



City of **HOBART**

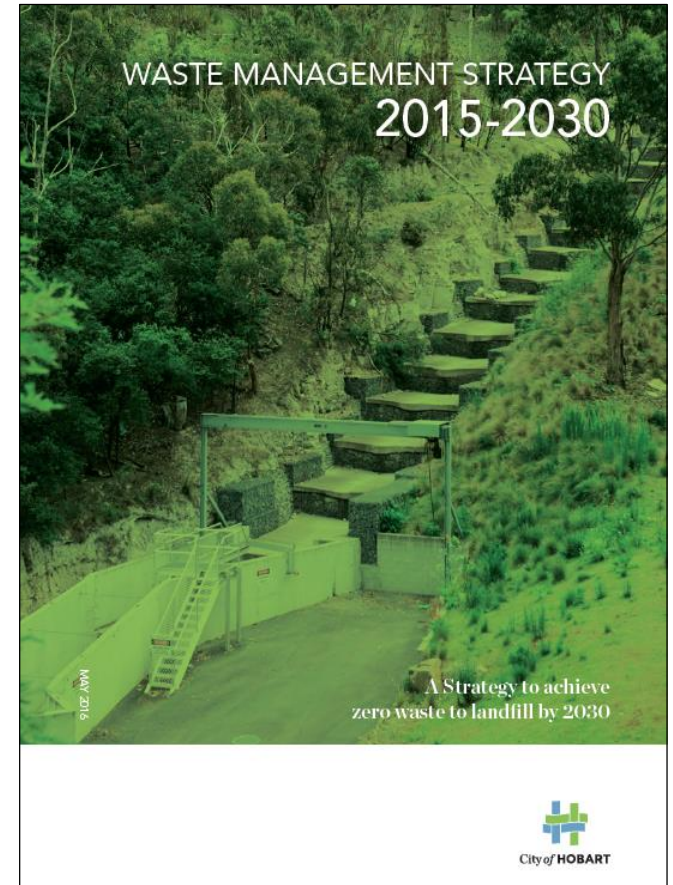
McRobies Waste Management Centre Annual Performance Report - April 2018



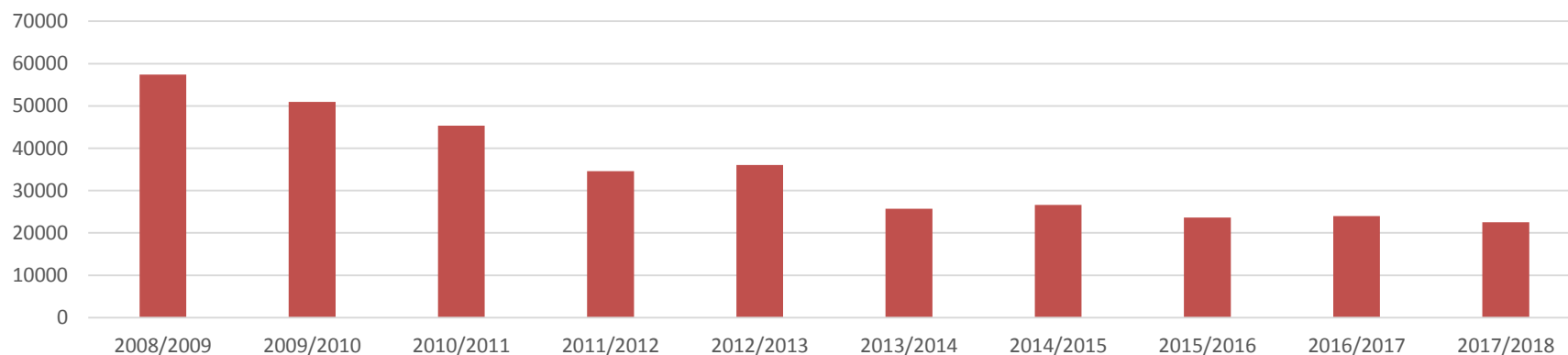
The City will close the landfill in 2030

Waste Management Strategy 2015-2030 has been developed, with a goal of zero waste to landfill by the time the landfill closes

Development of a **Good Neighbour Agreement** to maintain an open relationship with the community & share information through good communication

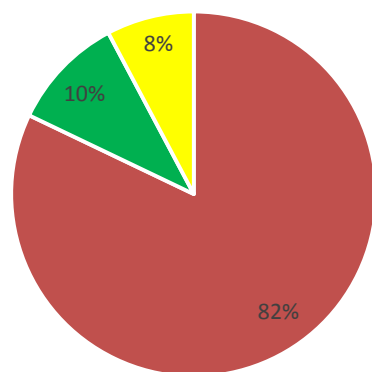


Waste Landfilled (tonnes per year)



2008/09

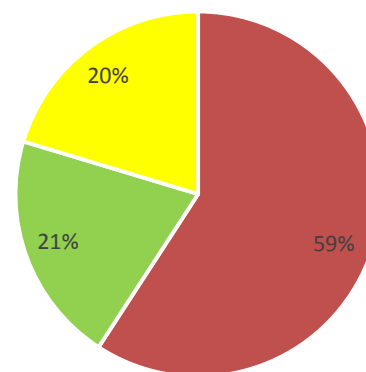
57,000t landfilled
7,000t composted
5,400t recycled



■ Landfilled ■ Composted ■ Recycled

2016/17

24,000t landfilled
8,300t composted
8,200t recycled



■ Landfilled ■ Composted ■ Recycled

Final landfill permit with a height limit of maximum 200m above sea level

Provides airspace for filling until 2030 at 2015-16 volumes

Highly likely the landfill won't be full by 2030

Waste Management Strategy 2015-2030 developed, with a goal of zero waste to landfill by the time the landfill closes

Development of a **Good Neighbour Agreement** to maintain an open relationship with the community & share information



Development of the Good Neighbour Agreement involved appointing a core **working group**, representing the Community & the City

- South Hobart Progress Association (Pru Bonham)
- South Hobart Sustainable Community (Ben Clarke)
- Cascades Female Factory (Greta McDonald)
- South Hobart Community representative (Anna Reynolds, Maria Clippendale)
- City of Hobart Staff

The working group worked collaboratively to develop the agreement, with the key focus areas of action being

- Environmental Management & Pollution Prevention
- Traffic & Noise Management
- Community, Complaints & Access to Information

A range of commitments are detailed in the agreement, and a **Performance Report Card** has been agreed on & will be made publicly available through the City's website

15 Performance Indicators



Total vehicles over the site weighbridge includes

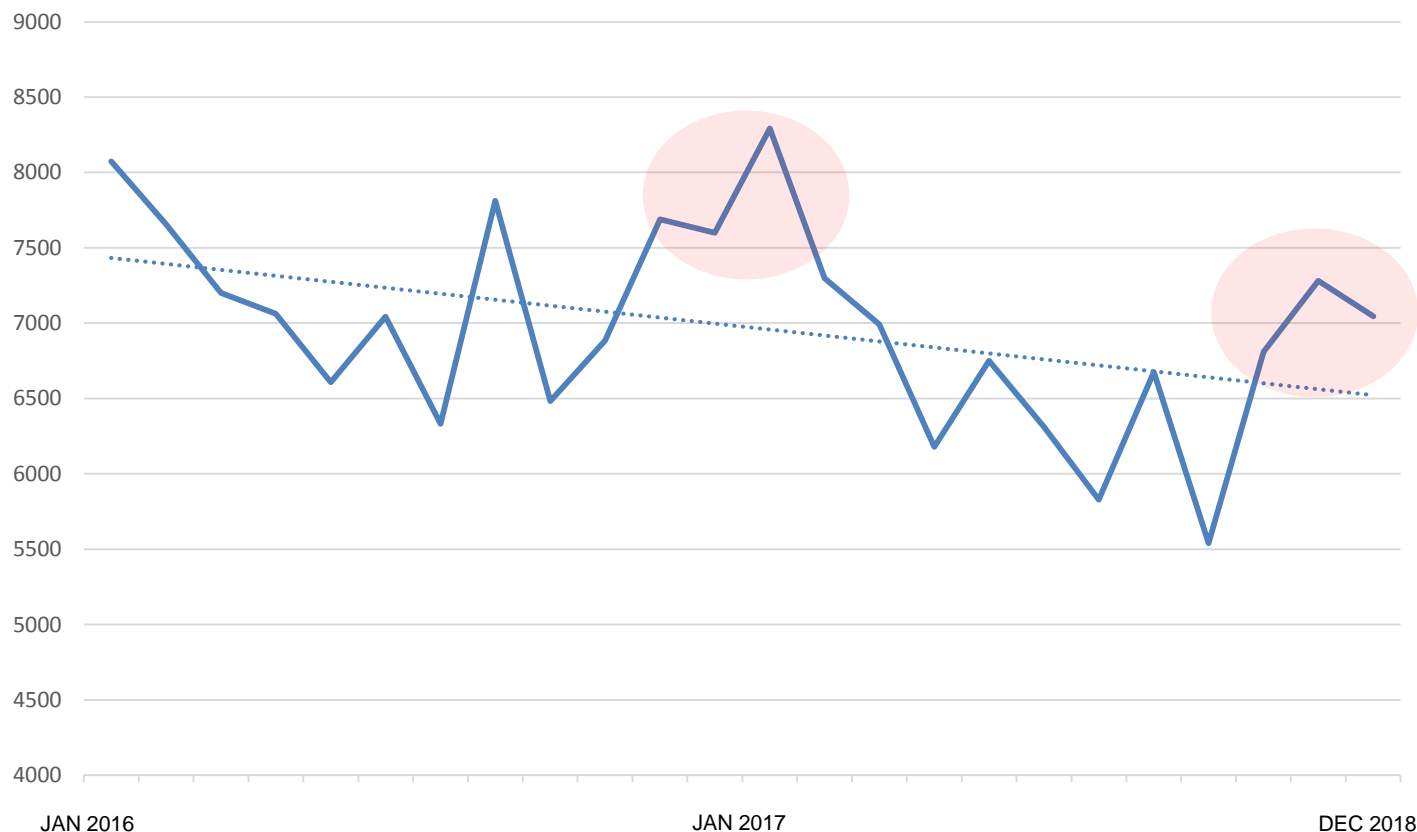
- Council vehicles
- Residential
- Commercial operators
- Salvaging (Tip Shop)
- Products Ex-site (compost, steel, paint etc)
- Visitors

Reduction;
Commercial customers – increased options, pricing strategy

Kerbside Waste – deliveries to Derwent Park (Fridays)

Increase
More recycling programs taking materials from site

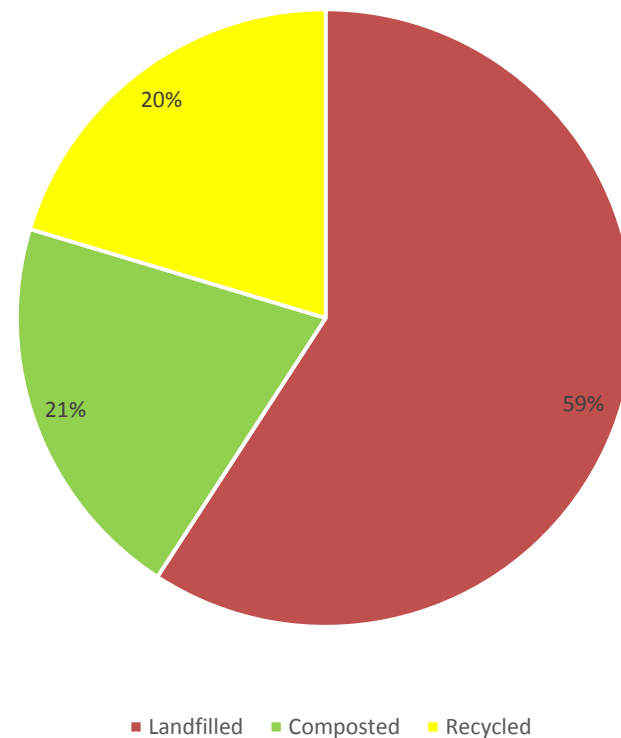
Number of vehicles over weighbridge






waste diversion rate of 41% for 2016/17

- Introduction of a kerbside green waste collection service
- Waste Education Officer
- Public bin upgrade program (170 bins so far)
- Improved recycling arrangements and economics for items such as tyres, concrete, steel, paint, flouro tubes, ewaste
- Recycling bank for tricky items in Council Centre
- Provision of home composting education workshops
- Submissions to State Govt - Container Deposit Schemes, Waste Levy, Tasmanian Waste Strategy.
- Waste reduction grants program
- On track to reach interim target of 50% diversion from landfill by 2020

2016/17



WATER QUALITY & ENVIRONMENTAL TESTING

-  Groundwater monitoring points
-  Surface water monitoring points
-  Surface water catchment area

ALL water monitoring is scheduled, & undertaken every 3 months

A requirement of our permit to operate the landfill, regulated by the EPA

Samples taken from above & below the outfall to the Hobart Rivulet.

Indicate any impact from site, but also the surrounding catchment area



INCIDENTS & COMPLAINTS

Historically, water from the site to the Hobart Rivulet has been the main source of environmental incidents.

The rehabilitation program & installation of surface water drains has dramatically reduced the instances of overflows from the site – diverting water around & over the site to the Hobart Rivulet.

The site receives very few formal complaints. Main source is odour from composting operations



CUSTOMER SERVICE

The waste section of the City's website has been upgraded, including several on-line forms for customer requests.

City has a Customer Service Charter – respond within 5 days

PI's	Amenity complaints (odour, dust, noise)	Target of 0
	Number of pollution incidents	Target of 0
	Street Cleaning program – daily cleaning	100% compliance
	Response to formal complaints	100% of responses within 5 days
	Response to urgent (emergency) concerns	100% in less than 1 day

ACCESS TO INFORMATION & COMMUNITY ENGAGEMENT

Community engagement activities

- Home Composting Workshops
- De-cluttering workshops
- Mending workshops

27 waste related facebook posts since June 2017

South Hobart Community members advised us of an odour from the site



PI's

% environmental test results published on line

Updates on events/services on website & social media

Number of community engagement activities undertaken

Communications from South Hobart Community received

100% within 30 days of results received

As needed

As needed

As needed

Rehabilitation of the site –
now caught up on all historic
capping.

Significant reduction in water
diversion around site

Fenced & sealed the walkway
from entry to the Tip Shop

Won 2017 Tasmanian
Community Achievement
Awards EPA Sustainability
Award for its Waste
Management Strategy 2015-
2030.

Continuing to implement the
Waste Strategy



Upgrade the entrance to the Centre

Increased recycling facilities – cardboard, soft plastics, hard plastics, textiles, plaster.

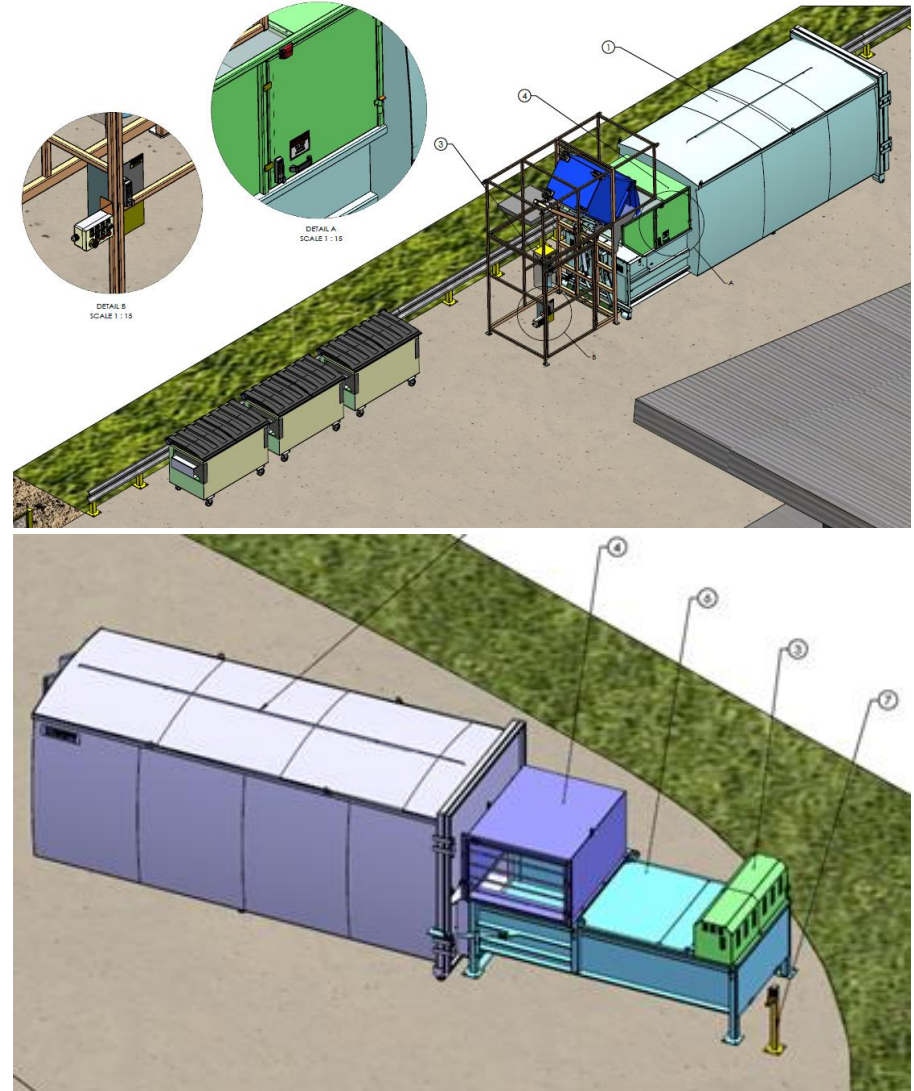
Requirements for developers to submit waste management plans under DA process

Plastic take-away packaging ban by 2020

Waste Minimisation plans for City areas such as Cleary's Gates works depot & the Hobart Aquatic Centre

Food waste collection and treatment

No major capital works at the site 2018/19



PERFORMANCE REPORT CARD

Area	Performance Measure	Annual Target	Result YTD	Comments
Traffic & Congestion	Amenity complaints (Congestion)	0	2	Complaints during free entry weekend. More staff employed to manage extra customers.
	% increase/decrease in number of Council waste vehicle movements over the weighbridge	0% increase	6% decrease	Deliveries to Derwent Park
Water quality and other environmental test results	Quarterly monitoring undertaken	100% compliance with schedule.	Y	Scheduled monitoring undertaken (March, June, September & December)
	Monitoring assessed against relevant/appropriate water quality guidelines	95% compliant with relevant guidelines	Y	Consultant review indicates 95% compliance
Impacts from of the operation of the site	Amenity complaints (Odour/Dust/Noise etc)	0	1	Odour complaint from organics area
	Number of pollution incidents (notifiable to the EPA)	0	0	No incidents
	Street cleaning program compliance with schedule (No. of days swept)	100% compliance	Daily	Roads inspected & cleaned daily
Customer Service	Response to formally issued concerns/complaints	100% in less than 5 days	Y	1 formal complaint investigated & responded to within 5 days
	Response to urgent (emergency) concerns	100% in less than 1 day	Y	Closure of site due to risk concerns (high wind) as required
Access to Information & Community Engagement	% of environmental test results published online	100% within 30 days of results received	N	Not yet achieved
	Frequency of updates on events, services, and information to Council's website and social media	As needed	Y	Information provided on facebook, website, and the Mercury as required - 27 facebook posts
	Number of community engagement activities undertaken	As needed	N/A	None required
	Communications from South Hobart Community received	As needed	1	Odour complaint – compost area
Reduced pressure on landfill	Waste Diversion Rate	40%	41%	2016/17 rate achieved – 41%
Waste Management Strategy Progress	Actions implemented	As required	Y	31 Actions progresses to date