waste pickup.
All good
our local croquet club is not being serviced
all good
Leave the bins upright after emptying.
No comment
Early in the day for preference and don't leave empty bins in the driveway
Bins often tipped over onced empty
Start collecting food waste in the green bin
We could reduce the amount of food waste that goes into landfill by following lake macquaries lead and having an inhouse bin with biodegradable bags for food scraps that can then be put into the green bin outside
it seems to work at the moment.
All good
Although I don't have a big lawn, etc - my green bin often 'bulks out' in summer. A bigger bin/2nd green/weekly collection bin in summer would be helpful.
Basic service. Should consider one bin mixed waste like Port Stephens.
Na
Include food waste collection.
<p>People without cars cannot take advantage of the Summerhill drop-off facilities, and more and more apartments are being built without car spaces for single-person households like mine. How are you planning to service these residents?</p> <p>I do my best to separate recycling, food waste, soft plastics, batteries/electronics from landfill and appreciate having places nearby to drop those things off. Aldi does batteries, Officeworks does electronics, Woolies + Coles do soft plastics, and there is a pilot program of food waste collection by Feedback Organic Recovery. I would like to see these services supported either through funding, or through permission to place extra collection areas around the city (perhaps all together)</p> <p>Bulk waste disposal for singles in apartments is difficult. If I needed to take large items to landfill I would need to hire a truck to do so. Sometimes we find bulk waste has been left in our bin room in the apartment bc people just don't have the means or knowledge to dispose of it properly.</p> <p>Limiting apartments to 2 bulk collections per year is fine, but renters have a particularly difficult time coordinating that kind of arrangement when they have to go through their agent, the landlord, the strata, and body corporate to get approval to 'use up' the complex's allowance. And then when 10-20-80 people put out their trash it will likely take up the entire street! I think the process for bulk collections for apartments needs to be reviewed, especially in light of how many new apartments there are, and how many of those residences are being forced to be car-free.</p>
N/A
all done well. No improvement needed for us.

Bulk waste more often
No ideas
I would like to see the implementation of the composting model used in Lake Macquarie.
Lack of clarity about what can go in the yellow bin.
Nil
Bulk waste kerbside collection can sometimes take many days/ weeks after allocated date.
Another person to pick up spilled rubbish. Also when high winds are expected a delay of pick up would avoid bins being blown over and rubbish strewn everywhere. A big problem in High Street, The Hill and I'm sure other locations.
Already works well.
All good
See above
Care taken when replacing red bins to avoid damage and therefore extra cost.
Increase bulk waste kerbside collections to 4 times per year per household, if requested.
Be more gentle with bins when emptying and then placing them back down. If YOU damage the bin i still have to pay replacement cost
I was a fan of the suburb bulk collection day, a lot of people would go through them, so a lot more things would be reused
Bulk waste collections need to be monitored more closely in dense housing commission or known trouble spot areas. Too often seen massive piles accumulating outside these spots that spill onto the road which are main traffic routes. Also onto the footpaths. They are there for so long they get worse as people go through them. I've also seen them having been set on fire. The previous method was better than the ordered bulk collection. You had a number of regular people, fully equipped with trailers and tools that would go through the waste, in my experience, neatly, taking what they could use or recycle themselves, also ordinary folks who saw something useful to them. Often the dump items were halved or if just a few things, gone completely. Again though, known mess spots need to be better monitored and addressed.
Don't randomly miss a collection service. Bulk waste should be 2 in any rate year at any time within that year.
Bulk waste collection takes too long. I had to wait 2 months. When a household is cleaning up it is a reasonable expectation that the wait is no longer than 14 days. This wait had significant impacts on my household as we live in a terrace with a small courtyard. We felt punished for following procedure when so many people in the inner city do not.
Nothing
Re-placement of bins occasionally needs more care/time, so bins are left upright, on the footpath, with lids closed
Offer smaller bins red green and yellow
I applied for a docket on my vacant investment property and couldn't get one because I didn't live there???? Serious
Placement of bins after collection not all over the street.
I need a little more direction about what types of paper etc can go into the yellow bin.
All satisfactory
Maybe pickups of soft plastics
it would be great to include food waste here too. Bins are in bad condition due to 10 years of use in an apartment block. Needs repairing however there is a charge for the repairs/replacement. Bins should be replaced once damaged as part of council rates. Living in a apartment block neighbours regularly dump excess rubbish in our bins and often includes builders waste and large objects that caused the bin damage. Neighbours have also taken bins to have extra bins. Its frustrating in a apartment block as we have 9 units and are down to 6 yellow, 3 green and 7 reds due to bin theft.
It would be good if the truck driver put the bins back where they were instead of moving with the bin (in a hurry I am assuming) and leaves the next door neighbours bin in front of my driveway so I have to move it to get my car out. Who wants to touch other people's bins???? Not me.
Not leaving the empty bins in the middle of the road
Just keep doing what you are doing, as you are doing it well.
Green bins should be collected weekly for houses with yards over the summer months. Fortnightly is not regular enough
No need to change anything

Bring back Suburn wide kerbside clean up days. A huge amount of recycling and reuse occurred, so that what was finally picked up was the 'real' waste.

I am horrified and depressed every time I see a bulk waste collection event occurring and see perfectly good items being thrown into a garbage truck and crushed.

Also, bring in a kerbside composting service.

Generally, just follow Lake Macquarie council - they are so much more environmentally advanced than Newcastle.

Not applicable to me

Bulk waste collection was a problem for me as I live in a strata but your system doesn't differentiate between a block of units and two dwellings set up like normal homes is side by side in a street. I had to force the issue to have a 2 free separate collections from that of my neighbour. I explained our set up (I have a drive, garage, no-one above or below me and one same property next to me) and it's just that we are called 'strata'. We also pay the same rates as a house. Apparently a note has been made on the computer with NCC.

Make us more aware of what can go in which bin

Where our waste goes

And have a food waste bin

Commence composting service

Outsource it. Get your phones picked up faster. The call centre staff are good but you can't bloody get through!

Regularly scheduled bulk kerbside collection days

well you could stop asking us to separate them when they all get dumped as landfill now that china etc returns our rubbish

Be careful of waste spilling out on to roads while being emptied.

Would like the option of having a food waste collection like some other councils do

Make sure the bins are standing. Often find them laying on ground. Are ruined quickly when this keeps happening.

more bulk waste kerbside services needed, high density living in Newcastle City, people move regularly, they just dump it anywhere kerbside should have monthly collections in high density living areas.

Allow food scraps to go in green bin. Also, ensure collection does not spill onto the kerbside.

Improve the above

Larger allowance for bulk waste, cannot haul it myself and as pensioner it is expensive to arrange removal

Service fulfils requirements

Not sure

I much preferred the old weekly bulk green waste service on Darling St Hamilton South. You could bring garden waste in the car and get rid of it weekly which was excellent during the spring when the garden is creating so much work. This should be returned.

Our bins go in a back lane. Sometimes the whole lane gets missed. This is extremely annoying when its green waste and when its spring as you miss a whole weekend of getting rid of 2 bins worth of garden prunings. (We paid for the extra green bin - large garden)

I liked when bulk waste kerbside collections occurred regularly. I know they can be booked twice a year, but waste builds up

Now that we don't have suburbs doing bulk waste there often seems to be bulk waste left laying around for months.

Inner city needs smaller bins. Also need storage compounds in Newcastle East such as in Beach Street. Bins are left in lanes and on street. Look unsightly.

I have a neighbour who has her bins emptied and will then call in to Council claiming that her bins haven't been emptied. In the meantime, she refills them, and receives two kerbside collections each week (often on the same day). This is a waste of ratepayers' money, and I wonder how many other ratepayers are pulling this scam? I think your garbage collectors or collection service needs to have better record keeping, in communication with customer service at Council.

The collection is NEVER done on the day. They are ALWAYS late to pick up the waste and people scavenge through the waste then it is all over the kerb and a terrible mess

We need to be able to put our food scraps in our green bins please. I hate how much is going into the red bin.

Have a local battery and local recycling drop off service
Provide green bins for apartments and recycling of soft plastics.
You could do a quarterly bulk waste collection like other councils do so we don't have to drive to the tip.
When getting a voucher for the free drop off at tip you should email the voucher not have to wait a week to get it mailed to you.
Bulk waste needs to have a shorter range for pickup. I had to clean up my pile several times as fossickers pulled it apart in the time from putting it out on the Sunday, to the pickup some 9 days later.
Bulk waste collection return to previous system of twice a year kerbside collection for all households on same day.
Allow pick up of car tyres
You could go back to the advertised bulk waste collection days. It was a great recycling service, as people knew when it was happening, and could collect what they wanted, so less went to landfill.
Happy with the current process.
Having a short period between booking and collection ie no more than 1week. I know of people waiting 3weeks at least to get a date.
Not collect bins before say 7am.
They are excellent as they are.
Still awaiting bin with damaged lid to be replaced.
For my household, the option of smaller bins might work
No suggestion
The wait time for bulk waste bookings is too long.
Bulk waste needs to be available more than it currently is.
Bulk waste at suburb level should come back - the community recycle by collecting other peoples things.
Offer a bin cleaning service - user pays. Revenue generator for Council, or work with a local social enterprise to develop and deliver the service to create local jobs as well.
3 bin service is generally done well. The kerbside bulk waste does not work, the driver operator discretion as to what 2m cubed of waste is, does not work it encourages them to go that pile is over 2m cubed, and drive on (this requires no physical work to be done) without picking anything up. Then they do not report to anyone, the bulk waste pile sits on the foot path waiting to be picked up, until eventually the home owner rings NCC to complain that it has not been collected. NCC operators then say the waste pile was rejected because it was too large with no other options for the home owner. The owner has then used the bulk waste collection service voucher and is not offered any help to remove the waste pile on the foot path so it just sits there what is supposed to happen next?
As above. No reversing trucks before seven in the morning.
I don't think it is a case of collecting waste and putting it into landfill.
Council should recycle all items, i.e. recycling plastic bags, e-waste, metals, glass, including broken windows.
Council should ensure that waste is actually placed in the proper receptacle. Heavy fines should apply.
Council should weigh general waste and charge by weight..
look at consolidating apartment blocks into larger bins so that streets are not completely littered/filled with bins around apartment complexes.
Service is fine as it is.
all parts
would like a collection for e-waste, batteries etc say monthly or bimonthly
Don't just drop bins anywhere. Put them back on the footpath where they were picked up from.
Green waste is not always collected on the day (a few times throughout the year). Residents place bins out on verge and on occasion the bins are left on the roadway or contents somewhat spilt. Yes as residents we can pick up left overs , but not everyone does.
In high winds I don't want to see litter strewn across the suburbs and this is what happened recently when weather was poor. The yellow lid bins contain mainly lightweight recyclables, wind constantly blew bins over

and truck was late collecting items - in Wallsend/ Elernmore area this resulted in recycling everywhere. Not sure of how to rectify this but it is a problem.
Rotate the starting times of the collection- my area is always around 05.30 !
When a garbage bin is damaged by the kerbside collection service it should be repaired or replaced in a timely manner after is is requested.
Happy with what you are doing now. But would like to see you follow the steps of LMCC with their fortnightly red bin and weekly green bin services .
Satisfied as is.
Enable food waste collection in green bin like Lake Macquarie
does it need improving ?
Introduce food waste collection
Allow organic waste in green bins (similar to Lake Mac). If this occurred I would only need red bin collected fortnightly.
Need to make people aware of bulk waste collection and chemical/battery/paint drop off services.
It would be beneficial if the drivers can take a little more time emptying the bins as occassionally (not often) some recycling or green waste is dropped and left on the road by the drivers.
I'd like to know when to put ewaste out but I guess I should check the calendar
Happy as it is
I thought the regular kerbside bulk waste collections were good, and it was also a good opportunity for some to check what was being put out & seemed a lot was picked up before the collection to be recycled by the public
More regular bulk waste services perhaps to try and eliminate idiots dumping items in the parks, throsby creek etc. and a better cheaper option for discarding mattresses.
It's ok now for us
more incentives for people to become more conscious about the waste they use?
reduce size of red bin? or frequency?
more education from council about how people can reduce the waste they produce?
I'm worried that our recycling is not actually being recycled. Would love to get some information about this. Also worried that people don't know enough about what can/ can't be recycled and what would deem an entire bin unusable.
would love to see food waste being collected. we have a dog and 3 worm farms but we have a stand alone house so it is easier for us. I understand NCC is working on this but it could be good to start educating people now?
The recycle bin could be picked up weekly, but not at the expense of the red bin. We are encouraged to recycle, yet we don't have a service often enough. My bin is quiet often full at the end of the week.
I also wish the green waste was also more often. Maybe this should be an option for people who live In the outer suburbs who have more trees in their yard. It could be 3 pick ups a month, instead of 4.
Also people dumping on the footpath should be charged. I live in the North Lambton/Jesmond area where there are a lot of rentals, who are constantly dumping furniture etc on the kerbside. Sometimes you can't walk on the footpath for furniture.
All services are OK
bulk waste kerbside tricky during high winds. Any ideas on how people can use commonsense and desist until wind is calm (and rubbish not blowing elsewhere)?
Motivate for less waste to landfill - organic waste for compost as per Lake Macquarie council - we definitely need this!
Pick up the bulk when you advised of the pick up day. It gets messy, last one i had i phoned 4 times after 2 weeks past the pick up date.
Bins are missed too much and bins dumped up the street, bins left laying flat ir in the middle of the street.
Im happy.
No comment
Lake Macquarie Council have 2 waste collection days. I would like the same in Newcastle Council. Often our items would get taken by people wanting to repurpose them: a win win.
Keep it as it is

Advertise the options more so people are aware of each service. Tv ads are good and internet advertising.
Just leave bins somewhere not in the way of cars
As I am elderly and do not have access to transport for waste other than household, I would like to see collection of other waste materials made more accessible.
I would also like to see the return of twice yearly kerbside, bulk waste collections.
nil
In my street the green bin goes into landfill with the red bin waste.
My neighbours & i have complained, no change.
Stockton
Honestly, this is easily one of the best services offered by the Council.
Stop damaging our property.
Hold more kerbside collections.
Ensure that where more than one residence is located at one address each residence is adequately serviced by the owner and not forced to depositing unknown surplus waste into neighbouring bins.
bulk waste - it sits on the side of road and becomes a neighbourhood dumping ground, sometimes for weeks. When items removed, often glass, small pieces of metal and the like still remain until a neighbour cleans it up.
kerbside bins - we take bins for granted and don't think they can be better, but why do we have them? So many bins everywhere! Why not follow places where it is local pickup point, which not only saves on all those bins, but the noise of the truck etc...
Do not leave bin on its side on road once emptied

Table 15: Suggestions on education programs

No, cut this unnecessary nonsense and return the savings to ratepayers.
composting in green bin. Weekly green bin collection
Better advertising of these things. How to classes or videos on your website would be great.
educate the public as much as possible
worms farms for kitchen waste
stickers for bins explaining their use
How to reduce the amount of recycling per household as well as campaigns to have supermarkets reduce their packaging and have more bulk produce.
Ways to encourage composting in households.
Clever ways to use recycled materials within the household.
Public campaigns to discourage purchasing of plastic containers and use reusable containers.
Organics recycling
More advice about what should and shouldn't go in recycling, (and red bin) ads on tv and radio and letterbox leaflets to remind community
No just necessary information.
Talks in schools about which plastics are recyclable
It would be good if you provided a definitive guide for what can and can't go to recycling
Make better use of email communications for corporate communications.
Keep up the good work. Somehow convince the supermarkets to stop wrapping vegetables/fruit in plastic!!!!!!!
I am quite good at recycling and sorting my waste, so the system currently works very well for me.
Lead by example, investigate where your waste is going and how it is being used. Then show the public. Create a proper waste facility that processes waste just not collect and bury or ship it off elsewhere.

Yellow bin check to see if the required items are put in the bins, then is in correctly depositing, Offer education to complex or household
How to compost and grow your own food and to provide zoning for allotments at cheap rents as the carrying capacity of Newcastle reduces with the sustainable development goals ICLE pushing for high density development. This is exacerbated by the lack of well paid jobs and high rents and a bank created recession on its way. A list of retailers or wholesalers that work on BYO containers and avoid most or all packaging will be helpful as the manufacturers and retailers must take some responsibility for the mess they make..
Improve Newcastle air by getting rid of super car races.
Assure ratepayers that Waste is recycled.
No, I think the council has the right balance of programs
A fridge magnet with clear recycling guidelines
not really
Have a disposal point in each Ward. Rotate from Ward to Ward on a monthly basis.
All information is of use
more compost seats
No comment
Increased local War on waste focus
4 bins work well in Mudgee cardboard and paper are separated from other recycleables.
Would like to be able to dispose of ewaste & not be required to drive a car to the venue but allow pedestrians to drop off waste.
Not at this time
Composting food waste
Composting education
lessons for collectors of bins so they don't leave rubbish on footpaths & roads because the are rushing to complete collections & probably lessons for their supervisors re pressure put on garbage collectors & staff management
Are you going to expand into food waste like Lake Mac?
None
better use of recycled products
no
Identify opportunities for re-use rather than disposal.
Reduce the Amount of waste ending up in the environment by actually doing some policing of littering.. Every plastic straw, container or cigarette butt flung from a car or dropped in the street may eventually end up in the ocean...
What is Council doing about it and how many offenders have they prosecuted?
Just a few publicised prosecutions would have a marvellous deterrent effect.
I think we should focus more on school programs to encourage the younger generation to recycle more. Younger ones lead the way in our recycling future.
Dog waste is a major issue as there should be biodegradable bags at walking trails and parks and bins to dispose of the waste, most people will pick it up when someone is watching them the dump as soon as they can because no one likes to carry around dog fece with them whilst out walking, they are more likely to do the right thing if there are provisions to dump it at reasonable intervals. I have seen other councils provide stations for biodegradable bags and waste bins in open spaces and it works well.
Would be great if we could recycle plastic not suitable for yellow bin via council, either in another bin or with community drop off points.
Include in council newsletter and rates notification
Teach people about the waste of energy and pollution when idling an engine. Happens all the time now as drivers no longer are allowex to use their mobile whole drivinh. So they just park anywhere for that but do not turn the engine off even if it takes 10 20 minutes. That is waste too.
No
none that I can think of
NA
Include information on pet waste being generally unsuitable for green bins due to health and safety issues . Lake Macquarie council have this info on their website which is where I became aware of it.

Soft plastics can also be recycled at Coles/Woolworths who apparently collect about 500 tonnes per year helping reduce plastics ending up in the ocean.

I only became aware of these 2 items by independent research - the Council could include it on it's newsletters to raise community awareness.

An ongoing campaign to continually and in different ways remind residents of the importance of everyone recycling properly. This message doesn't seem to be getting through as it's common to see bags of rubbish in overfull yellow bins and cardboard etc in overfull red bins. This also needs to be encouraged at shopping centres, public areas etc where it's common to see recyclable materials put in rubbish bins. The Council might need to introduce regulations regarding shopping centres here.

The Council could also reinstate the glass bottle collection bins that used to be at eg Hudson park Kotara years ago.

Yes make it completely compulsory for schools start them young!

More recycling stations around town eg big nice bins for plastic only metal only, cardboard only as once you recycling bin is full it ends up in red bin most plp do

No

no

Compostable organic waste programs.

Might be good to run a repair shop day. Too much stuff is regarded as disposable rather than repairable.

It would be a great advantage if a collection point for problem waste could be set up in each suburb, possibly on a quarterly basis, so that residents who don't have transport can dispose of items in the correct way. Without this service many residents have no option but to continually store problem, and sometimes dangerous, items at their residence. Possibly an even better option would be to have a service similar to the bulk waste collection available.

Yes. Remove and recycle Norfolk Island Pines and Canary Island Date Palms, and install native, wildlife attractive alternatives instead

Stop wasting paper mailing the waste calendar please!

More support to businesses to recycle better

Ensure yellow lid recycling actually gets recycled.

Not really the ncc web site has all the information needed

Educate Lake Macquarie City Council to capture gases onsite, Awaba is disgusting compared to Summerhill facility.

Perhaps look for ways to reduce the waste involved in education. As an example, the Waste Calendar could be an electronic calendar that people subscribe too (CN would need to create several and make it easy for people to choose which calendar they would need to subscribe to). The physical calendar could be mailed out free of charge ON REQUEST only, with encouragement and assistance to use the online calendar. The benefits are multiple. For example,

The Calendar could easily remind people on the devices to put the bins out. Even better, the calendar knows about holiday changes and its easy for customers to see this without the standard "Which day is my bin being picked up?" worry.

Cost and waste substantially reduced.

CN can make changes to collections days/times more simply.

In general, the more electronic distribution of information, and the less physical distribution the better.

Maybe more details into, posters, flyers etc on what can be recycled in our yellow bins?
More places to hand in small used batteries
Information about waste sorting at the household level. We still face problems in deciding what goes into which bin.
The dog poop around Newcastle is a disgrace especially around the beaches and foreshore paths. The signs aren't working. Increase the patrols and fines to discourage this filthy behaviour of dog owners. Thanks
general public tour of waste recovery
Food waste same as Lake Macquarie.
I think council is doing all it can, living in a unit block of 6, the young ones do not recycle correctly and don't seem to care, we are retired and look after all bins taking them out and putting them back, as well as adjacent dwellings and it annoys us how what they put in bins.
Can't think of any. The current services seem quite adequate.
No
What recyclables are accepted by council on leaflets, community education at library easier access for public
No
I like the info that comes with our rates.
Perhaps we could all receive stickers for our red and yellow bins, clearly and visually showing what sort of items can be placed in there and what can't. Then it is right there on the bin, not a loose piece of paper, and we can double check before we throw anything out to make sure it is appropriate to go in there
Who is going to drive to Summerhill Waste Depot to deposit two small batteries?
No
Not sure where to write this but in relation to earlier question about additional streams i am happy to collect more at home but would not be willing to traipse around the place dropping things off at different places. If they were at woolies or petrol stations that would be reasonable but anywhere else would be a specific trip and waste time and petrol.
None that I'm aware of
Plastics and microplastic in our environment
Yes why do we bother when the waste we sort is not disposed of properly.?
all of the above
Curb side bulk more than 2 times a year.
More specific info on what to recycle.
Its a pain in the bum rocking up to the tip and having to pay to dispose of it because i havent booked it.
Also i jope you are supporting some of the researchers at uon that are researching recycling soft plastics into garden furniture
Council needs to address problem of getting waste materials to appropriate pick up points, more than saturating us with any more education
No
No - now that I am aware of what is available and where to find info. I will be able to manage future waste.
Food waste
Can you please provide stickers to put on recycling bin so it's clear what can be recycled
I am not aware of how to improve or what other councils / regions do
Unsure
WHERE TO TAKE ANY COMPUTERS RADIOS T.VS DVD PLAYERS AND LIGHT BULBS NOT WANTED AND ANY METAL BARS OR RODS NOT WANTED.
No
The most effective personal actions to reduce greenhouse gas emissions.
Polystyrene disposal
Soft plastics.
What waste cannot be placed in kerbside bins?

yes, maybe an online video on council's website on what is acceptable and what is not acceptable in yellow bin recycling.
Yes, please minimise costs per unit, while maintains cost effective and efficient services.
Advise community on yearly basis names of community services and methods of collection currently available.
Follow up with reminders pertinent to all services via all methods of suitable media at reasonable time prior to collections.
Like to know real situation with Australian council recycling across Australia.
We are aware we go to trouble of separating recycling only to see and hear it all goes to landfill. So disappointing, makes it all a national farce. Even recently the news showed
Crushed glass and plastic being used for road base and then NSW Premier saying she
Won't have it used in that way without further investigation? Is the government going to stop sending our recycling overseas to countries who don't want and can't use it?
Water conservation and recycling
Not aware of any...
how to reduce use of plastics
The bamboo coffee cups. I had no idea about them.
I like you to force people who don't recycle probably to undertake these programs until the contents of their bin reflects the suggested contents. I'd also like some kind of lock for my bin so that my neighbours can't put non recyclables in my recycling
No comment
More promotion and pick up points for waste that can not go in the bin
Native bee keeping
As I said before would be good for people to realise they could compost/worm farm their food/organic waste or give to others nearby who do through apps like ShareWaste
Would be good to be able to buy the wood chip/mulch from councils green bin programme /clean up programs if they don't use themselves to be able to put on gardens to reduce water consumption esp in summer.
Can't think of any
no all areas have been covered
No
The Plastic Police
Recycling bins in parks and recreational areas
education around a recycling facility. More information about what packaging is reused /recycled vs the stuff that goes to landfill.
the how a community can shop to avoid the wasteful packaging.
I would like to see Council working with local businesses to reduce their waste - especially cafes and take aways. There needs to be greater financial incentives offered to customers to change their habits coupled with businesses switching to more sustainable packaging. Some cafes offer a 40cent discount when you bring your keep-cup, but this is not universal or promoted. Recycling is only part of the solution, we need to significantly reduce our consumption of single use plastics. More water refill facilities not only on popular walking routes such as Bathers Way, but also sporting facilities e.g people purchasing bottles of water at National Park after a soccer game rather than having the opportunity to refill bottles. Information and education is good, but ultimately (unfortunately) unless it is easy and convenient, a large proportion of people won't change their habits or go out of their way to reduce or dispose of their waste appropriately.
All information it's important to make the population aware, and therefore, capable of improving the way that we manage the waste.

No
MUD recycling is becoming more and more important. I haven't seen any info in my new apartment block or last one.
The hip pocket education of penalties for incorrect things in incorrect bins. Offering things for free before throwing them out. An education program that it you should not feel good about filling your recycling bin every fortnight (we need to reduce recyclables too)
no
not that I am aware of
No
No.....not sure at the moment.
I'm happy on what is avaiable.
No
When are businesses going to be accountable for all the waste they do everyday.
How to manage disposal of plastics.
How to manage household chemicals and how to determine what is dangerous to the environment and how to manage.
How to reduce household waste through homebased methods e.g. recycling, worm farms etc.
ok
More information about the things that can't go in recycling and what to do about things like mattresses.
yes. Us as residents, should be educated about, ringing the council if they have an item to throw, that will happen outside of kerbside collection dates, and not expect the council to have an x-ray vision, and they go, oh! look there is an item needing to be picked up. The point being is, that they should just be told, that you guys need to be called, and residents should be trained for that. Other than that, i take my hat of to the services that we do have and they do a great job.
more focus on reducing waste at the point of sale so that it is not bought into the household in the first place
Finer details about recycling. About what to do with lids. Recycle or landfill? Hard plastic food containers with no recycling symbol. Details about recyclable material that is not accepted.
Encouraging people to be fully responsible for their own rubbish
Foreign students or residents are generally unaware of bins in my area, putting all their waste in red bin which then overflows. They dont even know they can get broken lids or bins repaired. You should have an awareness campaign for them. You should also have more bulk waste pickups for the Uni semester breaks as the share houses are vacated.
No
How to divide waste properly
How much of our garbage / recycling bins are actually recycled?
What happens when the rubbish gets to Summerhill?
composting and recycling of green waste
metal recycling instead of kerbside pick ups
actual examples of where current recycling has been utilized
How to compost
Perhaps a weekly/monthly waste target for the council area communicated via social media and reported against. All three collections would ideally be identified eg red, green and yellow. Perhaps the population base would need to be adjusted as known changes occur and especially at high visitor times.
Enable a visit to Councils recycling centre to see at first hand how the recycling centre and program works. More advice from council reassuring that recyclables are indeed recycled and don't end up as waste
No issue
Most people I know are unaware of what materials can even be recycled in a yellow bin... a bigger focus on this would educate and help reduce unnecessary waste
A return to the previous whole suburb bulk waste recycling system. A lot of "waste" was rapidly recycled/reused into other households rather than going to landfill. The whole street would be a mess for a week, instead of most of the year one or two houses having a mess out the front.

<p>More information on recycling processes and what happens to things in the yellow bin. This will help me become a better recycler for instance, should i leave the lid on the milk bottle or take it off? And if i take the lid off can that be recycled or is it too small?</p>
<p>Please develop an app that tells me which bin goes out this week and alerts me to special clean out days, garage trails sales and changes to services.</p>
<p>I would like to be kept informed of the waste services available by text message. I also would like something printed that I can put on the fridge telling me of quarterly recycle or refuse collections. I use the calendar with the dates that tell me which bins have to be put out each week all the time.</p>
<p>Is there a potential to have a refuse stations ? Look at Gold Coast council where people can drop off (for free) their waste and it goes into hopper bins that are Attached to trucks that take it off to the actual tip.</p>
<p>Make green waste drop off free. Use it on council land for mulch and maybe offer it cheap back to residents at a discounted price ?</p>
<p>Have charity bin drop off area included at the recycling centres. Maybe dedicated areas for tvs, Whitegoods, batteries, paints etc included with charity bins.</p>
<p>What about selling plants as well as mulch/bark chips?</p>
<p>Kerb-side household bulk waste bi-annual collection should be re-introduced.</p>
<p>Redcycle needs to be pushed further, with the council using more products from Replas to promote the whole cycle. On a side note, the BHP site should be converted into a recycling hub, where products are broken down & the council support businesses that make new things from these elements, by forming an industrial part around the recycling plant. Low mileage for the base products to reach the new users and will create jobs & stop the wasted time talking about the 2nd container terminal.</p>
<p>-</p>
<p>Have more community drop off centres for recycling materials that cannot go into the yellow bin e.g. the soft plastics dropoff in Coles and Wollies is a great initiative that should be publicised more because there are many people unaware of this option. Since Australia seems to have a problem with sorting recyclable materials, more education and alternative locations for more exotic plastics etc that can't go into the yellow bin would be useful.</p>
<p>My view is that compliance to kerbside bin policy is sadly lacking eg building waste in household red bin. I appreciate that drivers should not be expected to disqualify a bin</p>
<p>but perhaps a blitz campaign suburb by suburb with second truck 'rider' on foot, prepared to condemn non-compliance. A short targeted campaign in other words.</p>
<p>OR consider transparent bins where neighbours would provide some surveillance.</p>
<p>Yes! Compostable waste collection! 40% of household waste is food that can be used to make nutrient rich compost for soils/improving nutrient-poor soils. Please implement a compostable waste system to utilise this resource.</p>
<p>Further training and education into what you can and cannot place in the yellow recycling bin. Many people still are fuzzy on what's correct and not correct.</p>
<p>Information as to what soft plastics can and cannot be handed into RED Cycle program affiliates.</p>
<p>Implement a soft plastics collection facility at the summerhill waste office</p>
<p>Waste minimisation education focussing on waste reduction at its source as opposed to recycling.</p>
<p>Make the public aware of the ability for drivers to "dob in" people littering out of their vehicle windows especially cigarette butts. Not just from the littering angle but the probable cause of fires as that butt doesn't stay in the one spot on the road but blows off into the scrub especially in suburbs with high vegetation eg Scenic & City Rds Merewether, Croudace Rd New L'ton Hts, etc</p>
<p>The ones previously listed seem sufficient.</p>
<p>A Q&A option on the website where I could ask a question and get a response relatively quickly.</p>
<p>A monthly waste newsletter with information about waste services, education programs, sustainable living, low waste living, home composting etc</p>
<p>STAY away from anything NCC related INCOMPETENCE UPSIZED</p>
<p>Ensure that Supercars cleans up all the plastic ties and cigarette butts that are left in Newcastle East for weeks after the event. They invariably end up in the ocean.</p>
<p>food waste options and incentives. Better and more transparent informaiton about plastics recycling....invest more in a solution</p>
<p>No</p>

Repair cafe - for whitegoods, electrical appliances, computers, general items.
Composting, worm farms & fermenting education
Sources of mulch (Summerhill?)
?
http://www.kmc.nsw.gov.au/Services_facilities/Basics/Recycling/The_Bower_Reuse_and_Repair_Centre
More information about what can be in the yellow Bins. where soft plastics can be recycled
More on soft plastic recycling. Also more education about what can be recycled. I'm pretty educated on all this but only learnt last week that broken glass can't be recycled, and last month that laminated paper needs to go in general waste.
Not aware of any
More sites for battery drop offs
can't think of any that would be useful
No
Yes - put a sticker or info on the actual bins about what can/cannot be put in them.
Recycling green waste and uses for those who have a tiny or no garden and would like to contribute.
Recycling after your pets/animals
None that I can think of.
Publicise the cost (per average ratepayer) of each type of bin collection service, and the cost of operating Summerhill (average per ratepayer) - plus the (average cost per ratepayer) of the rip-off the State Govt charges CON for operating Summerhill
Would like more general info on website about what goes in each bin. This could also go on calendar if not already there
No
More community involvement days with volunteering opportunities for clean up. More education to drastically reduce waste. Loved the 'Newcastle ' coffee keep cups but more awareness is needed. Issue on the spot fines for dog shit on footpaths/bathers way. Issue fines for littering just like you do for parking.
Where the drop off are near my area
I am very interested in the recycling of food waste which can be done in a separate bin in your kitchen and is then put in a recycled bag and disposed of. This is now being done in the Lake Macquarie council area and is very successful. It means all of our food scraps are not ending up in landfill. It is a bit sad that the Newcastle council has not adopted this method or at least something similar. We are constantly being told how progressive our council is but I think this is restricted to our CBD area. Not good. Think BIG
notices in the Newcastle Herald and Newcastle Weekly
More frequent workshops on composting and reducing waste
your question in asking -how much one would want to be inconvenienced to improve one's garbage footprint - assumes I have not done so. Therefore I answered that -I would not do anything - because already have done so - long before you even thought about this - decades ago! In fact already in the 50s in West Berlin recycling was normal with scrap merchants collecting waste metal which I remember as a kid. So all this new found awareness is old news.
As far as DRIVING to some place to dump garbage caters for carbon polluting suburban car drivers -of which I do not belong - having consciously not used a car since the age of 22. So not getting excited in this category has failed to consider people who are ahead of the garbage curve. And with no children - another conscious choice incl my darling ex-wife - we have reduced future garbage producing humans. Maybe one day your kind will wake up to this - and then no garbage problems.
Reinforce or communicate what is acceptable in each bin; red, green, yellow
No ,there is enough if one is aware of it.
Seems to be well covered now
Scheduled bulk waste pickup throughout the year (6 monthly) instead of requesting
Preschool programs on waste, recycling and sustainability
Please start collecting food waste ASAP - Lake Macquarie City Council is already doing it so there is no reason for NCC not to do it!

How to reduce waste
And more information on where our waste goes
No
In regard to the summerwaste centres. It's VERY expensive!!!!
Teaching people the difference between soft and hard plastics, clarification around what can go in the yellow bin.
What households can do to reduce waste.
Food waste education, perhaps providing free in-home composting bins and biodegradable bags like LMCC does.
More return and earn locations, perhaps paired with other waste collection? ie batteries, chemicals, plastics etc.
Junk shop! Repaired / repurposed from the tip! I've seen this done well in places like Mildura. Provides some basic household supplies to low-income earners (students, single parent families etc) without people scrounging through junk piles on a kerbside pickup (as happens in LMCC)
Also provides a small return income for the waste centre (without needing to charge people to drop off goods)
Potential employer for low-skilled labour.
General education on soft plastic recycling, reducing waste production and reusing/repairing things rather than throwing them out. Free council "repair" days or workshops would be good - where we can bring small household items that need repairing and can still be used.
teach the recycling trucks how to empty all the garbage in the truck and not on the road
Not in addition to what is already provided.
No ideas.
Clearer information about community drop off centres locations. I didn't know they existed
I would like clearer information about what can be recycled. Also what like to know more about what happened to products that are recycled.
Better info about yellow bins: Can it be used for scrap metal other than tin cans? Which plastics are accepted? Does it matter if paper is wet? Does it matter if cardboard is greasy (Pizza boxes)
Nil
Plastic recycling options
Yes a street bulk kerbside cleanup including all waste (ewaste, chemicals and lights etc) so that neighbours can work together for a free pickup rather than individually.. at the moment bulk pick ups are very limited to size and no tyres, no mattress, no chemical etc
No
I wonder how to reach those people in the community who don't get this stuff - it distresses me to find my red bin stuffed to the brim with other peoples garbage that they can't fit in their bin . Much of it I suspect could have been allocated to the yellow bin .
Surely there are some creative ideas tat NCC could adopt to engage with this group !
I went to a composting workshop several years ago and I now compost all vegetable material. If this course is not offered now it should be re-offered.
How to access mulch
Composting, worm farming in small backyards
Information on the website is all I need to do any research I have to
Include directions for old/unwanted photographs. I remain unsure whether to recycle 'ultra glossy' paper & cardboard
No
Clothing is a massive issue for waste in Australia. A lot goes into red bins and landfill.

Australians discard 23 kilograms of clothing per capita every year and this results in six tonnes of textiles and clothing contributed to landfills in Australia every 10 minutes. More education is needed about fast fashion and its impact on environment.

Read more at <https://www.ragtrader.com.au/news/every-10-minutes-6-tonnes-of-clothing-goes-to-aussie-landfills#mlx2c20DFLYXz3Ur.99>

No

more about where landfill goes there are rumors that recycling goes to landfill and this makes people less likely to recycle as they feel duped by NCC. provide biodegradable god ppo bags on main walking trails and near beaches to encourage people to do the right thingg by the environment. More bins in car parks at the beach newcastle beach is a good examlpe Merewether beach car parks have zeor bins and there is always rubbish flying around.

Collection of soft plastics would be good as that is what the majority of the red bins are full of these days.

Don't know of any

Not sure , at this time.

I don't know what a Garage Sale Trail is?

More about waste reduction, bulk buying

Not at this time

Just start the education from a young age. Maybe remind people whilst it's great recycling from other people's bins there's a time of day for this and not the early hours! Also let people know that you are aware that bins are stolen (and shopping trolleys) to do such activities. Maybe sticker each bin to warn the offender.

How to reduce our own waste

Workshops on composting, worm farms, back yard chooks, verge planting, local park community gardens.

Simpler easier to get to recycling points.

Online workshops instead of, or in addition to, workshops requiring attendance in person.

seems futile when we have nowhere to send the materials after collection.

Acceptance of plastic bags and food waste

Kerbside collections should be increased for people who cant take bulk waste items to tip etc. Twice per year isnt a regular enough service.

maybe social media posts targeted advertising, eg what to do with your old bed, old lounge etc etc

Wastage in public places such as John Hunter Hospital

remediation of coal mines, banning Supercars and the mess it creates, cle4aning up the strewn tyre shards from Supercars, acting on the petroleum runoff around the beaches and Foreshore areas

No

No

Nil

Kitchen / compost waste

I think you need to encourage composting. Other councils, including Lake Macquarie Council and Wagga Wagga City Council are leading the way with greater recycling and composting, by the provision of small food bins to each household, and fortnightly general waste collection.

Reduce family waste info session

Food scraps in green bin please

I get the Lake Macquarie Council Eco News email which is fabulous. A similar service in Newcastle would be great. I know more about Lake Macq's services, functions and activities than Newcastle....disappointing

Recycling of food waste similar to that provided by Lake Macquarie Council

No

Am happy with what is offered. However I'd like poisons &paint- type collections on days other than Saturdays as that day is inconvenient for me.

How to reduce that amount of non-reusable plastic in the environment.

Not that i can think of

The more information the better

Follow the trend to move beyond recycling and into re-use and repair.

Offer education and awareness raising opportunities around these topics, and work with local groups and enterprises to promote the work they do in this space.
Keep up the good work
E waste pick ups. I do not own a car and travelling to Summerhill by pushbike with a 46 inch plasma tv is not feasible.
not that I can think of
Further useful information: Explain what is meant by 'soft' plastics; that unless there is a triangle symbol on plastics, it is not recyclable. Is it necessary/sustainable to wash recyclable plastic and cardboard items (bearing in mind extra water use involved).
Is it correct that the plastic tops of glass and other containers that are otherwise recyclable should be separated and disposed into landfill? Sometimes the plastic collars are difficult to remove. Does this mean the whole item should therefore be sent to landfill - or is it still useful to recycle?
how to recycle polystyrene or dispose of it best way
stop retailers selling plastic products and disposable products
Continue to update councils website to ensure relevant information is available to residents.
I would like an easy to use guide and reference in a one page I can stick on the fridge summarising all of the waste programs and where and how to use them
cant think of any
More info and support on repair, reuse, reduce, recycle.
Collection points for things such as clothing, materials, shoes etc.
Incentivise reduced waste... ie. Through reduced rates.
More programs and support for clean up days.
Just make sure your services offered are communicated in a targeted manner to all demographics. ie many senior citizens are not on social media etc...
No
I need to check the website about collection for batteries, damaged electrical goods, light globe and printer cartridges.
I'm not sure that the kitchen cupboard items we've taken to the Summerhill Collectionpoint are recycled. They just seem to go into landfill.
Why doesn't Newcastle have a recycled goods area?
Happy with current service
I think what you are doing is good. I would like to see a large scale recycling material processing plant created in the Newcastle area. It is something all the local councils in the Hunter Region could make use of
Composting
How to clean up your paint brushes what to do with your waste water or trups
preparation for food waste recycling information about where our recycling is going and if it is actually being recycled or not- and how to clean things properly so that they will be accepted for recycling. which objects can/ can't be recycled information about how people can reduce the amount of waste they create
Would be nice for the rate payers to receive small recycling bins for indoors. Might encourage more to recycle.
Bring back the 2 a yr green waste kerbside pick up. Especially for outer suburbs, not necessary city residents.
No not aware of any
Composting of food
Reducing what's in the red bin!
Incentives for organisations that can reduce waste going to landfill

plant more trees in streets
No thanks.
no
Just stay innovative and transparent. Let's be leaders and known for being a green city!
A compost bin, they are trialing them in Newtown - city of Sydney council atm I would totally use a compost bin and collection if provided
As I do not have any connection to social media, I would like more regular information in our local daily newspaper.
I watch war on waste on ABC TV and I wonder what is City of Newcastle doing with the issues raised in each episode.
None that I can think of.
All persons who own property for long or short term rent should be required to gain green credits to encourage renters to be part of the process.
Commercial businesses managing rental properties should be required to inform prospective leasees of the expectations in managing waste within the C of Newcastle.
I have witnessed renters just mixing waste in the existing services. Many of them who will inherit the sins of their poor attitudes.
Soft plastics - so much of this is going into general waste, or more worryingly into recycling.
Food waste - encouraging composting is great, but like keeping plants alive, we seem to not be able to maintain this. Instead make it easier for the majority.
Coffee cups - get it sorted. Keepcups etc are a stop-gap measure. Ridiculous that I am throwing mine into the general trash.

Table 16: Preferred way of contacting CN - Other

Online chat
online, but not a form, just have the info easy to find, current website sucks, too hard to navigate
Letter box flyer
Live chat (online)
Go in person to Council office.
local member
Be able to find answer on web site.
Ask my husband he works there
I've given up trying!!! No response to my concerns re: availability of public rubbish bins.

Table 17: Preferred way of receiving information - Other

TV
No other
Council news
Rates notification water bills newsletter. So much e-mail now nopne reads it.
NOT council paper publications eg calendars as these waste money
With my rates notice, quarterly.
Letter box drop
Specialist waste app please
ANOTHER SERVICE SOON TO BE CUT ?
no other ones
I don't need your propaganda
Only wanted to tick email disregard other options
Family and kid focused information in websites like Newy with Kids

Text
Mobile phone text
Mailbox flyer
No other - why do i need to select three?
Council newsletter
No use having on social media if you can't comment on post !
Tv advertisement
Maybe a notice included with my rate notice.

Table 18: Overall comments for CN

Curbside collection is extremely slow process. i am very unhappy with how long it takes for the collection to happen once it has been booked in and feel that this convoluted process is hard for many people to navigate and increases the likelihood of illegal dumping.
Bring back twice a year kerbside collection for entire neighbourhoods at the same time of year.
End all "services" not expressly required by legislation.
Put all services out to tender and return savings to ratepayers.
Would love to be able to put my kitchen scraps in the green bin.
acknowledge & respond to emails
Could give greater emphasis especially to businesses and organisations. Often the management and staff are lazy and do not adhere to basic recycling principles. Greater penalties for abuse of recycling ignorers. Clubs are often not sorting rubbish and some don't even have recycling bins. Yellow bins should be mandatory in all workplaces and organisations.
pick up our red bin each week.
Would like food scraps/vegetables scraps to be incorporated into green bins
?
NC MUST NOT depart from weekly red-bin collection services and preferably, introduce weekly collections for yellow-bins to promote more recycling by the community. A 2-week cycle for yellow-bin collections is simply too long for most families which means that more recyclables end up in the red-bin than would otherwise be the case.
So far, most communications from NC on recycling seems to be intended to soften-up the community for a reduction of service levels rather than improving service levels which would have a much more meaningful impact on the environment.
The more difficult a council makes it for the community to responsibly AND CONVENIENTLY dispose of land-fill and recyclable waste - the more one sees refuse disposed along roads, in parklands and in streets. This reflects poorly on the local community.
CoN should initiate an on demand curb side collection for chemical, paint, ewaste, white goods including refrigerators and non commercial building waste rather than relying on residents taking to summer hill facility. This would stop people disposing of in an unapproved manner.
See previous comment about the delivery of poor service regarding the collection of the yellow bins.
Have a garbage truck with compartments that goes around weekly collecting the smaller waste items, eg batteries, chemicals, e-waste etc.
No
Get rid of the race cars and send buses round the beaches.
Ensure that Bins are replaced, within the residence of the Ratepayer. Too ofen, bins are left, jun attended on roads and footpaths.
As a community we need to do a lot more to reduce waste and encourage positive behaviours.
that's all good
Thanks
Stop using American "spell check".The spelling of "programme" is correct English not "program".
Indicates the inability to use correct english spelling and indetifies incorrect use of "spell check".
You do your research as CoN is good for nothing
better communication
No comment
xxx
No comment
Living in the city, in a terrace house, we have no space for composting so we should be able to use our green bin. This would hugely reduce our waste.
You should also have soft plastics drop off sites around the city - at libraries etc.

Provide for all suburbs not just Merewether etc
Second or more convenient locations to drop off problem waste closer to the city. eg. Town Hall or TAFE Tighes Hill.
You could start a proper tip shop, reducing big items from going into landfill.
None
no
I am very unhappy that the council sends out a compaction garbage truck for the bulk domestic pick up service. I have watched perfectly serviceable and recyclable items crushed and hence eliminating any possibility for re-use. This does not support reduction of landfill or recycling objectives outlined in Council policies. I have mentioned this a number of times to a local Councillor and have been assured that this would be addressed. This has not happened.
Soft plastic recycling options
See above
Would prefer more chemical clean out days (for items that shouldn't be taken to the tip. With only two per year, residents can end up storing products for extended periods - and no doubt means that more items will end up in general waste. It would be handy if there was a location for ewaste that was closer to the city centre.
Spend ratepayers money on basic services that we pay for
Overall I believe the waste and disposal services available to the City of Newcastle residents is wonderful.
Please do something about animal waste in a hygienic manner for all.
Facility for recycling plastic unsuitable for yellow bin. More community drop off points for problem waste
Not everyone has transport. Thus collections are important. Tennants do not seem to know about services. Stuff gets often dumped when moving out.
NA
Council rates need to be frozen or preferably reduced. Continual rate increases over many years along with questionable new expenditures are unacceptable. Many comments made by residents in previous surveys and released by the Council show examples of this unnecessary spending. How much did the new logo cost and was it essential? Executive bathrooms paid for by our rates? Glossy printed newsletters which seem to have too much self promotion and calendars/fridge magnets showing garbage collection days also seem expensive and unnecessary. The message from residents as per previous surveys seems to be that they want basic services economically delivered. Please also release the comments from this survey and notify residents about how to access them.
Please have education sessions at school every year want to get them early. Also look at Sweden. 1 percent landfill! Shame shame Australia! Let's make ths planet healthy again! It starts today not tomorrow
* Bulk waste vouchers take a long time to receive, we find we dont plan cleanups in advance, and end up with a challenge to coordinate a trailer, the waste and the voucher. Where we live (in Mayfield) there is limited parking, so keeping a trailer on the property is impacting. * I would sooner the paper vouchers have the option of being emailed to reduce the waiting time waiting for delivery. Or better, computerise and register an address as 'approved' and then have the resident bring proof of residence (council rate notice/proof of address etc) making the need for letters unnecessary. * I would prefer that vouchers were available within 24 hours. Alternatively, extend the 3 month voucher to 4-6 months to permit people the opportunity to pre-emptivly obtain a voucher. * As much as I dislike the mess during a kerbside bulk waste pickup, I do like that it offers the opportunity for enterprising individuals to recycle/upcycle waste. Im not aware of any upcycle/recycle programs for general bulk waste - but giving people the opportunity to remove valuable waste from the waste stream as early in the cycle as possible seems like a sensible approach.
Thanks for what you do, in general, NCC Waste management seems good.
What are you doing about dumped cars ?
There has been a car dumped in High St 2300 since last year ! ,, Now there is another one in Bingle St 2300

Parking is at a premium. They have your stuck on sheet but are still there

Council should always remember that it works for the ratepayers, and not for third party groups, including supra-national organisations, with radical green-left agendas dressed up as environmentalism.

Wow, there are so many options for disposing of our problem waste but the City of Newcastle should improve communications about these. Please include easy-to-read information about these with rates notices. The simplest way to disseminate the info would be through a chart or infographic. Send the same info with every quarterly rates notice to help us remember that these options are available. Then, when it comes to throwing out paint or a computer monitor, it will be top of mind. Otherwise, we are lazy and will chuck it in the red bin. Sometimes just knowing what to do makes all the difference. Thanks!

Start accepting car tyres,

My main concern is with regard to problem waste when the only facilities available appear to be taking the items to Summerhill or to the twice yearly Chemical cleanout location - both of which require private transport to get to the location.

I would like more info on collection of chemical, paint, batteries etc. difficult for me to get to Summerhill

The City of Newcastle has invested in waste management innovation and recycling over the years and I believe management and staff do an excellent job

Show the community what the recycling facilities process as many people believe the recycling is put into landfill.

It would be great for council to implement, or ensure every space has recycling bin options in public spaces, parks, beaches, etc, eg a red rubbish bin + a yellow recycling bin.

I've now experienced the green waste food bin option (lake mac councils & mid north coast council do this) & its great! Would love to see our council implement this.

More regular free kerbsides pickups that don't need to be booked in

A council reuse/recycle shop at summer hill (eg have people make items out of scrap materials and sell them).

There is the never ending dilemma of what goes into which bin. This is exacerbated by the fact that various local government areas have differing advice. A national standard would be very useful I feel.

Fix up the dog poop situation so everyone can walk around without having to dodge the filthy droppings.

keep community advised of how much waste is recycled/goes to landfill/etc

Kerb side pick up for all waste on a regular basis instead of the house owner having to travel to Summerhill Waste Centre, or any other waste centre to avoid destroying the inside of the owners car.

Further, why take notice of the United Nations guide lines, lets us do as what we think is right, not some foreigners idea of how we are to operate in our country.

Reduce the cost to bring general waste to Summerhill.

New charges are now \$45 minimum for general waste.

Lower the fees, since we already pay rates.

I have brought some matters to Council by letters to my Councillors with little response. It took two months for the last letter to be handed to the relevant councillor from the office staff. There seems to be no desire to want to attain any ideas or interest in outside opinion about local matters. At this stage I have made a decision to take no interest as it is a waste of time and effort.

As previous, bring back regular prescheduled bulk waste pick ups, and dont have multiple collection points for different streams. Need to be able to put it out for collection as with other waste.

Many households leave items etc furniture, mattress bikes etc. on the footpath outside their houses. These items will be there for weeks until a resident calls council to make a report. I want council to quickly remove the items and to ensure that the householder does not continue this practice.

Curb side pick ups are currently taking far too long, about two or so months from request. Far too long given the high cost of the rates paid to council to deliver these services.

I think that the was the bulk/self haul vouchers are regulated it ridiculous.

Every household should get 2 per calendar year without restriction. If they choice to give that away to friends or family they should be able to.

We have a huge problem with illegal dumping in our city and I think the cost of dumping correctly is the main reason. If people could give their vouchers away that could help eliminate some of the illegal dumping.

Have the red bin collection people be responsible for actually picking it up. If they can not they should report it and it SHOULD BE DONE It should NOT be the ratepayers problem to report it

More than 2 bulk collections a year option. Some years I would only use one but other times need more.
Why dont businesses recycle? Most businesses i have worked for just put everything mixed in a big bin.

If you separate the items, the cleaners just throw the recycling in the bin anyway.

Newcastle is a big, spread out city. It is a disincentive for people to properly dispose of wastes, especially things like domestic and motor oils, and other large e-waste materials to get them to store materials at home until a chemical clean out day is scheduled, ort to struggle to find a parking spot near a library to drop off batteries etc. Newcastle should have a couple of 'transfer points' closer in to the centre of the city where people can drop off oils and dangerous other wastes at any time of the year or week, which are then transported out to Summerhill. Summerhill is too far away to be an incentive for people in inner suburbs to make the long trek out. It increases the temptation to dump wastes, especially. oils down the drains. For a simple example of how such a system works check out Christchurch NZ council waste management strategies, which have been working for over a decade this way.

Refuse to pay a levy to State government and make self haul for households free at least 4 times per year

Food waste needs to be included as in other lgas

If rubbish is drop on the roadside the driver stops gets out of his truck and picks it up.

Have suburb based drop off for recyclables and disposal of special items

THERE ARE TIMES WHEN RUBBISH IS DUMPED ON VACANT LAND AND FOOTPATHS NEAR SHOPS.
CIGARETTE BUTS CAN BE THROWN ANYWHERE.

THESE ARE THE RESULTS OF IRRESPONSIBLE PEOPLE.

SIGNS SHOULD BE POSTED WARNING OF A COST TO THOSE WHO DO SUCH THINGS.

TIMES FOR THE YELLOW BINS SHOULD BE SENT ON EMAIL BECAUSE IT'S EASY TO

FORGET THE DAYS AND TIMES FOR RECYCLED WASTE. PERHAPS A MOBILE PHONE TEXT MESSAGE.

Just a quick comment on the survey.

The questions starting with "How likely are you to change the way you..." don't provide for already doing these things.

Would appreciate transparency and honesty about this crucial issue especially considering the oceans of the world and devastating effects it is having on our sea life, marine parks, reefs, bird life etc. Everyone must take it seriously and take active responsibility to clean up the shocking mess we have created worldwide.

Greater engagement with recycle programs at the tip.

If u want people to use waste depot...@ their expense, it's a bit rude to Charge Them!

Re-introduce the 6 monthly bulk waste clean up service

I would like to be informed of what happens to all the recycling i diligently do. I hear stories that it is just buried.

It is too expensive to dump rubbish at the tip plus for pensioners its prohibitive

More environmentally friendly recycling options. more education and enforcement for the people who do not recycle properly.

None

More waste drop off stations. Our local library only accepts batteries and I have little knowledge of where I can take other waste. I'm in New Lambton so I don't want to drive to Summerhill

Need an easier way to dispose of household bulk waste. Too hard to access due to distance time and work.

Would rather a suburb system of a designated date for bulk kerb collection of rubbish.

Bring back regular bulk collection services!!

No

Build more connected footpaths

As discussed, Newcastle in its pursuit for a more sustainable future needs to lead the way in reducing waste that goes to landfill or ends up in our creeks and ocean.

Need to engage with federal and state gov that too much stuff is brought into country that ends up in landfill. Cheap products that do not last and not fixable. These things need to be taxed so as to disincentivise them being sold and to contribute to their disposal. For example: *****SAFETY ALERT*****

"Bargain" bikes from Department and Chain stores (and online) including An@conda, R1ed, BigKW etc (not bike shops) usually need all nuts tightened or they soon go dangerously loose (bearing locknuts, handlebars, cranks, etc). Low quality steel painted wheels using v-brakes cause the brake pads to wear out very quickly, especially when they put brake pads for alloy wheels onto these steel wheels. So if you went on a long ride you could easily have no brakes left at the end. These don't meet AS1927 bicycle quality standard, and for these reasons these bad bikes should be banned! (And we refuse to issue these types of bikes anymore). Recently some Uni students kept complaining and taking back their new unsafe bikes and they got a full refund. Do this to stop them selling unsafe bikes. You get what you pay for with new bikes, sometimes the only way to produce the bike so cheaply is to not tighten things correctly

Why is the dumping fee so exorbitantly high for private residents. People dump their rubbish in the bush etc because the fees are so high

Soft plastics collection.

More staff training, better sorting at Summerhill.

No.

Very keen to have food scraps recycled. Port Macquarie has been doing this efficiently for years, enabling rate payers to buy mulch cheaply as a by product.

your survey has made me realise how much people do waste

The changing nature of what is developed in consumable products requires ongoing information about how these changes impact individuals and the community. The pressure from developers to maximise their returns imposes long term responsibilities on communities that developers do not incur or accept. There needs to be an requirement that developers are not permitted to leave any development without an ongoing commitment to maintaining the environment in a satisfactory and accessible manner.

ok

Make it easier and free for people to recycle. It's a hassle to go around dropping stuff off

no, i spoke, three screens ago

We need drop off points closer to residential areas for toxic materials and ewaste etc. I bet there is a lot of these materials going in the red bin because it takes so long to get to summerhill. Also, I wish there was a way to salvage more of the kerbside bulk waste. Useful items just get thrown into the truck for landfill.

Perhaps the cost of rubbish dumping could be lowered so that all people do not have an excuse not to use the service.

I received a completely unexpected and rude circular-type letter from your ranger [REDACTED], [REDACTED] dated 21.2.19. I replied to her comprehensively by phone and via email. I am certain you were not aware of the threatening and abrasive tone of this letter. There was certainly no official response to my reply. It was a waste of resources to send it to permanent residents who are rightly offended; the temporary residents will take no notice and their landlords will still be unaware.

3 monthly trial in local areas for free drop off of recycling items that need to be

Should adopt the green waste service that Lake Macquarie has- providing a compost kitchen bin and biodegradable liners to all users.

More public venue waste collections eg parks, beach etc. Both red and yellow options please.

Let ratepayers know that recyclable materials are actually being recycled

Make tipping fees cheaper

It would be great to look at composting options so people can easily recycle soft plastics! Many councils offer small compost bins and bags - ie Port Macquarie Hastings Council - and pick up organic waste

Cost of going to summer hill is prohibitive. Where do mattress be despised of for free ?

Provision of compost bins to households- I know of other councils who do this. Community gardens where people can take their compostable items and grow plastic free food. Weekly yellow bin collection. Street by street bulk waste collection like previously. More local facilities for e-waste etc, more frequent collections for household chemicals etc.

Consider implementing energy from waste technology.

Implement soft plastic kerb side collection (this is the majority of our house hold waste and since we've started recycling it with redcycling, we have not had a full red bin).

Implement compost bin for kerb side collection similar to lake maq council.

The total of our red lid bin waste is about 1 small grocery bag per week. The rest is recycled. We don't expect to be rewarded for being less wasteful, but to see little/no consequences for others that are apathetic is really frustrating. A giant sticker slapped on full/overfilled red bins saying "please review your waste placed in this bin" with some links to sites like Redcycle would at least tell the residents 'we know what you do and you need to make changes'.

-

Keep engaging with the community and periodically feed back the City's progress at reducing landfill rates and increasing recycling rates. Show graphs with monthly or quarterly figures of tonnes, truckloads, cubic metres etc and see if the figures in conjunction with advertising campaigns can change people's behaviours.

Get serious about e-vehicles?

Better communication of services within households, collaboration with newspapers/magazines/newsletters/letterbox drops/local events.

You seem to have a lot of services that I didn't know existed and I am aware that people aren't well enough informed about services or correctly utilising those services available. Lake Macquarie have great initiatives with utilising plastic collection for making new road ways, perhaps talking to them may assist with something similar in Newcastle. Also REDCycle collect soft plastics and send them to a company to refabricate them into park seating, outdoor gym equipment etc and I would love to see this dotted around Newcastles parks and recreation areas for people to use. Keep up the good work and I look forward to hearing your future plans about improving the waste services offered within Newcastle

As previously mentioned, I think adding food scraps to the green waste would benefit the community and council.

1. Educate residents living in housing commission properties to manage their waste and recycling better and to correctly use the kerbside services. 2. Organic (food) waste reuse program for restaurants and cafes. 3. Introduction and promotion of waste minimisation procurement policies and procedures for Council and Newcastle business (commercial and industrial). 4. Greater financial incentives for residents who reduce, recycle and compost (food waste) and therefore send little waste to landfill via their garbage bin (red lid).

More regular community drop off stations (say quarterly) and another waste collection station closer to the city & central suburbs similar to Summerhill albeit on a smaller scale especially for e-waste.

SUmmerhill is a rip off

WHO LISTENS WHO CARES TRY MAKING AN INQUIRY FOR ANY NCC SERVICE

AND ENJOY THE BUCKPASSING

I would like to see kitchen waste collected, to use for compost.

Also, I volunteer at a church--I end up taking the recycling home as Yellow bins are not provided to churches and businesses and they should be.

Create various types of Industrial ecology sites where organisations are encouraged to setup if they can use the waste of another organisation for its feedstock, or if it can treat the waste of an organisation.

This requires setting aside land for particular partners, and offering places with incentives to join e.g. discounted land or rates, particularly if the organisation has a valuable waste feedstock.

these guys are smashing it:

http://www.kmc.nsw.gov.au/Services_facilities/Basics/Recycling

Is there any way we can start up community compost bins? My housemate and I generate SO much food waste just between the two of us. We store it in a bukashi and put it on a friend's garden when full, but it's a bit of a mission, and I always run the risk of having the compost tip over in my car, which would be uber stinky. Would be really convenient if there was a compost bin on our street corner. Might see if you guys will let us start a little community garden there actually.

We are happy with services offered .

Sorry, I pressed the wrong button on one question about kerbside collection I think and couldn't go back to rectify.

Inclusion of food waste in the weekly collection

easier access to organic waste and soft plastics recycling would be great

Make it cheaper for people to do the right thing and use Summerhill. This may reduce the number of people illegally dumping their rubbish.

As commented before food scrap waste bin

The recycling of food waste should be a priority so it is not going into landfill

Money seems to be found for other activities like the Pride Week?.????

Lots of money is being spent on dog parks which again is for a limited part of our

community.

Also too many backyard developments which places a huge drain on our services like sewer etc.

I would like the Council pickup service that is provided to the general community, applied to our retirement village (Aveo) ie the occasional one that includes household goods.

all good

Waste charges at Summerhill are too expensive, reduce them.

Increase street cleaning, particular in suburbs. Also, road and footpath maintenance is suburban areas.

Household green waste, like in lake Macquarie

House hold waste collection dates instead of vouchers like Lake Macquarie council would be fantastic

Would also love to see small food waste containers for kitchens implemented too

Start collecting food waste in the green bins.

Introducing an indoor bin for food waste such as lake macquarie has done

The less food waste in land fill the better as it creates methane which is 23 times more potent than carbon dioxide. This method also allows for applications of the composted food waste such as fertiliser or something else that requires biomass

The prices of waste disposal at Summer Hill are too high

There is no justification for the the minimum charge other than price gouging

It's expensive.

When I upgraded my yellow bin it was like being in the Stone Age. I had to go in and fill out a form then I had to wait till I got a invoice then I had to pay for it. Took forever - ridiculous amount of paper work - should of been processed then and there.

See previous comments

Rarely used this.

Soft plastics are a problem.

Our garden is too full of bins. We dont want a 4th bin.

Nil

Text reminders of bin Collection is good . If there were special local pickups like ewaste text message awareness and reminders also would be good.

Should implement the small food scrap bin for kitchen and supply disposable bags for them. Then the disposable bag and waste go into the Green Bin. All goes to compost.

Penrith Council do this and it is very effective.

Cleanup by venders around Hotels and fast food outlets. Is the council able to monitor and enforce Hotels etc to clean up around there venue. Some venues do not seem to take any responsibility for rubbish their patrons discard.

I believe the charges to dump at Summerhill are far too expensive. If it were less expensive maybe it would stop irresponsible people from dumping on our roads etc?

While I have indicated satisfied I would like to see some greater support aimed at reducing /managing household waste including discouraging use of plastic bags to contain rubbish . Maybe there could be some simple reward scheme for people who make the effort to take waste to Summerhill and perhaps more frequent waste and chemical waste events at community locations - e.g.. Tights Hill Tafe

Nil

When taking out, or pruning trees, be mindful of the total impact to each community

Include some more information about caring for our waterways

Increase support for community and kerbside gardens

It is extremely important that food scraps are recycled for compost, food waste is one of the main contributing factors to green house gases. If it was composted it would become an import resource to be used in gardens and parks in the community or could be sold.

Only as I have commented on previous answers

As previously stated bulk waste drop off or kerbside collection should not have timeframe restrictions within a rate year. I should be able to use my 2 allocations in the same month if I want 2 and not have a 6 month separation

Current system of red-lid bin weekly (current size) and larger green- and yellow-lid bins fortnightly works well for our household

Information on how to prepare recyclable material for the yellow bins, and the consequence of not preparing it properly.
Clothing waste needs to get some attention. Fast fashion has an environmental cost.
No
school education programs are a great ideas. It would be good to profile so workplaces doing an outstanding job of waste management to encourage others to make a start. Ban single use coffee cups and plastic straws blue door cafes are the worst offenders and dont do litter pick ups in their local areas. Its appalling the amount of coffee cups in the baths and ocean and sand. They should be leading the way in protecting the environment and NCC has a responsibility to raise this with blue door and create a joint management plan.
No
I have been told my friends that it is very expensive to take waste to your Summer Hill Dump. I feel with people saying this, it will deter people from taking rubbish there. Just a thought you might like to consider, as especially how most families are feeling the high cost of electricity and living.
Summer Hill dump is a long way to travel from the city for bulk waste collection. I recall there used to be green waste drop zones scattered around the city (including one in Mayfield) on Saturdays in the past. These should be reinstated.
Also, the 2 tip vouchers you offer take too long to be issued. These should be issued electronically via email rather than via post.
Do not change the current waste collection bin collection
None at this time
We need to reduce the amount of waste that is coming into circulation in the first place, this can be done by supporting businesses and residents to turn to more eco friendly packaging products and systems. Part of the answer is educating the people and another part is taking action on the big companies that are the ones producing and giving the consumer the waste in the first place. We need to promote sustainable sources and resources. Im not sure if the council has the power to ban certain things but if you do this would be a huge step in reducing waste. Also having systems in place to deal with food waste similar to what lake macquarie council has done with the indoor food scrap bins
The Garbage truck drivers are cowboys. The staff I have spoken to at Summerhill are rude and unhelpful. The Call centre staff are good but too hard to get through to.
do you take away furniture which is no longer needed? fridges?
It would be good if you could conduct information sessions in larger workplaces to encourage employees to recycle at work
It is not always possible to physically take items to waste facilities due to weight (car batteries etc) or lack of transport (no car) . A once a year pick up for these would be appreciated.
as said earlier more kerbside bulk services required
see above. Install collection points around the City for waste that we are currently required to truck out to Summerhill.
Maybe review cost of using waste management facility, I see people dump waste of side of road etc, I wonder if it is due to cost of using facilities for some people.
When bulk rubbish like lounges etc are left out for months could not the council just pick it up. People obviously just dump stuff.
The recycling contractor often spills lots of rubbish onto the roads and this blows all over the area. There is a compunction to work very fast, but not to take care.
See previous response about providing composting bins for households, to ensure that food waste is going into the green bins and not general waste.
Can we please put our food scraps in the Green Bin (like other councils). Please work harder on informing us of better ways to reduce waste
Please start collecting food scraps in our green bins .
Improve response to illegal dumping
A few of the male weigh bridge staff at summer hill can be very rude.
When the eftpos failed the manager had customers wait 45 minutes in their cars in the sun till it was fixed.
He came down the line of cars and told people of the issue but wouldn't let us leave without paying. I have never been held captive cause of someone's business failure before or since. This wasn't our fault but we had to sit in the sun after unloading. They should have stopped people entering when they knew they had a problem.
Collect red / yellow bins preferably after 7am
Organics recycling at the household level - please!
Fix the home owner bulk waste service system up it needs help. It should be a twice a year pick up of bulk waste and all things that can not go into the general waste and recycling bins, batteries, fluoro light tubes, chemicals, paints etc.
Just early morning reversing truck will no longer be accepted.
Council should recycle a greater range of plastics, including plastic bags, glass, including broken windows, mirrors, etc. metals etc from general waste, and not send these items to land fill.

not that I can think of
leave letters with bins that have not been properly used
ensure rental managers have plenty of waste calendars to give to new tenants as every few months new people are renting same property and often new to area and do not know system
police dumping and put up signage in places popular dumping sites and cameras to catch and visit and talk to residents about their dumping
I'd like the recyclable waste to really be recycled, not go to landfill.
When the garbage truck is obstructed by people who have parked their cars illegally, the driver should be able to l've parking fines, or get Compliance Officers to do that before 7am.
Bring back free kerbside household waste at least 2 times a year as Lake Macquarie still have.
Ticked wrong box on last question. Am satisfied overall. Support businesses that can repurpose waste products.
Please communicate to all age groups via most effective channels
Recycling useful building products for renovators
Need more public rubbish bins instead of having to go on a mission to find one everytime you access a park in the Newcastle area.
I think NCC is doing a good job but I think it has a role to play in changing the ridiculously wasteful culture we have come to consider as normal. We are totally disconnected from the consequences of our actions. How can we all play a part to create closed loop economies. Encouraging different types of consumer patterns that consider less or no packaging, longer warranties, buying 2nd hand etc.
Could council be involved with a share shop or a facility that fixes things instead of allowing potentially useful objects to end up in landfill.
Could council be pointing people to these kinds of outlets and servcives as part of your waste service? Eg- second hand shops/ sites, rental/share shops, mending and fixing shops, ways to look for longer warranties etc.
How can council help people to understand that by throwing things into a bin doesn't mean that the problem goes away- it has just moved out of sight and out of mind.
Have helpful and friendly staff who answer phones at depo.
Phones aren't answered at council and then you have to email but Emails don't work as no one ever gets back to you.
Make it easy for people who don't drive, have a car or ute to get to summer hill or other drop off places.
Have more than 2 waste pick ups a year
Keep NEWCASTLE progressing towards being a true green city. We need to keep doing more and enable others to do more!
Remember that many of Newcastle's citizens are elderly and may not be au fait with much electronic communication, and cater for them.
Nil
I have noticed a number of the nearby Public Housing residents have been placing their excess (large waste) on their footpath. It sat there for weeks! Additionally, in the Units opposite there is a vehicle (ie boats) filled with rubbish. Who would I go through to get that moved?
Take responsibility when you damage someone's property.



For enquiries please call **4974 2000**

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