



# Expression of Interest

April 2024

## Reuse Shop - Lease, Manage and Operate

Location: Busselton Waste Transfer & Recycling Centre  
39 Rendezvous Rd, Vasse

Submission Deadline: 29 May 2024

## Contents

Contents .....	2
1. Introduction .....	3
2. Site Information .....	4
3. Purpose .....	6
4. Context .....	6
5. Proposed Lease Arrangements .....	7
6. Evaluation Process and Timeline.....	7
7. Submission Requirements .....	8
8. <b>Proponent’s Expression of Interest Assessment</b> Criteria .....	9
9. Negotiating with Preferred Proponent .....	10
Annexure A: Proponent Details.....	11
Annexure B: General Conditions for Expression of Interest .....	13

## 1. Introduction

The City of Busselton (**the City**) is seeking Expressions of Interest (**Eoi**) from experienced not-for-profit organisations (**the Proponent**) to lease, manage and operate a new Reuse Shop to be located at the City-owned and operated Busselton Waste Transfer & Recycling Centre (**BWTRC**) at 39 Rendezvous Rd, Vasse.

The Reuse Shop will be a facility where reusable items and materials disposed of at the City's waste facilities are intercepted to be re-sold to the public, with the revenue generated from any sales being retained by the Proponent. There is also an intention for the Proponent to manage a social enterprise model by providing employment opportunities for supported workers.

Submissions that highlight how their organisation will work cohesively with the BWTRC site operations and the City's broader Waste Management Services, to create synergies, will be highly regarded.

Please note this is an Eoi ONLY, with the intent to gauge genuine interest and suitability of organisations to lease, manage and operate the Reuse Shop. Submissions will be evaluated and subsequently short-listed to determine the most fit-for-purpose provider. It is anticipated some proponents may be contacted by the City's representatives to seek clarity on their respective submissions.

The Proponent is to operate the Reuse Shop facility in accordance with any relevant Rule or Regulation pertaining to the BWTRC, with the likely tenure on terms and conditions highlighted in Part 5 - Proposed Lease Arrangements. The City is open to suggestions around the tenure of the facility. Nothing in this process creates an obligation on the City to offer or enter into any particular kind of agreement. Furthermore, the City reserves the right to discontinue the Eoi process at any time.

### **About the City of Busselton**

Located 230kms south of Perth, the City is part of the South-West region of Western Australia. Encompassing a total area of 1,455km<sup>2</sup>, including the coastal shores of Geographe Bay, the region is well known for its abundance of natural beauty.

The City has a current population of approximately 41,000, residing in around 21,000 properties throughout the district. It is home to 43 suburbs and the 5 town centres of Busselton, Vasse, Dunsborough, Yallingup, and Eagle Bay.

The City is a fast-growing municipality with expanding social and economic opportunities. Its main economic drivers include tourism, hospitality, construction, agriculture and manufacturing, wine and viticulture, creative industries, retail, and commerce.

The City is also a major service centre for neighbouring towns and is home to the largest FIFO workforce outside metropolitan Perth. In addition to FIFO flights Busselton Margaret River Airport has passenger services to Melbourne and Sydney.

The City's recent strong population growth of nearly 4% per annum is expected to continue, forecasting to reach approximately 50,000 people by 2026.

## 2. Site Information

The BWTRC is located at Lot 500 (No. 39) Rendezvous Road, Vasse. The site is owned by the City and prior to 2003, was the municipality's former waste disposal facility.

After undergoing a significant redevelopment in 2016, the facility currently functions as the district's primary Waste Transfer Station and Recycling Centre, whereby resources such as metals, used motor oil, tyres, paint, white goods and green waste are recovered. Presently, it operates under the Department of Water and Environmental Regulation (DWER) issued operating licence L7120/1997/12.

The site is also a transfer facility for Municipal Solid Waste (MSW) that is transported to the City's putrescible landfill, the Dunsborough Waste Facility, at 48 Western Cape Drive, Naturaliste WA 6280.

Current public trading hours of both waste facilities are 7.30am to 4pm, 7 days a week (except Christmas Day, New Year's Day and Good Friday).

The BWTRC services over 40,000 domestic and commercial customers per year.



Figure 1: Busselton Waste Transfer & Recycling Centre (BWTRC), Lot 500, 39 Rendezvous Rd Vasse.



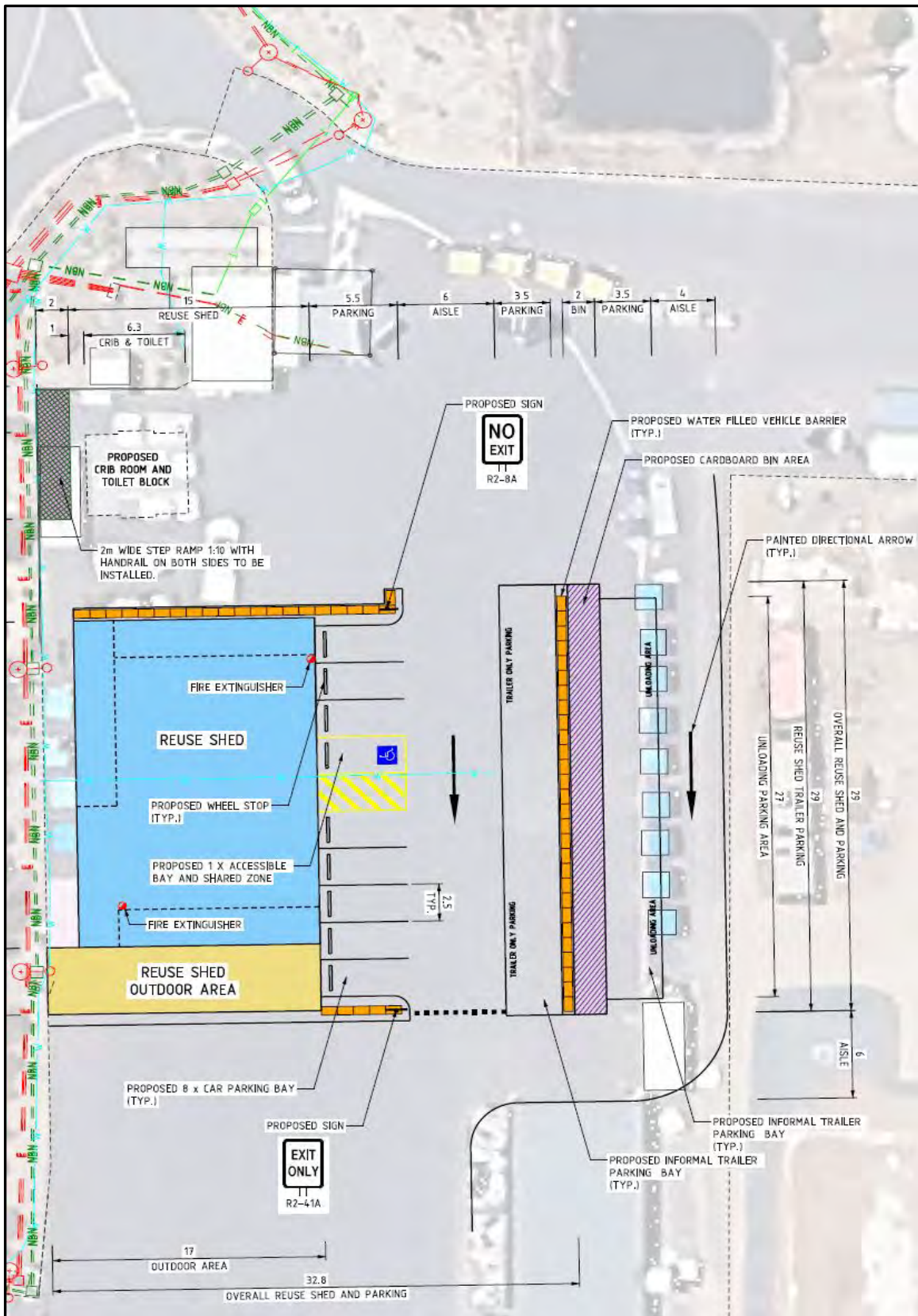


Figure 2: Proposed Reuse Shop location and layout, south of facility gatehouse at BTWRC.

### 3. Purpose

The City is seeking a 'best practice' model Proponent to be responsible for leasing, managing and operating the City's newly established Reuse Shop, in a manner that:

- provides a high-quality customer service experience that creates a unique and engaging retail destination for customers across the greater Busselton region, yet maximises the diversion of waste from landfill;
- engages and supports the community in transitioning to a circular economy;
- undertakes innovative upcycling, repair and reuse solutions that seek to maximise the economic and social value of the resources being recovered; and
- provides an employment model to deliver social outcomes.

### 4. Context

There has long been a recognised interest from the local community for a Reuse Shop within the district. Historically, the City has operated a very rudimentary Reuse 'Shop' internally, with mixed success. It is intended that City staff will support the role of the Reuse Shop, however there is to be clear separation of the facility management and operation. Furthermore, the City would be interested in any value-add services that the Proponent can provide that would support existing or new waste management practices.

With the aim to increase material recovery in line with the WA state government's *Waste Avoidance and Resource Recovery Strategy 2030 (Attachment 1)*, the City will continue to implement actions and innovation across BWTRC operations where possible, to maximise the recovery of resources and co-mingled recycling.

The City has taken guidance from the *WA Local Government Association's Better Practice Guidelines (June 2016) (Attachment 2)*.

The entire Reuse Shop footprint is approximately 865 m<sup>2</sup> with a shop floor space of 400m<sup>2</sup>. It is intended that the Reuse Shop infrastructure will be in place by 30 June 2024. The Reuse Shop Proponent will be responsible for the supply, install and maintenance of all shop related internal fittings, including shelving, racks, and storage-related equipment, subject to City approval. It is the City's view to have the facility fully operational by 1 November 2024.

Submissions that complement the BWTRC operating hours, will be highly regarded. There is an opportunity for interested parties to visit the proposed site by appointment.

#### Facilities

The Reuse Shop will include the following infrastructure/facilities.

- three x 40-foot (12.2m) high cube sea containers, each with 2 x lockable, side-opening, manual roller doors;
- internal LED strip lighting in each sea container;
- hard-wired electrical fittings, including 3 x double GPOs;
- polyethylene fabric dome shelter (17mW x 12mL x 7.6mH);
- outside yard (approx. 4.5m x 17m);
- power, potable water connection (external), RCD, smoke alarm;
- access to a shared lunch room and universal access toilets with City staff; and
- parking (for staff and customers)

(Structure drawings **Attachment 3**)

## 5. Proposed Lease Arrangements

The City may choose to enter into a lease with the Proponent, subject to commercial negotiations and final approval by the City. Examples of the lease terms may include but are not limited to;

	Details
<b>Term</b>	Negotiable with 5 year first term available
<b>Subletting</b>	Not permitted
<b>Assignment</b>	Potentially, subject to Landlord approval
<b>Rent</b>	Nominal amount
<b>Outgoings</b>	The Lessee will be required to pay for: <ul style="list-style-type: none"> <li>• Water consumption (above a nominal value)</li> <li>• Electricity (above a nominal value)</li> <li>• Communications/internet</li> </ul>
<b>Insurance</b>	Building infrastructure – City to insure, lessee to reimburse cost of premium. Lessee to provide: <ul style="list-style-type: none"> <li>• Contents Insurance</li> <li>• Volunteer Insurance</li> <li>• Workers Compensation Allowance</li> <li>• Public liability – (min \$20m per event)</li> </ul>
<b>Maintenance</b>	Lessee to provide for: <ul style="list-style-type: none"> <li>• Maintenance (structural and non-structural)</li> <li>• Painting internal and external (subject to City approval)</li> <li>• Pest control</li> </ul>
<b>Additional Signage</b>	Lessee may install subject to City approval
<b>Security</b>	Integrated with BWTRC site security

## 6. Evaluation Process and Timeline

Proponents are to provide sufficient information against each of the requirements detailed in Part 9 - Proponents - Expression of Interest Assessment Criteria using the same headings and in the same order as listed, to demonstrate their ability to satisfy all of the assessment criteria.

Submissions will be checked for completeness and compliance and the City may seek further information or clarifications with the submission requirements.

The City may, in its absolute discretion, before, during or after any negotiation with one or more Proponent decide not to proceed with any of the EoI submissions or Proponents.

### **Indicative Timeframe for Selection Process**

Expressions of Interest Advertisement Period:	6 weeks
Opens:	17 April 2024
Deadline:	29 May 2024
Site inspection:	Available upon request
Evaluation / short listing of Proponents:	At the close of the advertising period, all applications will be assessed by a panel of City Officers against the criteria presented within the application process, with a recommendation be made on a preferred proponent.

## **7. Submission Requirements**

The submission should provide sufficient information to enable a panel to assess the proposal against the relevant criteria. EoI submissions require applicants to complete the following:

1. A completed Annexure A – Proponent Details;
2. A written submission addressing each one of the EoI Assessment Criteria (see table in Part 8 below);  
and
3. Any references the proponent may wish to provide.

The total length of submissions addressing the EoI Assessment Criteria is not to exceed 5 double sided A4 pages (10 pages in total).



## 8. Proponent's Expression of Interest Assessment Criteria

<b>Name of organisation(s):</b>		
<b>Agreement and Terms</b>	1.	What duration of tenure could your organisation provide?
	2.	<p>What opening hours are you proposing to ensure the Reuse Shop is operational given the site's current opening hours (7:30am – 4:00pm, seven days a week with exception of Good Friday, Christmas Day, and New Year's Day)?</p> <p>The City is seeking a minimum of 4 days trading per week between the hours of 7:30am – 4:00pm.</p> <p>(The City would be open to suggestions around operating times as the business expands).</p>
<b>Management and operation</b>	3.	Outline your experience, knowledge and ability in successfully managing a Reuse shop or operating ventures similar to this.
	4.	Outline the management structure you are planning to put in place to operate the Reuse shop.
	5.	Outline your organisation's capacity and plan to make the Reuse Shop economically viable, as well as experience and ability to implement a social enterprise business model through providing employment opportunities for supported workers.
	6.	How would operating the Reuse Shop compliment your organisation's activities?
	7.	Tell us what initiatives your organisation would bring or do to support the local economy.
	8.	What services could your organisation provide, or assist in providing, that could complement the City's waste management operations at the BWTRC?

### 8.1. Lodgement of Submissions

Expressions of Interest submissions are to be lodged at the following address:

By hand to:

City of Busselton Administration  
2 Southern Drive  
Busselton, Western Australia 6280

OR

By email to: [city@busselton.wa.gov.au](mailto:city@busselton.wa.gov.au)

OR

By Post to:

City of Busselton  
Locked Bag 1, Busselton, WA 6280

Due to the comparative nature of the EoI process, alternate submissions are not encouraged however may be considered at the absolute discretion of the City where this does not jeopardise the fairness of the process or compliant submissions.

### 8.2. Enquiries

Mark Wong  
Manager Waste & Fleet  
City of Busselton  
Tel: +61 8 9781 0425  
Email: [mark.wong@busselton.wa.gov.au](mailto:mark.wong@busselton.wa.gov.au)

## 9. Negotiating with Preferred Proponent

The City, upon selection of the preferred Proponent from the EoI process will negotiate in good faith with the preferred Proponent with a view to entering into a binding agreement to operate at the approved location for a fixed term. The negotiations will be based on a contract to be entered into with the preferred Proponent which will incorporate the terms outlined in this EoI and the proposal(s) submitted by the preferred Proponent.

If the City and the preferred Proponent are unable to agree to reach a binding agreement, the City may negotiate with another party or elect not to proceed. It will be a requirement of the final form of the contract that the Proponent must operate in accordance with the agreement.

## Annexure A: Proponent Details

Annexure A must be completed by the Proponent.

### Identity of the Proponent

Name of Organisation (s):	
ACN/ABN:	
Business Address:	
Postal Address:	
Certificate of Incorporation	Provide copy
Public Liability Insurance	Provide copy

### Contact Details

Name of Principal Contact Person:	
Position:	
Telephone:	
Email:	
Name of Secondary Contact Person:	
Position:	
Telephone:	
Email:	

**Agreement to Terms and General Conditions**

By lodging the EoI Submission the Proponent agrees to be bound by the City's Terms and General Conditions set out in this document at **Annexure B**.

**Signed for and on behalf of (authorised signatory):**

Signature:	
Name:	
Organisation	
Position:	
Date:	

**Other Parties (add details as required):**

**Signed for and on behalf of:**

Signature:	
Name:	
Organisation:	
Position:	
Date:	

**Signed for and on behalf of:**

Signature:	
Name:	
Organisation:	
Position:	
Date:	



## **Annexure B: General Conditions for Expression of Interest**

### **Acceptance and Rejection of Eol**

The City may in its sole discretion accept any Eol, either wholly or in part, or decide not to accept any Eol (or part of an Eol) at all.

Following the evaluation of the Eol the City may, in its sole discretion, or before, during or after negotiation with one or more Proponent, choose not to enter into any further negotiation or contract relating to the Eol and/or occupancy agreement.

### **Disclosure of Eol Evidence**

The Proponent acknowledges and accepts that the City may be required by law (under the Freedom of Information Act 1992, in terms of a court order or otherwise) to disclose documents and/or other information which form part of, or are in relation to, the Eol and or this Eol process.

The Proponent shall treat the information in this Eol, and all information provided by the City or its nominated agents, in relation thereto as confidential and communicate it only to the people directly involved in the preparation of its Eol.

Information relating to the examination, clarification, evaluation, and comparison of the proposal submitted in response to this Eol is confidential to the City and will not be disclosed to Proponents or any other persons not officially involved in the Eol process.

### **Eol Validity period**

All Eols will remain valid and open for acceptance for a minimum period of ninety (90) days from the Deadline unless extended on mutual agreement between the City and the Proponent in writing.

### **No Contract**

This Eol may result in negotiations for the grant of a lease but is not an offer open for acceptance by Proponents by submitting an Eol.

### **Conditions Binding**

Eols will be deemed to have been made on the basis of and to incorporate all the terms and conditions of this Eol document.

### **Proponents to Inform Themselves**

Proponents will be deemed to have:

- Examined the Eol and any other information available in writing to Proponents for the purpose of submitting an Eol;
- Examined and to be aware of all the risks; contingencies, and other circumstances having an effect on their Eol, which is obtainable by the making of reasonable enquires;
- Acknowledged that the City may enter into negotiations with one or more Proponent and that negotiations are to be carried out in good faith; and
- Satisfied themselves they have a full set of the Eol documents and all relevant attachments of this Eol document.

The City has used reasonable efforts in compiling this Eol. It will not be liable to Proponents for any inaccuracy or omission in this Eol or any additional information which may be provided or withheld.

### **Alterations**

The Proponent must not alter or add to the EoI or any part thereof, unless specifically required by this EoI.

### **Risk Assessment**

The Proponent, by submitting an EoI, irrevocably authorises the City to contact and have access to and give consideration to:

- Any referees nominated by the Proponent;
- Any information provided by the Proponent on behalf of their nominated bank, financial institution, or accountant;

### **Ownership of Documentation**

All documents, materials, articles, and information submitted by the Proponent as part of or in support of an EoI will become the absolute property of the City and will not be returned to the Proponent PROVIDED that the Proponent is entitled to retain any copyright and other intellectual property rights therein, unless otherwise provided by the EoI.

### **Canvassing of Councillors**

If a Proponent, whether personally or by an agent, canvasses any of the City's Councillors with a view to influencing the acceptance of any EoI (regardless of such canvassing having any influence on the acceptance of any EoI), the City may at its absolute discretion omit such Proponent from consideration.

### **Changes To/Withdrawal of EoI**

The City reserves the right to:

- notify the Proponent in writing before the Deadline of any changes to this EoI which may in the discretion of the City be necessitated by any matter of significance;
- extend the Deadline for submissions; or
- cancel, amend, re-issue or withdraw all or part of this EoI and/or process under it at any stage prior to entering into a Contract, without incurring any liability.

### **No Right to Claim**

Except as expressly and specifically permitted in this EoI, no Proponent shall have any claim for compensation of any kind whatsoever, as a result of participating in or responding to this EoI and/or participating or not participating in any further negotiations resulting from this EoI. By submitting an EoI, each Proponent shall be deemed to have agreed that it has no right to claims.



Waste Authority

Attachment 1

# Waste Avoidance and Resource Recovery Strategy 2030

Western Australia's Waste Strategy





Waste Authority  
C/O Department of Water and Environmental Regulation  
Department of Water and Environmental Regulation  
Prime House, 8 Davidson Terrace  
Joondalup Western Australia 6027  
[www.wasteauthority.wa.gov.au](http://www.wasteauthority.wa.gov.au).

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#### **Acknowledgements**

The Waste Authority would like to acknowledge the contribution of Department of Water and Environmental Regulation staff to the development of this document.

#### **Disclaimer**

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This document is available in alternative formats and languages on request to the Waste Authority.

#### **Statutory context**

The Waste Authority is charged with promoting better waste management practices in Western Australia under the *Waste Avoidance and Resources Recovery Act 2007*. One of the Authority's functions under the Act is to draft, for the Minister for Environment's approval, a long term waste strategy for the whole of the State for continuous improvement of waste services, waste avoidance and resource recovery, benchmarked against best practice and targets for waste reduction, resource recovery and the diversion of waste from landfill disposal. This strategy takes a ten year and beyond view and must be reviewed at least every five years. This Strategy was approved by the Minister for Environment and replaces Western Australia's inaugural waste strategy, *Creating the Right Environment*, approved and published in 2012.

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A photograph of a sandy beach with a seagull in the background and a green reusable water bottle in the foreground. The water bottle is partially filled with water and has a grey strap. The seagull is white with a dark blue-grey wing and a white head with a dark patch around its eye. The background is a soft-focus view of the beach and the ocean under a clear sky.

# Contents

Invitation from the Minister	4
Introduction by the Chair	5
Key strategy elements	6
Setting the direction	7
Our starting point	8
Vision	10
Objectives	11
Targets	12
Guiding concepts	13
Our principles	17
Our approach	18
Our roles and responsibilities	20
Opportunities and focus materials	22
Our objectives, targets and strategies	25
<b>Objective 1: Avoid</b> – Western Australians generate less waste	<b>25</b>
<b>Objective 2: Recover</b> – Western Australians recover more value and resources from waste	<b>29</b>
<b>Objective 3: Protect</b> – Western Australians protect the environment by managing waste responsibly	<b>33</b>
<b>Foundation strategies</b> that apply to multiple objectives	<b>37</b>
Next steps	40
Glossary	41
References	42

# Invitation from the Minister



Western Australia is a spectacularly beautiful place with a vibrant and growing population.

It's because of this that we all have a significant opportunity in terms of how we live our lives and the impact we have on our environment.

We can make a significant impact by acting on the waste we generate and how we manage resources from extraction through to manufacturing, use and disposal.

Right now, Western Australia is close to leading the “wrong lists”. National figures from 2014–15 (the latest available as at September 2018) show Western Australia had the highest rate of waste generation *per capita*<sup>1</sup> in the nation, and the equal second lowest rate of resource recovery – 13 percentage points below the national rate.

We have an obligation to our current community and generations to come to generate less waste, extract more from our valuable resources and to better manage the disposal of our waste.

*Waste Avoidance and Resource Recovery Strategy 2030* rises to address that challenge and the opportunities that better choices and better waste management present.

We will have to work hard to meet the ambitious targets set out in this Strategy and deliver against long-standing issues in the waste community. We won't, for example, be able to meet our 2025 recovery targets without all metropolitan local governments adopting a three-bin FOGO system, and I will work with those local governments to achieve this.

I acknowledge that with this comes significant environmental, social, cultural and economic impacts and opportunities associated with improved waste management.

Across Australia, the waste sector contributes more than \$10 billion a year to the economy. At the same time, materials worth hundreds of millions of dollars are lost to landfill each year (ABS, 2014).

High-performing waste and recycling systems which see materials recovered, reused and recycled can and do reduce this impact. The creation of a circular economy has the potential to harness the economic value of these materials that would otherwise be lost, and drive investment in infrastructure and jobs.

Reducing the amount of waste disposed of to landfill can also generate significant economic opportunities for the Western Australian community. It is estimated that for each 10,000 tonnes of waste recycled, 9.2 full-time equivalent jobs are created compared to only 2.8 jobs for landfill (Access Economics, 2009).

With an increasing population and our current waste management performance, maintaining the status quo is not an option.

But there is an upside; we can make waste work for us – and enjoy the environmental, social, cultural and economic benefits improved waste management can deliver.

Waste is everyone's business – individuals, households, neighbourhoods, community groups, schools, small and big businesses, local governments, waste managers, the State Government and the media.

There's a big challenge ahead of us all and this strategy is about finding a united way forward.

The McGowan Government will continue to show leadership in the waste arena for the benefit of all Western Australians now and into the future.

As WA's Environment Minister, I encourage everyone to act on waste and own your impact – whether it's in your role as a consumer, producer, waste manager or regulator.

We've made good progress in recent years and there's great momentum building.

Let's harness that commitment and energy in the years ahead and work towards a cleaner future for all Western Australians.

**Hon Stephen Dawson MLC**  
Minister for Environment

<sup>1</sup> Dr Joe Pickin and Paul Randell, *Australian National Waste Report 2016*, Department of the Environment and Energy, Energy and Blue Environment Pty Ltd. Figures exclude fly-ash (a by-product of coal-fired power stations)

# Introduction by the Chair



**Western Australians are consciously reusing, reprocessing, recycling and avoiding waste at an increasing rate. We are generating less waste and recycling more. However, to protect our unique environment from the impacts of waste and litter, and to maximise the benefits of good waste management, more work needs to be done.**

Building on and updating the first *Western Australian Waste Strategy: Creating the Right Environment* published in 2012, this strategy introduces significant transformations aimed at Western Australia (WA) becoming a circular economy, with a greater focus on avoidance as well as moving to targets for material recovery and environmental protection in addition to landfill diversion.

A circular economy means transitioning from the current take-make-use and dispose system to a material efficiency approach which aims to keep products, components and materials at their highest utility and value for as long as possible.

In 2014-15, WA's recycling rate was 48 per cent, which is lower than other mainland states.

Waste collection and processing arrangements vary considerably across WA. Long-term planning for waste processing and recycling facilities and local recovery options would benefit resource recovery and promote the most efficient use of resources assisted by economic incentives, modern regulations, compliance and enforcement.

Community engagement, acceptance and awareness is as important as the provision of physical infrastructure and collection systems. Consistency of messaging across homes, workplaces and public areas is a key *fundamental* that needs to be tailored to local recovery infrastructure and systems.

The waste management sector is in a transitional phase and will require clear direction and guidance going forward that may include more directive approaches over voluntary ones. This could be aligned with careful reinvestment of waste levy funds into programs and alternative delivery methods to support implementation of our waste strategy.

There needs to be commitment by all stakeholders of adopting best practice management and engagement and ensuring transition and waste plans are implemented in a timely manner.

The approach taken in this strategy is founded on working collaboratively across all levels of government, industry, the social enterprise sector and the community, supported by government leading by example in areas such as sustainable procurement, minimum levels of recycled content and underpinned by targets and action plans.

The focus of this strategy, including priorities and targets, is on solid waste. However, the principles and approaches in this strategy apply to waste management across WA, regardless of the type, form or source of waste.

Minimising waste and protecting our environment is important to all West Australians and with this renewed focus I am confident we will move towards a more sustainable, low-waste, circular economy.

I look forward to sharing this journey with you.

**Marcus Geisler**  
Waste Authority Chairman

# Key strategy elements

<b>VISION</b>	<i>Western Australia will become a sustainable, low-waste, circular economy in which human health and the environment are protected from the impacts of waste.</i>			<p><b>Supporting documents</b></p> <p>Other documents which align with or support this strategy <i>Waste Avoidance and Resource Recovery Strategy 2030</i> include the:</p> <ol style="list-style-type: none"> <li>1. <i>Waste Avoidance and Resource Recovery Strategy 2030 Action Plan</i></li> <li>2. Waste Authority position and guidance statements</li> <li>3. State Waste Infrastructure Plan</li> <li>4. Annual Business Plan</li> <li>5. Waste Data Strategy</li> </ol>
<b>OBJECTIVES</b>	<p><b>Avoid</b> <i>Western Australians generate less waste.</i></p>	<p><b>Recover</b> <i>Western Australians recover more value and resources from waste.</i></p>	<p><b>Protect</b> <i>Western Australians protect the environment by managing waste responsibly.</i></p>	
<b>TARGETS</b>	<ul style="list-style-type: none"> <li>2025 – 10% reduction in waste generation per capita</li> <li>2030 – 20% reduction in waste generation per capita</li> </ul>	<ul style="list-style-type: none"> <li>2025 – Increase material recovery to 70%</li> <li>2030 – Increase material recovery to 75%</li> <li><b>From 2020</b> – Recover energy only from residual waste</li> </ul>	<ul style="list-style-type: none"> <li>2030 – No more than 15% of waste generated in Perth and Peel regions is landfilled.</li> <li>2030 – All waste is managed and/or disposed to better practice facilities</li> </ul>	
<b>HEADLINE STRATEGIES</b>	<ol style="list-style-type: none"> <li>1. Develop state-wide communications to support consistent messaging on waste avoidance, resource recovery and appropriate waste disposal behaviours.</li> <li>2. A consistent three bin kerbside collection system, which includes separation of food organics and garden organics from other waste categories, to be provided by all local governments in the Perth and Peel region by 2025 and supported by State Government through the application of financial mechanisms.</li> <li>3. Implement sustainable government procurement practices that encourage greater use of recycled products and support local market development.</li> <li>4. Implement local government waste plans, which align local government waste planning processes with the <i>Waste Avoidance and Resource Recovery Strategy 2030</i>.</li> <li>5. Review and update data collection and reporting systems to allow waste generation, recovery and disposal performance to be assessed in a timely manner.</li> <li>6. Undertake a strategic review of Western Australia’s waste infrastructure (including landfills) by 2020 to guide future infrastructure development.</li> <li>7. Review the scope and application of the waste levy to ensure it meets the objectives of <i>Waste Avoidance and Resource Recovery Strategy 2030</i> and establish a schedule of future waste levy rates with the initial schedule providing a minimum five year horizon.</li> <li>8. Provide funding to promote the recovery of more value and resources from waste with an emphasis on focus materials.</li> </ol>			



# Setting the direction

## Waste is Australia's most rapidly increasing environmental and economic metric, according to the Australian Bureau of Statistics<sup>2</sup>.

Western Australian's per capita waste generation rates are higher compared to other jurisdictions, while our recovery rates are lower. This poor performance partly reflects some of the unique characteristics of WA such as our geographical size, isolation from markets, vast regional and remote areas, and a heavy reliance on mineral and resource industries. Despite this, there are significant opportunities to improve our waste and recycling practices and performance.

The Australian waste sector contributes over \$10 billion a year to the economy. Materials worth hundreds of millions of dollars are lost to landfill each year (ABS, 2014). High performing waste and recycling systems in which materials are recovered, reused and recycled can reduce this impact. The creation of a circular economy has the potential to harness the economic value of materials and drive investment in infrastructure and jobs.

Reducing the amount of waste disposed of to landfill can generate significant economic opportunities for the WA community. It is estimated that for each 10,000 tonnes of waste recycled, 9.2 full time equivalent jobs are created compared to only 2.8 jobs for landfill (Access Economics, 2009).

Most importantly, waste can have a significant impact on the environment and public health through greenhouse gas emissions, pollution, biodiversity loss and resource depletion (Environmental Protection Authority, 2015). Reducing the volume of waste generated is the best way to manage those risks. It is also critical that where waste cannot be recovered it is safely disposed.

The *Waste Avoidance and Resource Recovery Act 2007* requires the development of a long-term waste strategy for the state to drive continuous improvement in waste services, waste avoidance and resource recovery; and set targets for waste reduction, resource recovery and the diversion of waste from landfill.

This new waste strategy sets a direction to guide such decisions and builds on the state's previous *Western Australian Waste Strategy: Creating the Right Environment*. It has been developed in



consultation with the WA community, industry and government and builds on the *Western Australian Waste Avoidance and Resource Recovery Strategy consultation paper*. Stakeholder feedback confirmed an overall desire for WA to do more and improve its waste management performance relative to other Australian jurisdictions.

Given this need, this waste strategy has been developed to set the direction for all Western Australians and guide their decisions with regards to waste. To do this, the waste strategy includes a vision for Western Australians to strive for, which is supported by principles, objectives,

targets, priorities and strategies to provide stakeholders with clear guidance on how to align their decision making with the intent of the waste strategy's vision.

The waste strategy will also be supported by an action plan that will outline specific actions to be implemented to achieve the objectives of the strategy. The action plan will be prepared by the Waste Authority in consultation with relevant State Government agencies, for consideration by the Minister for Environment. The waste strategy will be reviewed in five years, while the action plan will be reviewed on a more regular basis.

<sup>2</sup> Pickin and Randell, 2017.

# Our starting point

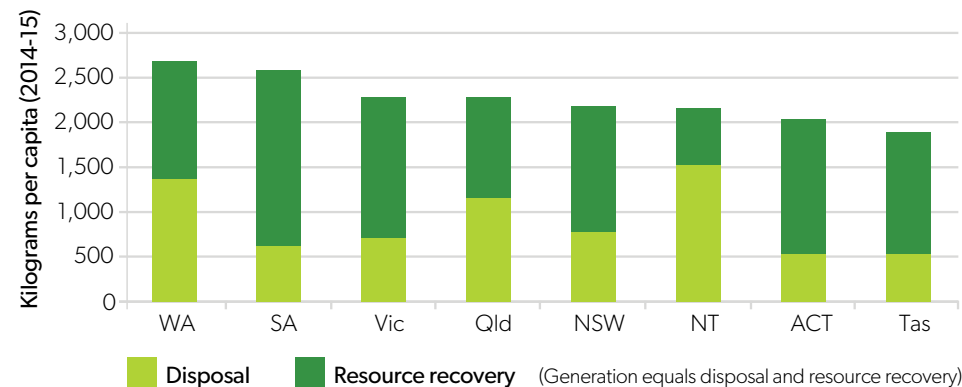
This strategy builds on Western Australia’s previous waste strategy *Creating the Right Environment*, which was introduced in 2012 and achieved significant improvements in recycling, reducing waste generation, diverting construction and demolition waste, and better managing commercial and industrial waste.

The achievements were encouraging, but not enough.

In 2014-15 Western Australians:

- generated more waste than people in other Australian states and territories (2,623 kilograms per capita per annum, all waste excluding fly ash);
- disposed of the second highest amount of waste to landfill (1,358 kilograms per capita per annum, all waste excluding fly ash); and
- had the equal second lowest rate of resource recovery (48 per cent)<sup>3</sup>.

Figure 1: Waste disposal and resource recovery by state (Pickin and Randell, 2017)



Western Australia has some challenging features when it comes to waste management but these cannot be an excuse. Our state is vast and located a considerable distance from waste end-markets, which can impact investment in waste and recycling infrastructure and overall recycling rates. This vastness also means it can be difficult to prevent environmental impacts from waste, through activities such as illegal dumping.

However, we have encouraging waste management results and momentum on which to build. In the nine years to 2014–15, total waste generation in Western Australia increased by about 20 per cent – or an average of 2.1 per cent per year<sup>3</sup>. However, our population also increased over that time and, on a per capita basis, waste generation actually decreased marginally by 0.3 per cent per year.

In terms of waste recovery over the same period, the state’s overall picture also improved – waste to landfill declined and resource recovery rose. In particular:

- resource recovery rate increased from 34 per cent to 48 per cent;
- recycling tonnages rose an average of 6.8 per cent;
- the amount of waste disposed of declined by 6 per cent, by tonnage, or an average fall of 0.7 per cent per year; and
- waste disposal in WA dropped by 24 per cent on a per capita basis, or 3 per cent per year on average, which was the nation’s largest fall in waste disposal per capita over the period<sup>4</sup>.

<sup>3</sup> Pickin and Randell, 2017

<sup>4</sup> ASK Waste Management, 2017



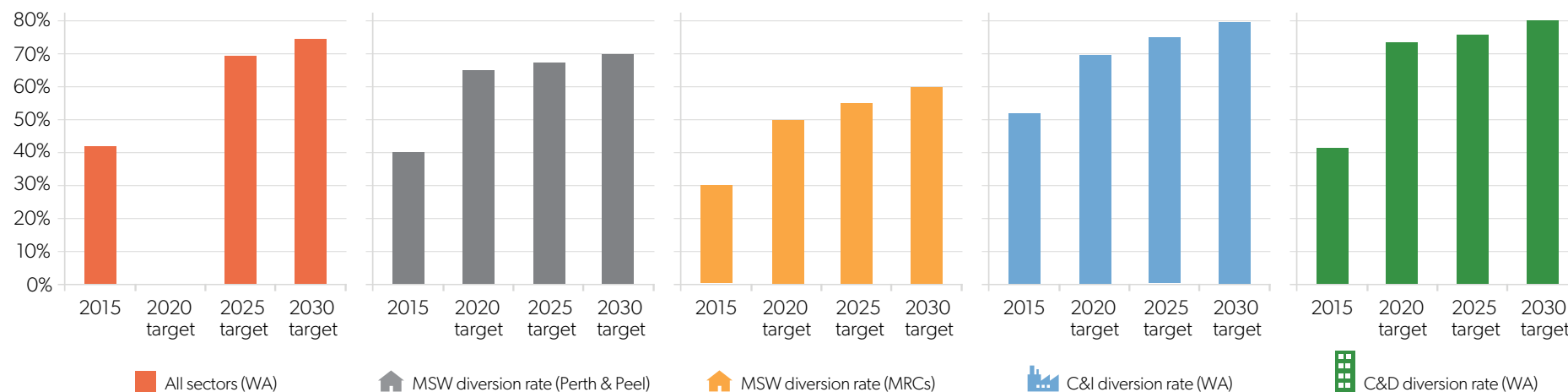
**Table 1: Changes in waste generation and landfill in Western Australia, 2010–11 and 2014–15 (Hyder, 2013 & ASK Waste Management, 2017)**

	2010–11	2014–15	Percentage change
Generation – total	6.53 million tonnes	6.23 million tonnes	↓ 5%
Generation – per capita	2,764 kilograms	2,437 kilograms	↓ 12%
Waste to landfill	4.49 million tonnes	3.61 million tonnes	↓ 20%
Resource recovery	2.04 million tonnes	2.62 million tonnes	↑ 28%

The 2017 *Recycling Activity Review* commissioned by the Waste Authority reported generally encouraging trends in waste management in Western Australia between 2010–11 and 2014–15. Note: National and State data differ due to hazardous waste being included in national data sets and some overlap in data collection and attribution.

The journey to becoming a circular economy will not be easy and, as shown in Figure 2, there is a substantial gap between our current performance and the performance required to achieve our waste generation and material recovery targets.

**Figure 2: Material recovery performance in 2015–16 and waste strategy targets for 2020, 2025 and 2030 (ASK Waste Management 2017)**





## Vision

**Western Australia will become a sustainable, low-waste, circular economy in which human health and the environment are protected from the impacts of waste.**

As Western Australians, we live in a unique environment and we recognise its value and importance. We share a desire to be environmentally sustainable.

To be sustainable means to be a low-waste society. Waste avoidance is a priority, which means we strive to avoid the unnecessary generation of waste.

This waste strategy recognises that some level of waste generation is unavoidable and so encourages a circular economy approach, where any waste that is generated is valued as a resource that can be reused or recycled for the benefit of the Western Australian economy.

A sustainable, circular economy also means we manage waste to protect the environment. Such management needs to occur through the entire life cycle – from design and manufacture, through to use and then disposal options consistent with the waste hierarchy.

*Waste Avoidance and Resource Recovery Strategy 2030* recognises that individuals, governments and industry all generate waste and can play an important role in avoiding waste, recycling and disposing of waste correctly to protect the environment. The waste industry has an important role to play in terms of maximising the recovery of resources and then managing the disposal of residual waste, or waste that cannot be practically recovered.



# Objectives

This strategy includes three objectives to guide the Western Australian community and enable the development of a sustainable, low-waste and circular economy.

These objectives frame the priorities and strategies that will contribute to delivering on the vision:

## Objective 1

### Avoid

*Western Australians generate less waste.*

## Objective 2

### Recover

*Western Australians recover more value and resources from waste.*

## Objective 3

### Protect

*Western Australians protect the environment by managing waste responsibly.*



# Targets

## *Waste Avoidance and Resource Recovery Strategy 2030 provides a long-term strategy for the State for continuous improvement of waste management benchmarked against best practice.*

It includes targets for waste avoidance, resource recovery and environmental protection, including the diversion of waste disposed to landfill.

Under each objective, high-level targets have been set for the state that are Specific, Measurable, Achievable, Relevant and Time-bound (SMART).

Targets have been set with reference to performance in other jurisdictions and knowledge about local performance and barriers.

These targets will support our move towards becoming a sustainable, low-waste and circular economy and allow progress to be monitored.

Establishing baseline data is an ongoing challenge in waste management and ensuring data is provided by key sources is an important focus of this strategy.

Improved data collection and analysis will better enable the measurement and evaluation of waste management programs and initiatives. In turn, we will

be able to ensure funding and other resources are directed where they are most needed and can be most effective.

For the purpose of this strategy, targets have been set using 2014–15 national data. This data was the latest available during the consultation and development of the strategy. More recent waste data, which became available in the *National Waste Report* in November 2018, is less accurate than the 2014–15 data, due most significantly to waste stockpiling.

Data improvement to address accuracy issues is a headline strategy in this waste strategy, and will be addressed as a priority.

### *Overall objectives and state targets*

Avoid	Recover	Protect
<i>Western Australians generate less waste.</i>	<i>Western Australians recover more value and resources from waste.</i>	<i>Western Australians protect the environment by managing waste responsibly.</i>
<ul style="list-style-type: none"> <li>🎯 2025 – 10% reduction in waste generation per capita</li> <li>🎯 2030 – 20% reduction in waste generation per capita</li> </ul>	<ul style="list-style-type: none"> <li>🎯 2025 – Increase material recovery to 70%</li> <li>🎯 2030 – Increase material recovery to 75%</li> <li>🎯 <b>From 2020</b> – Recover energy only from residual waste</li> </ul>	<ul style="list-style-type: none"> <li>🎯 2030 – No more than 15% of waste generated in Perth and Peel regions is landfilled</li> <li>🎯 2030 – All waste is managed and/or disposed to better practice facilities</li> </ul>







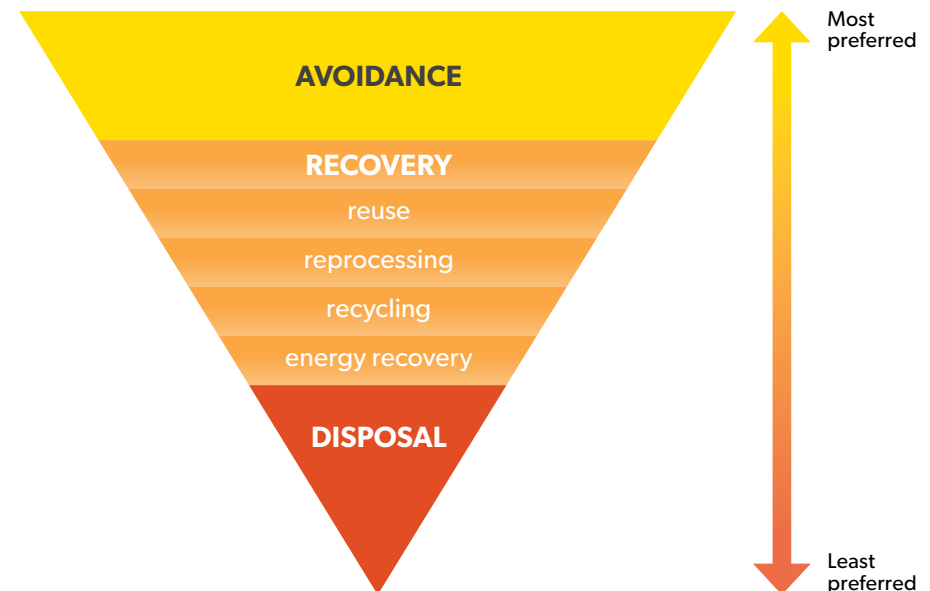
# Guiding concepts

## Waste hierarchy

*Waste Avoidance and Resource Recovery Strategy 2030* applies the waste hierarchy, which is a widely accepted decision making tool which is set out in the *Waste Avoidance and Resource Recovery Act 2007*. The waste hierarchy ranks waste management options in order of their general environmental desirability. The waste hierarchy is used alongside other tools (including economic, social and environmental assessment tools) to inform decision making.

Waste avoidance is the most preferred option in the hierarchy.

Figure 3: Waste hierarchy



Resource recovery options recover value from materials, thereby offsetting the environmental impacts of extracting and processing raw materials. Energy recovery is the least preferred recovery option.

Disposal is the least preferred option. Disposal generally recovers the least value from materials and delivers the least environmental benefit.



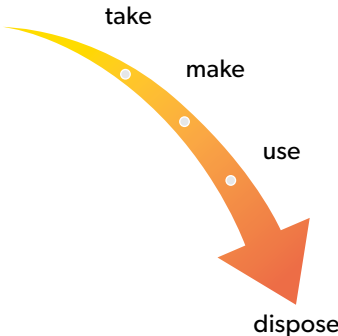

### Circular economy

A circular economy builds on long-standing sustainability concepts, including life cycle thinking and resource efficiency, and it complements the waste hierarchy. A circular economy refers to the flow of both materials and energy – it moves away from the linear ‘take, make, use and dispose’ model to one which keeps materials and energy circulating in the economy for as long as possible.

A circular economy presents opportunities for increased local recycling activity. Local solutions create local jobs, and minimise the costs and impacts of unnecessary transport.

Local solutions are particularly important in a state as large as WA where access to markets is limited, and transport costs and impacts are high. WA has an opportunity to benefit from greater local recycling activity. If local recycling options are not available, solutions within Australia will be preferred.

Figure 4: Current waste approach versus circular economy

Current approach	Circular economy
	
<p>Linear flow of materials – ‘take, make, use and dispose’ model.</p>	<p>Circular flow of materials – materials sorted and retained in the economy for as long as possible.</p>
<p>Limited use of renewable materials and energy.</p>	<p>Preference for renewable materials and energy.</p>
<p>Significant volumes of materials disposed of and lost to the economy. Loss of embodied materials, energy and water.</p>	<p>Materials recovered as high up the waste hierarchy as possible. Embodied materials, energy and water retained in the economy. Organic materials re-enter and regenerate the environment safely (for example, as compost).</p>
<p>Materials managed locally and globally.</p>	<p>Preference to manage materials locally to reduce the costs and impacts of transport, and to provide local employment and investment opportunities.</p>
<p>Economic value of materials, employment and investment not fully accounted for.</p>	<p>Economic value of materials, employment and investment accounted for.</p>
<p>Limited focus on life cycle thinking.</p>	<p>Products designed and manufactured to minimise environmental impact through whole of life.</p>



### Behaviour change – knowledge, enabling infrastructure, incentives

Building on the Western Australian Waste Strategy: *Creating the Right Environment* (2012), *Waste Avoidance and Resource Recovery Strategy 2030* aims to change behaviour through a combination of strategies grouped around knowledge, enabling infrastructure and incentives.

Knowledge plays an important role in getting individuals and organisations started on behaviour change, but it is only a start. Knowledge needs to be complemented with the incentives and practical support individuals and organisations need to act on their decision to change behaviours.

Access to appropriate enabling infrastructure is critical in allowing individuals and organisations to engage with waste management options to improve their effectiveness and efficiency. Enabling infrastructure includes the physical facilities necessary to manage waste, as well as the organisational structures of government and legislation applying to individuals and organisations.

Appropriate knowledge and enabling infrastructure can assist in removing barriers to behaviour change, and incentives can provide a driving force for change. Incentives can be positive, such as funding, or negative, such as penalties and compliance actions.









# Our principles

Five key principles, aligned with legislation, guide the thinking behind *Waste Avoidance and Resource Recovery Strategy 2030* and will drive future decision making.

## Shared responsibility and partnership – owning your impact

The state's environmental resources belong to all Western Australians and we all have a role to play in protecting them. The State Government will lead by example by working collaboratively with the community, industry and governments to improve waste management outcomes.

We will support product stewardship and extended producer responsibility as part of our approach to shared responsibility.

## Innovation and growth

Western Australia will encourage, embrace and celebrate innovation in all forms that enables and expands our waste management capacity and know-how.

## Better practice

Western Australians will pursue better practice approaches in waste management that takes into account the full costs, benefits and impacts of waste management decisions.

This strategy will inform priorities for developing better practice approaches to waste and recycling services. Better practice will be outcome-focussed, evidence-based, informed by performance achieved in other jurisdictions, developed in consultation with key stakeholders, and set out in guidelines that are framed to reflect the varying resources and capacities of the users of those guidelines. We will stay abreast of national and international best practice and responsibly measure, evaluate and benchmark our own performance against it.

Better practice guidelines will inform stakeholders, such as waste managers and local governments, about preferred systems to achieve the targets in

*Waste Avoidance and Resource Recovery Strategy 2030*. Local government waste plans will have regard to better practice guidelines published or referenced by the Waste Authority.

When better practice waste management is promoted by State Government, stakeholders will adjust practices to meet or exceed this new benchmark.

## Waste as a resource

Western Australians will adopt and implement the waste hierarchy, avoiding the generation of waste where possible, maximising the recovery of waste that is generated, and protecting the environment from the impacts of disposal.

## Intergenerational equity

Western Australians will make waste management decisions which ensure the health, diversity and productivity of our environment is maintained or enhanced for the benefit of future generations.





## Our approach

### Using your influence – owning your impact

As individuals, we make decisions in different roles and have different spheres of influence when avoiding and recovering waste and also when protecting the environment from the impacts of disposal.

In our different spheres of influence we can have a greater or lesser impact on what resources or materials are used, how long they stay in circulation, what waste is generated, what resources are recovered and, ultimately, the method of disposal and the impact that has on our environment.

An individual or single household can make positive choices to contribute to the circular economy. For example, being informed about how to source separate recyclables and purchasing recycled products for use in the home. When individuals act collectively, in our neighbourhoods, schools and community groups, there is an even greater potential to make a difference.

As manufacturers, industry can make significant contributions to the circular economy through shifts to more sustainable design and manufacturing methods, and enabling greater resource recovery. As waste managers, the sector can innovate to improve waste management outcomes and better protect the environment.

Local, State and Commonwealth governments can influence, educate and inform – and can also be significant consumers whose purchasing decisions and procurement policies can have very positive impacts and influence. They have important legislative and regulatory roles and develop and implement strategies. Australia is also part of global action on waste management.

### Local solutions and markets

*Waste Avoidance and Resource Recovery Strategy 2030* places a focus on identifying and prioritising local market solutions for those recyclable materials traditionally exported from the state. Local markets for large volume wastes, such as construction and demolition waste and organic waste lend themselves to being managed close to the source of generation for economic and environmental reasons. This is an example of the circular economy approach in action, supporting local innovation and local jobs.



For other priority materials such as plastics, it is not as straightforward to identify local reuse options across the state that make sense locally. This strategy places an increased focus on promoting procurement decisions that preference local markets and play a role in supporting the development of a remanufacturing industry within Western Australia, along with the employment and investment it can bring to the state.

Attracting investment into local reuse options requires a degree of certainty which has not been present under standard market conditions in Western Australia. This will rely on procurement decisions recognising the benefits that local reprocessing, and the use of products made locally from recycled materials, can offer compared to national or international export options.

### Waste generators and waste managers

*Waste Avoidance and Resource Recovery Strategy 2030* recognises the roles that different individuals and organisations have in generating and managing waste. This strategy recognises entities that are primarily generators of waste (community, local and state government, and industry), and entities that are primarily managers of waste (the waste industry, including private industry and local government).

This approach allows individual strategies to better target certain groups to help avoid, recover and protect the environment from the impacts of waste. For example, community members can make better purchasing decisions with more knowledge and information, and can influence industry in its packaging and production decisions with the choices they make; industry can make decisions about more circular design and production of goods; while waste managers can embrace technology and innovation to achieve improved waste management practices.

This waste strategy recognises circumstances where resources and capacities will be limited. The action plan and supporting better practice guidance documents will be framed to reflect this.

### Waste streams

Consistent with other jurisdictions, solid waste will continue to be categorised for the purpose of measurement and comparison against targets in the following three streams:

- **Municipal solid waste (MSW):** primarily waste collected from households and local governments through waste and recycling collections.
- **Commercial and industrial (C&I) waste:** waste that is produced by



institutions and businesses. It includes waste from schools, restaurants, offices, retail and wholesale businesses and industries, including manufacturing.

- **Construction and demolition (C&D) waste:** waste produced by demolition and building activities, including road and rail construction and maintenance, and excavation of land associated with construction activities.

These waste stream descriptions are consistent with the previous Western Australian Waste Strategy (2012), and are consistent with the way Australian jurisdictions categorise and report on waste and recycling performance. The stream descriptions are carried forward to *Waste Avoidance and Resource Recovery Strategy 2030* from the previous strategy to maintain continuity and enable waste

and recycling data to be effectively benchmarked against other jurisdictions.

### National context

Western Australia contributes to national strategies aimed at increasing the recovery of materials from waste, including:

- The *National Waste Policy: Less waste, more resources, 2018* and the *Product Stewardship Act 2011* support national approaches to problem wastes such as televisions, computers, paint, tyres and packaging.
- The Australian Packaging Covenant and the Environment Protection (Used Packaging Material) Measure are national programs aimed at reducing generation and encouraging the reuse and recycling of used packaging materials.



# Our roles and responsibilities

## Collective responsibility – waste is everybody’s business

All Western Australians generate waste, and while there are some businesses that manage our waste for us, we can all take a bit more responsibility for better managing the impacts of our own waste. Whether large or small, waste is generated by households, schools, workplaces, local government authorities, government departments, businesses and industry in large cities and remote towns around our vast state.

As a collective issue, waste demands a collective solution. To achieve this strategy’s objectives and targets, a model of collective, shared responsibility and action must be adopted.

State Government will work collaboratively with all stakeholders to guide and develop collective policies and solutions. These solutions will be founded in behavioural change campaigns and leading industry policy and practices – starting from within, through leadership in government activities that minimise waste, such as procurement policies and disposal processes.

For local governments and industry, the collective partnership approach will mean adopting best practice approaches to waste minimisation, resource recovery and appropriate waste management.

For businesses, it may mean expanding recycling programs or reviewing outdated practices and policies to reduce waste impacts. For waste managers, it will mean embracing innovation, new technologies and best practice performance in waste management. For the Western Australian community, it will mean being informed about the impact different decisions can make on waste contributions and adopting positive waste behaviours.

As every individual and group contributes to the waste problem, everybody will contribute to the solution in a range of different roles and ways:

- **Commonwealth Government** can help influence outcomes through national waste legislation, strategies and policy frameworks that fulfil obligations under international agreements. The Commonwealth Government will continue to manage and monitor compliance with international conventions, administer the *Product Stewardship Act 2011* and related schemes, and work with jurisdictions to identify and address issues that warrant nationally consistent approaches. It will also establish forums for cross jurisdictional collaboration to improve national waste policy outcomes.

- **State Government** can influence outcomes through its policies and programs, but also generates waste through its operations. As the “system steward” State Government will provide waste management leadership. It will influence waste behaviours through legislation, regulation, policies and programs that align with national approaches. Through engagement and collaboration, the government will create an environment that encourages community to adopt positive behaviour change and businesses to invest and innovate in the waste and recycling sector to move Western Australia towards becoming a circular economy. Agencies will also lead by example by committing to actions and targets in this strategy and reporting on their performance to contribute to its delivery.
- **Waste Authority** can influence outcomes through its programs. Established under the *Waste Avoidance and Resource Recovery Act 2007*, the authority will provide waste management advice to Government and waste management leadership to the community. It will lead the delivery of this strategy by coordinating stakeholder commitment and collaboration on strategies,

administering the Waste Avoidance and Resource Recovery Account (fund), publishing position statements, and preparing annual business plan objectives, priorities and programs that align with this waste strategy.

- **Local governments and regional councils** are primarily waste managers that provide household waste collection and recycling services, manage and operate landfill sites, and deliver education and awareness programs. Local governments and regional councils will provide information, infrastructure and incentives that encourage behaviour change and they will plan for the management of waste within their districts. The issues faced by local governments vary, particularly between metropolitan and regional areas, so there will be a need to identify local, fit-for purpose solutions that reflect better practice, align with this strategy and support a move towards becoming a circular economy. Local governments also generate waste resulting from the range of services provided to the community and can influence purchasing and practices to increase avoidance and recovery and maximise protection of the environment.

One of the headline strategies of this waste strategy is the implementation of local government waste plans. Waste plans will bring together the many different aspects of local government waste management, and provide local governments with a mechanism that aligns their waste services and contracts with the waste strategy and better practice. Waste plan requirements will be developed by the Department of Water and Environmental Regulation in collaboration with the Department of Local Government, Sport and Cultural Industries and the Western Australia Local Government Association. Guidance and templates will be provided to assist local governments in developing and reporting on their waste plans. Waste plan requirements and guidance will be developed in consultation with local governments and designed to reflect the varying resources, capacities and issues faced by local governments.

- **Business and industry** are primarily waste generators that can make decisions to reduce the generation of waste (e.g. by using reduced packaging) and increase recyclability. The business community often deals with large volumes of waste, as well as harmful types of waste, which requires responsible management.

- **Waste industry** is primarily the manager of waste and is responsible for waste management services including collection, sorting, processing (i.e. reuse or safe disposal). Waste managers can also play a key role in providing information to the community. The waste industry will be relied on to make informed infrastructure and technology investment decisions that meet waste and recycling market needs and move the state toward becoming a circular economy.
- **Community, individuals and households** are primarily waste generators who make decisions about purchasing and waste disposal. The community has a key role to play to avoid waste and then properly recover and manage waste once it is generated. Decisions by these individuals and groups regarding the purchasing of products or services can have a significant influence on the behaviour of many other entities.





# Opportunities and focus materials

Opportunities to avoid and recover waste and protect the environment through its responsible management exist for all materials and arise in many different situations. Even the smallest changes in behaviour at a personal level contribute to overall improvements in waste outcomes.

This strategy also identifies focus materials, which will be the focus of actions and measurement under this waste strategy. Significant improvements will need to be made for each of these focus materials if we are to meet the targets in *Waste Avoidance and Resource Recovery Strategy 2030*.

## Construction and demolition waste

Construction and demolition (C&D) waste makes up around half of Western Australia's waste stream and represents around 45 per cent of material recovered for recycling. C&D waste represents a significant opportunity for waste

avoidance and material recovery. As a waste generator, the construction industry can play a role in avoiding the amount of waste generated – for example through more efficient building processes – while waste managers can maximise recovery of waste that is generated.

## Organics: food organics and garden organics

Organic material, including food waste, represents nearly 20 per cent of material recovered for recycling. The National Food Waste Strategy estimates that over 5.3 million tonnes of food that is intended

for human consumption is wasted from households and the commercial and industrial sectors each year. Food waste disposed to landfill generates greenhouse gases, reduces landfill capacity, and represents a loss of valuable organic material which could otherwise be recovered for productive use.

## Metals: steel, non-ferrous metals, packaging and containers

Metals represent around 20 per cent of material recovered for recycling by weight. Metals are a high value commodity with significant embodied energy. While recovery rates are relatively

high compared to other materials, it is important to ensure these materials are only used where necessary and that as much value and embodied energy as possible is recovered from them.

## Paper and cardboard: office paper, newspaper and magazines

Paper and cardboard represent around 10 per cent of material recovered for recycling. Paper and cardboard is a high value commodity. When disposed to landfill, paper and cardboard generates greenhouse emissions and represents a loss of economic value.



### Glass: packaging and containers

Glass packaging and containers contain significant embodied energy which is lost if disposed to landfill. Glass that is inappropriately disposed (littered or dumped) can also present direct risks and impacts to the environment and human health.

### Plastics: packaging and containers

Plastic makes up a significant proportion of packaging materials in our waste stream. There are significant opportunities to avoid plastics, and in particular, single use plastics. Plastic is a high value commodity, particularly where contamination rates are low. Disposal to landfill represents an economic loss, and inappropriate disposal into the environment (litter and dumping) can result in significant harm to the environment and wildlife.

### Textiles: clothing and other fabric-based materials

Textiles contain valuable materials and significant embodied energy. When disposed to landfill or illegally dumped, textiles represent a loss of resources and can negatively impact the environment.

### Hazardous waste

Hazardous waste is described as unwanted products that are corrosive, flammable, toxic or reactive and present a potential risk to human health and the environment. Hazardous waste represents only a small percentage of the total waste stream, however it presents significant risks if not well managed. Opportunities exist to avoid hazardous waste through consumer purchasing decisions, and collect hazardous waste for recovery or safe disposal using best practice service infrastructure.







# Our objectives, targets and strategies

## Objective 1: Avoid

### Western Australians generate less waste

The waste hierarchy places waste avoidance at the forefront of approaches for managing waste. This waste strategy reflects that priority and recognises that reducing the amount of waste generated in our state requires significant and sustained behaviour change by government, industry and households if this objective is to be achieved.

National data for 2014–15 indicate that Western Australians generate more waste per capita than the national average and that generation per capita has remained static between 2010–11 and 2014–15\*. This is in spite of past efforts to reduce waste generation and it suggests that reducing our generation rate will be very challenging.

This waste strategy first aims to close the gap between our current generation rate and the national average. Given our unique characteristics relative to other jurisdictions (particularly in relation to our geography and economy), reducing our generation of waste to this level will be challenging, but is achievable. Once achieved, our per capita generation rates can then be benchmarked against the nation’s best performing jurisdictions.

Waste avoidance is driven in a large part by purchasing behaviour; it relies on high levels of awareness and motivation by consumers, both individuals and organisations, about how to reduce the impacts of purchasing decisions.

Education and incentives are critical to increase awareness of waste avoidance and to support waste avoidance behaviours.

Waste avoidance can also be pursued through the product design and manufacturing phase. Industry has an opportunity to reduce the amount of material used in products to avoid generating waste, often in response to consumer demand. For example, there are significant opportunities across the packaging sector to avoid some wastes altogether or to minimise their use.

AVOID TARGETS		
<ul style="list-style-type: none"> <li>🕒 2025 – Reduction in waste generation per capita by 10% (from 2014/15 generation rate)</li> <li>🕒 2030 – Reduction in waste generation per capita by 20% (from 2014/15 generation rate)</li> </ul>		
Waste generators		Waste managers**
Community	Government and industry	Waste industry
<ul style="list-style-type: none"> <li>🕒 2025 – Reduction in MSW generation per capita by 5%</li> <li>🕒 2030 – Reduction in MSW generation per capita by 10%</li> </ul>	<ul style="list-style-type: none"> <li>🕒 Reduction in C&amp;D waste generation per capita by 15% by 2025, 30% by 2030</li> <li>🕒 Reduction in C&amp;I waste generation per capita by 5% by 2025, 10% by 2030</li> </ul>	<ul style="list-style-type: none"> <li>🕒 2030 – All waste is managed and/or disposed using better practice approaches</li> </ul>

\* 2016–17 national data has not been used in this strategy. WA reportedly has significant waste stockpiling that is not reflected in the 2016–17 data but accurate assessment of this stockpiling is not yet available. Data improvement to address accuracy issues is a headline strategy in this waste strategy and will be addressed as a priority.

\*\* Includes local government, private industry and state entities.





### Focus materials

Achieving the avoidance targets will require an emphasis on the waste materials that, by weight, currently make up more than 90 per cent of the waste Western Australian's generate:

- **Construction and demolition materials:** concrete, asphalt, rubble, bricks, sand and clean fill
- **Organics:** food organics and garden organics
- **Metals:** steel, non-ferrous metals, packaging and containers
- **Paper and cardboard:** office paper, newspaper and magazines
- **Glass:** packaging and containers
- **Plastics:** packaging and containers
- **Textiles:** clothing and other fabric-based materials

Table 2: Avoid strategies

	Strategy description	Lead stakeholder	Strategy application					#
			Waste generators				Waste managers*	
			Community	Local government	State Government	Industry	Waste industry	
<b>KNOWLEDGE</b>	Coordinate consistent state-wide communication, engagement and education on waste avoidance behaviours with an emphasis on focus materials.	State Government	✓	✓	✓	✓	✓	1
	Investigate, develop and publish, in collaboration with stakeholders, locally relevant actions for reducing waste generation with an emphasis on focus materials.	Waste Authority	✓	✓		✓	✓	2
	Lead collaboration between State Government agencies on actions that reduce the waste generation with an emphasis on focus materials.	State Government		✓	✓			3
	Coordinate communications and education that leads to food organics and garden organics waste reduction behaviour change.	Waste Authority	✓	✓	✓	✓	✓	4
	Collaborate with decision-makers and opinion leaders to explore opportunities arising from circular economy approaches and communicate them publicly.	Waste Authority		✓	✓	✓	✓	5
<b>ENABLING INFRASTRUCTURE</b>	Develop mechanisms and platforms that enable the community to adopt avoidance behaviours, and explore reuse and low-waste alternatives.	State Government	✓	✓	✓			6
<b>INCENTIVES</b>	Provide support to community, government and industry initiatives that lead to waste avoidance and contribute to waste strategy targets with an emphasis on focus materials.	State Government	✓	✓	✓	✓	✓	7
	Introduce regulations to prevent unnecessary waste generation.	State Government	✓	✓	✓	✓		8

\* Includes local government, private industry and state entities.





## Objective 2: Recover

**Western Australians recover more value and resources from waste**

Where waste generation is unavoidable, efforts should be made to recover more value and resources from waste. Consistent with the waste hierarchy and circular economy approaches, material recovery is preferred over energy recovery. Energy recovery is preferable to landfill disposal but should only be applied to residual waste once better practice source separation approaches have been exhausted.

*Waste Avoidance and Resource Recovery Strategy 2030* supports the recovery of more valuable resources from the waste stream by applying a combination of strategies relating to knowledge, enabling infrastructure and incentives to encourage behaviour change by waste generators and waste managers.

The Waste Authority will produce better practice guidelines and encourage the sector to implement better practice

through mechanisms such as local government waste plans. Implementation of food organics and garden organics (FOGO) systems are a priority in this strategy, which will increase the recovery of material collected through kerbside services. Implementation of FOGO systems will be supported by State Government through the application of financial mechanisms to make it a cost competitive option for local governments.

RECOVER TARGETS		
<ul style="list-style-type: none"> <li>📍 2025 – Increase material recovery to 70%</li> <li>📍 2025 – All local governments in the Perth and Peel region provide consistent three bin kerbside collection systems that include separation of FOGO from other waste categories</li> <li>📍 2030 – Increase material recovery to 75%</li> <li>📍 From 2020 – Recover energy only from residual waste</li> </ul>		
Waste generators		Waste managers*
Community	Government and industry	Waste industry
<ul style="list-style-type: none"> <li>📍 2020 – Increase MSW material recovery to 65% in the Perth and Peel regions, 50% in major regional centres</li> <li>📍 2025 – Increase MSW material recovery to 67% in the Perth and Peel regions, 55% in major regional centres</li> <li>📍 2030 – Increase MSW material recovery to 70% in the Perth and Peel regions, 60% in major regional centres</li> </ul>	<ul style="list-style-type: none"> <li>📍 C&amp;I sector – Increase material recovery to 70% by 2020, 75% by 2025, 80% by 2030</li> <li>📍 C&amp;D sector – Increase material recovery to 75% by 2020, 77% by 2025, 80% by 2030</li> </ul>	<ul style="list-style-type: none"> <li>📍 2030 – All waste facilities adopt resource recovery better practice</li> </ul>

\* Includes local government, private industry and state entities.





### Focus materials

In working towards these targets, this strategy focuses on the reuse, reprocessing and recycling of the following materials that present the greatest potential for increased recovery:

- **Construction and demolition materials:** concrete, asphalt, rubble, bricks, sand and clean fill
- **Organics:** food organics and garden organics (FOGO)

- **Metals:** steel, non-ferrous metals, packaging and containers
- **Paper and cardboard:** office paper, newspaper and magazines
- **Plastics:** packaging and containers

These focus materials reflect overall state priorities, however, it will be appropriate to consider local circumstances to increase recovery in different parts of Western Australia, and particularly between metropolitan and non-metropolitan areas. Local circumstances include factors such as

access to processing infrastructure and access to markets for recycled products. *Waste Avoidance and Resource Recovery Strategy 2030* encourages the adoption of solutions that reflect local circumstances and contribute to the overarching targets.

Just as local approaches based on local circumstances can lead to unique solutions, consistent services where similar conditions exist can lead to more efficient service delivery. Consistency in the provision of kerbside services

to households in urbanised areas is an example of where consistent systems, including three bin food organics and garden organics (FOGO) systems, can improve messaging to the community about how to recycle effectively and lead to better practice outcomes across large urbanised populations. Consistent collections also provide opportunities for service providers to establish processing options for clean and consistent streams of materials, which can reduce costs and improve product quality and therefore access to markets.

### Energy recovery

Resource recovery includes the recovery of energy from waste. However, energy recovery is considered to be the least preferred of all resource recovery options in the waste hierarchy as it merely releases embodied energy but does not preserve the material for reuse. For this reason, the waste strategy identifies that only residual waste (waste which remains following the application of better practice source separation and recycling systems) is to be used for energy recovery. Where better practice guidance is not available, an entity's material recovery performance will need to meet or exceed the relevant stream target (depending on its source - MSW, C&I or C&D) for the remaining non-recovered materials to be considered residual waste under this waste strategy.



Table 3: Recover strategies

	Strategy description	Lead stakeholder	Strategy application					#
			Waste generators				Waste managers*	
			Community	Local government	State Government	Industry	Waste industry	
<b>KNOWLEDGE</b>	Investigate options to recover and promote related local markets through State Government procurement actions with an emphasis on focus materials.	State Government			✓			9
	Develop and publish better practice guidance and standards for waste-derived products to build confidence in recycled products and ensure protection of the environment.	Waste Authority	✓	✓	✓	✓	✓	10
	Maintain a communications toolkit for local government on consistent messaging for better practice kerbside service delivery.	Waste Authority	✓	✓			✓	11
	Develop education and engagement resources to communicate the benefits of resource recovery and the use of recycled products, and to minimise contamination in collection systems.	Waste Authority	✓	✓	✓	✓	✓	12
	Develop and publish better practice guidance to support increases in recovery with an emphasis on focus materials.	Waste Authority	✓	✓	✓	✓	✓	13
	Identify and implement options for collaboration between industry and the State Government to support market development and recovery with an emphasis on focus materials.	Waste Authority			✓	✓	✓	14
	Investigate and improve reporting on material that is reused (as distinct from recycled) to better monitor the state's move toward becoming a circular economy.	State Government	✓	✓	✓	✓	✓	15
<b>ENABLING INFRASTRUCTURE</b>	Establish mechanisms, including funding approaches to support investments in local infrastructure for recovery with an emphasis on focus materials.	State Government					✓	16
	Develop and support measures to establish and maintain product stewardship schemes aligned with the State's waste priorities, commencing with a container deposit scheme.	State Government	✓	✓	✓	✓	✓	17

\* Includes local government, private industry and state entities.

Table 3: Recover strategies continued

	Strategy description	Lead stakeholder	Strategy application					#
			Waste generators				Waste managers*	
			Community	Local government	State Government	Industry	Waste industry	
<b>INCENTIVES</b>	Provide funding to local governments to introduce better practice services and extend the Better Bins program to include FOGO (food organics and garden organics services).	Waste Authority	✓	✓			✓	18
	Provide funding to promote the use of priority recycled products and support the establishment of local markets with an emphasis on focus materials.	State Government		✓	✓	✓	✓	19
	Support community, government and industry initiatives that promote resource recovery in the Perth and Peel regions, major regional centres and remote areas through grant programs.	State Government	✓	✓	✓	✓	✓	20
	Develop a legislative framework to encourage the use of waste derived materials, including product specifications, to build confidence in recycled products, increase their demand and develop relevant markets while protecting the environment.	State Government		✓	✓	✓	✓	21
	Implement sustainable government procurement practices that encourage greater use of recyclable and recycled products and support local market development.	State Government		✓	✓	✓		22

\* Includes local government, private industry and state entities.

**Objective 3:  
Protect**

**Western Australians  
protect the environment  
by managing waste  
responsibly**

The transport, storage, processing and disposal of waste all have the potential to directly impact the environment.

Certain wastes, such as hazardous materials or materials that are commonly littered or dumped, can also pose significant risks to public health and the environment. Poorly managed waste infrastructure (including landfills and recycling facilities) and services, as well as adverse waste behaviours, all increase the risk of negative impacts on public health and the Western Australian environment.

In the event waste cannot be avoided, it is important that waste management systems – including recycling and disposal (landfill) facilities – protect the environment from the negative impacts of waste by adopting better practice.

Waste managers face different waste management challenges and have varying capacities to address these challenges. For example, better practice approaches in remote areas are likely to vary substantially to those in metropolitan areas, due to differences in populations,

infrastructure, resources and market access. Better practice guidance developed under this strategy will reflect these differences.

Litter and illegal dumping can significantly damage our environment. It is important that waste enters the correct waste management system so that it can be properly managed by better practice facilities, and is not littered or dumped in the environment.

PROTECT TARGETS		
<ul style="list-style-type: none"> <li>🎯 2030 – No more than 15% of Perth and Peel regions’ waste is disposed to landfill</li> <li>🎯 2030 – All waste is managed by and/or disposed to better practice facilities</li> </ul>		
Waste generators		Waste managers*
Community	Government and industry	Waste industry
<ul style="list-style-type: none"> <li>🎯 2030 – Move towards zero illegal dumping</li> <li>🎯 2030 – Move towards zero littering</li> </ul>	<ul style="list-style-type: none"> <li>🎯 2030 – Move towards zero illegal dumping</li> </ul>	<ul style="list-style-type: none"> <li>🎯 2030 – No more than 15% of Perth and Peel regions’ waste is disposed to landfill</li> <li>🎯 2030 – All waste facilities adopt environmental protection better practice</li> </ul>

\* Includes local government, private industry and state entities.





### Priority areas

In working towards achieving these targets, Western Australia should focus on behaviours and materials that provide the greatest potential to protect the environment including:

- the transport, storage, processing and disposal of waste;
- problem wastes, including hazardous materials;
- poorly managed waste infrastructure, including landfills, recycling facilities and services;
- taking action early in a waste material's life cycle; and
- giving priority to reflect the risk posed by a waste material.

### National priorities

The management of some types of waste require an international approach. Initiatives that are the responsibility of the Commonwealth Government and to which WA contributes include the Basel Convention, an international treaty to reduce the movement of hazardous waste between countries with a view to protecting public health and the environment, and the Minamata Convention on Mercury, a global treaty to protect public health and the environment from the adverse effects of mercury.

Table 4: Protect strategies

	Strategy description	Lead stakeholder	Strategy application					Waste managers*	#
			Waste generators				Waste industry		
			Community	Local government	State Government	Industry			
<b>KNOWLEDGE</b>	Identify the data that is required to quantify and measure illegal dumping activity, collect the identified data on an ongoing basis and use the collected data to better target illegal dumping monitoring and enforcement activities.	State Government		✓	✓		✓	23	
	Deliver a community engagement and education campaign to raise awareness of illegal dumping and its impacts.	State Government	✓	✓	✓	✓		24	
	Investigate, document and publish options for avoiding waste plastic.	Waste Authority	✓	✓	✓	✓		25	
	Review and report on approaches to the management of hazardous waste including controlled and liquid waste.	State Government				✓	✓	26	
	Assess existing recovery facility and landfill siting and management practices and publish information to guide achievement of better practice approaches.	Waste Authority					✓	27	
<b>ENABLING INFRASTRUCTURE</b>	Work with land owners and managers to build their capacity to tackle illegal dumping.	State Government	✓	✓	✓	✓		28	
	Investigate and report on the role of funding approaches to drive the uptake of better practice approaches at waste management facilities.	Waste Authority		✓			✓	29	
<b>INCENTIVES</b>	Support local governments to safely collect and manage hazardous materials generated by households that present a significant risk to public health and the environment.	State Government	✓	✓			✓	30	
	Provide relevant funding and guidance to prevent the illegal dumping of waste at charitable recycler waste collection sites.	State Government					✓	31	

\* Includes local government, private industry and state entities.

Table 4: Protect strategies continued

	Strategy description	Lead stakeholder	Strategy application					#
			Waste generators				Waste managers*	
			Community	Local government	State Government	Industry	Waste industry	
<b>INCENTIVES</b>	Implement the litter prevention strategy to reduce littering and manage its impacts.	Keep Australia Beautiful Council	✓	✓	✓	✓		32
	Detect, investigate and prosecute illegal dumping.	State Government	✓	✓	✓	✓		33
	Review and update the regulatory framework for waste to ensure it is appropriate and reduces the environmental impacts and risks from waste management.	State Government					✓	34
	Revise and publish waste classifications and definitions to reflect current knowledge to ensure waste materials are managed according to their risk and are treated and/or disposed of appropriately.	State Government			✓		✓	35
	Develop and revise legislative frameworks to encourage the use of waste derived materials and build confidence in recycled products.	State Government	✓	✓	✓	✓		36

\* Includes local government, private industry and state entities.



**Foundation strategies that apply to multiple objectives**

Waste Avoidance and Resource Recovery Strategy 2030 includes strategies which support multiple objectives and underpin the delivery of this waste strategy. These are referred to as foundation strategies.

Foundation strategies include:

- information and data – to provide high quality information to the community, government and industry to inform decision making.
- regulation and policy – to provide a level playing field and deliver efficient and effective waste management outcomes.

- education – to underpin behaviour change approaches for avoid, recover and protect, for waste generators and waste managers.
- planning – to provide support and guidance for waste services planning as well as infrastructure and land use planning.

The waste levy will continue to play a key role by providing a disincentive to dispose of waste, and by generating revenue to fund programs which

support the waste strategy. Reflecting this, a key foundation strategy is for the scope and application of the waste levy to be reviewed to ensure it meets the objectives of *Waste Avoidance and Resource Recovery Strategy 2030*, and to establish a schedule of future waste levy rates.

The range of strategies, both new and ongoing, that will allow Western Australians to achieve outcomes against all three objectives of the waste strategy are presented below.

Table 5: Foundation strategies

			Strategy application					
			Waste generators				Waste managers*	
	Strategy description	Lead stakeholder	Community	Local government	State Government	Industry	Waste industry	#
INFORMATION AND DATA	Review and update data collection and reporting systems to allow waste generation, recovery and disposal performance to be assessed in a timely manner.	State Government		✓	✓	✓	✓	37
	Collaborate with industry to develop a data strategy that includes actions to improve waste data collection, management and reporting, and guides their implementation.	State Government Waste Authority		✓	✓	✓	✓	38
	Investigate and report on the application of the circular economy in WA, including opportunities and barriers implementation.	Waste Authority	✓	✓	✓	✓	✓	39

\* Includes local government, private industry and state entities.

Table 5: Foundation strategies continued

	Strategy description	Lead stakeholder	Strategy application					Waste managers*	#
			Waste generators				Waste industry		
			Community	Local government	State Government	Industry			
<b>INFORMATION AND DATA</b>	Collaborate with the Commonwealth Government to develop local approaches to implementing the National Food Waste Strategy.	State Government	✓	✓	✓	✓	✓	40	
	Provide support to local governments, recyclers and landfill operators for reporting under amendments to the <i>Waste Avoidance and Resource Recovery Regulations 2008</i> .	State Government		✓			✓	41	
	Develop state-wide waste communications to support consistent messaging on waste avoidance, resource recovery and appropriate waste disposal behaviours.	State Government	✓	✓	✓	✓		42	
<b>ENGAGEMENT AND EDUCATION</b>	Recognise and reward the adoption of positive behaviours, practices and innovation that contribute to reduced waste generation, increased resource recovery and protection of the environment.	Waste Authority	✓	✓	✓	✓	✓	43	
<b>REGULATION AND POLICY</b>	Investigate options for developing a ‘needs based’ approach to the approval of new landfills and other waste infrastructure.	State Government					✓	44	
	Contribute to national waste policy and programs aimed at waste avoidance, resource recovery and environmental protection.	State Government	✓	✓	✓	✓	✓	45	
	Review the scope and application of the waste levy to ensure it meets the objectives of Waste Avoidance and Resource Recovery Strategy 2030 and establish a schedule of future waste levy rates with the initial schedule providing a minimum five year horizon.	State Government	✓	✓	✓	✓	✓	46	

\* Includes local government, private industry and state entities.

Table 5: Foundation strategies continued

	Strategy description	Lead stakeholder	Strategy application					#
			Waste generators				Waste managers*	
			Community	Local government	State Government	Industry	Waste industry	
<b>REGULATION AND POLICY</b>	Review and revise regulations and policies to achieve a level playing field for industry which ensures entities that are compliant and apply best practice are not disadvantaged.	State Government		✓	✓	✓	✓	47
	Implement local government waste plans which align local government waste planning processes with the waste strategy.	State Government	✓	✓				48
	Lead and support initiatives that bring together agencies, local governments, industry and community to assist knowledge exchange and strategic waste planning.	Waste Authority	✓	✓	✓	✓	✓	49
<b>PLANNING</b>	Undertake a strategic review of Western Australia's waste infrastructure (including landfills) by 2020 to guide future infrastructure development.	State Government	✓	✓	✓	✓	✓	50

\* Includes local government, private industry and state entities.



# Next steps

## Supporting documents

### ***Waste Avoidance and Resource Recovery Strategy 2030 Action Plan***

This strategy is supported by an action plan which outlines specific actions to be implemented to achieve the objectives of the strategy.

The initial action plan has been prepared by the Waste Authority in consultation with relevant State Government agencies, and was approved by the Minister for Environment. Stakeholder consultation will be undertaken in the preparation of subsequent action plans.

### ***Waste Authority Position and Guidance Statements***

The Waste Authority publishes position statements from time to time. Position statements formalise the views of the Waste Authority and may be used to inform decisions relevant to the Waste Authority's role in implementing the strategy.

### ***Better Practice Guidance***

The Waste Authority recognises the importance of developing better practice guidelines, measures and reporting frameworks and supporting their adoption. The Waste Authority will publish better practice guidance from time to time, which sets out high-performing systems and outcomes benchmarked against comparable jurisdictions.

### ***State Waste Infrastructure Plan***

A state waste infrastructure plan will be developed together with key stakeholders to guide the planning and decision making for the establishment and maintenance of critical infrastructure. This will include the type and capacity of additional infrastructure that will be needed to meet the targets in this strategy, the areas in which infrastructure may be best located and forecast dates for when it is needed.

### ***Annual Business Plan***

The *Waste Avoidance and Resource Recovery Act 2007* (WARR Act) requires the Waste Authority to prepare a draft business plan to be submitted to the Minister each year. The business plan sets out objectives and priorities for government funding for the next five financial years, and must be consistent with this strategy.

### ***Waste Data Strategy***

A waste data strategy will guide the ongoing development of data definitions, collection mechanisms, management and reporting requirements to ensure progress on *Waste Avoidance and Resource Recovery Strategy 2030* can be monitored appropriately and that any revision of approach is based on sound information.

## Measuring progress

The Waste Authority will be responsible for evaluating *Waste Avoidance and Resource Recovery Strategy 2030*, including progress towards objectives and targets. The Waste Authority will publish annual reports against its business plan, and coordinate reports on behalf of the Minister against the outcomes of the action plan.

## Strategy updates

As Western Australia implements this waste strategy, new opportunities and priorities may be identified which may warrant a review of the scope and focus of the strategy. The WARR Act requires that the waste strategy be reviewed for currency at least every five years, including a full public consultation process. Minor amendments to the waste strategy can be made by the Waste Authority subject to the approval of the Minister.

# Glossary

Term	Definition
Better practice	Better practice refers to practices and approaches that are considered by the Waste Authority to be outcomes-focussed, effective and high performing, which have been identified based on evidence and benchmarking against comparable jurisdictions. Better practice will be supported by the Waste Authority through the development of better practice guidelines, measures and reporting frameworks, which will be developed to reflect the different capacities and challenges faced by waste generators and managers. Better practice is synonymous with the term best practice, but captures the dynamic nature of best practice.
Circular economy	An alternative to a traditional linear economy (make, use, dispose) in which we keep resources in use for as long as possible – extracting the maximum value from them while in use, then recovering and reusing products and materials. Three core principles underpin a circular economy – design out waste and pollution; keep products and materials in use; and regenerate natural systems.
Commercial and industrial (C&I) waste	Waste produced by institutions and businesses, including schools, restaurants, offices, retail and wholesale businesses and industries, including manufacturing.
Construction and demolition (C&D) waste	Waste produced by demolition and building activities, including road and rail construction and maintenance, and excavation of land associated with construction activities.
Drop-off facility	Site where residents can bring their waste or recyclables for disposal.
Embodied energy	Embodied energy is the energy used to produce a material substance (such as processed metals or building materials), taking into account energy used at the manufacturing facility, energy used in producing the materials that are used in the manufacturing facility, and so on.
Food organics and garden organics (FOGO)	Food organics include waste food, inedible food, and parts of food that are not consumed and/or are considered undesirable (such as seeds, bones, coffee grounds, skins and peels). Garden organics include organic wastes that arise from gardening and maintenance activities, such as lawn clippings, leaves, cuttings and branches. FOGO can also include other organic wastes that may be compatible with FOGO collections and can include items such as paper and cardboard.

Term	Definition
Household hazardous waste	Products used in and around the home that have at least one hazardous characteristic (flammable, toxic, explosive or corrosive).
Hazardous waste	Waste that, by its characteristics, poses a threat or risk to public health, safety or the environment.
Illegal dumping	Premeditated littering where people go out of their way to dump waste in public places illegally, typically for commercial benefit or to avoid disposal fees.
Kerbside collection	A regular containerised service that collects waste from a residents' kerbside.
Litter	Waste that is left in public places and not deposited into a bin.
Litter Prevention Strategy	Litter Prevention Strategy for Western Australia 2015–2020.
Liquid waste	Wastes that are not solid or gaseous. May refer to sludges and slurries, or other liquids discharged to sewer. May also refer to waste water.
Major Regional Centre	Major Regional Centres: The cities of Albany, Busselton, Bunbury, Greater Geraldton and Kalgoorlie-Boulder, which are local governments outside the Perth and Peel region that have both a relatively large population and reasonable access to markets. Other major regional centres may be identified by the Waste Authority during the life of the waste strategy.
Municipal solid waste (MSW)	Waste primarily collected from households and local governments through waste and recycling collections.
Organic waste	Waste materials from plant or animal sources, including garden waste, food waste, paper and cardboard.
Perth and Peel region	The Perth region, or Perth metropolitan region, is the area defined by the Metropolitan Region Scheme. The Peel region is the area defined by the Peel Region Scheme. Municipal solid waste targets are set for the Perth and Peel region to reflect current urbanisation trends and to align with waste infrastructure servicing and planning needs.

# References

Term	Definition
Product stewardship	Product stewardship is an approach to managing the impacts of different products and materials. It acknowledges that those involved in producing, selling, using and disposing of products have a shared responsibility to ensure that those products or materials are managed in a way that reduces their impact, throughout their life cycle, on the environment and on public health and safety.
Residual waste	Waste that remains after the application of a better practice source separation process and recycling system, consistent with the waste hierarchy as described in section 5 of the <i>Waste Avoidance and Resource Recovery Act 2007</i> (WARR Act). Where better practice guidance is not available, an entity's material recovery performance will need to meet or exceed the relevant stream target (depending on its source - MSW, C&I or C&D) for the remaining non-recovered materials to be considered residual waste under this waste strategy.
Resource recovery	The process of extracting materials or energy from a waste stream through re-use, reprocessing, recycling or recovering energy from waste.
Vergeside service	Local government services that collect a range of materials from the verge for recovery or disposal.
Waste avoidance	Refers to the prevention or reduction of waste generation, or the prevention or reduction of the environmental impacts (for example toxicity) of waste generation.
Waste Avoidance and Resource Recovery (WARR) Account	In accordance with the <i>Waste Avoidance and Resource Recovery Act 2007</i> (WARR Act), each year the Minister for Environment must allocate not less than 25 per cent of the forecast levy amount to the WARR Account. Funds in the WARR Account are applied to programs for the management, reduction, reuse, recycling, monitoring or measurement of waste and to support implementation of the Waste Strategy.
Waste diversion	The act of diverting a waste away from landfill for another purpose such as re-use or recycling.

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**Waste Authority**





WALGA

WORKING FOR LOCAL GOVERNMENT

# Better Practice Guidelines

## Reuse Shops

JUNE 2016







**WALGA**

WORKING FOR LOCAL GOVERNMENT

## Acknowledgement

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# Contents

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<b>Introduction</b>	2
<b>Section One: Background</b>	3
1.1 What are Reuse shops?	3
1.2 How should Local Government use these Guidelines?	3
1.3 What supporting mechanisms are there?	3
1.4 What legal issues are there?	4
<b>Section Two: Better Practice Approaches</b>	<b>5</b>
2.1 Feasibility	5
2.2 Shop set up: Site preparation	6
2.3 Shop set up: Security	7
2.4 Shop set up: Product Acceptance Criteria	8
2.5 Shop set up: Pricing and Sales	10
2.6 Shop set up: Displaying stock	12
2.7 Shop set up: Signage	12
2.8 Shop set up: Marketing plan	13
2.9 Shop operations: Community education and engagement	14
2.10 Shop operations: Opening hours	14
2.11 Shop operations: Selling electrical equipment	15
2.12 Shop operations: Human Resources and Site Supervision	16
2.13 Shop operations: Outsourcing	17
2.14 Shop operations: Evaluation	18
<b>Appendices</b>	19
Appendix A: Case Study – City of Cockburn & Shire of Exmouth	19
Appendix B: Example Self-Assessment Checklists for Reuse Shops	22
Appendix C: ACCC Product Safety: Mandatory Standards & Bans	28
Appendix D: Example – Product Acceptance Criteria	32
Appendix E: Example – Contract Clauses	33
<b>References</b>	36

# Introduction

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These Better Practice Guidelines have been developed by the WA Local Government Association, with funding from the Waste Authority through the Waste Avoidance and Resource Recovery Account. The focus of this project is to assist Local Governments in diverting reusable materials from landfill through establishing or improving Reuse shops.

The Guidelines draw on a number of different strategies used by Local Governments to manage their Reuse shop. The aim of the Guidelines is to build a broader awareness of successful practices and provide guidance for Local Government looking to set up or improve their Reuse shop operations.

The term Better Practice, rather than Best Practice, has been used to recognise that these Guidelines, and waste management practice generally, change over time. There is no static Best Practice, rather there is ongoing improvement through developing better practice.

A range of research and engagement activities have been undertaken in the development of these Guidelines. The information provided by WA Local Governments on current reuse practices at waste collection sites has been used as well as national research. A separate *Better Practice Reuse Shops Background Paper* includes this information.

Section one of the Guidelines identifies what Reuse shops are, provides a brief overview of the factors which have led to the development of these Guidelines, identifies existing and potential complementary mechanisms and highlights some of the legal considerations relevant to Reuse shops. Section two outlines better practice approaches for Reuse shops, from initiation to operation and finally evaluation.



# Section One: Background

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## 1.1 WHAT ARE REUSE SHOPS?

Reuse shops accept and sell reusable items and can be established at waste collection sites, such as transfer stations and landfills. These shops may be known by a range of names including tip shops, recycle shops or trash and treasure shops. The term Reuse shop has been used as the focus of this project is to divert reusable material from landfill, not to separate recyclable materials for processing. The choice of terminology also recognises a transition from considering items as a waste, to focusing on the reuse of products.

Reuse shops provide an opportunity to extend the life of reusable materials rather than disposing of them to landfill. Reusable items can be made available to communities for purchase or at no cost. The sale of reusable products can provide Local Governments with a source of revenue while also reducing the cost of landfill. Reuse shops can also provide additional benefits to the community, by providing lower cost goods and employment opportunities.

## 1.2 HOW SHOULD LOCAL GOVERNMENT USE THESE GUIDELINES?

Reuse is part of a suite of waste management approaches identified in the waste hierarchy which rates these strategies in order of their general environmental desirability. Reuse of waste rates highly in the waste hierarchy but is often difficult to implement in practice. Reuse shops are a practical way that Local Government can encourage reuse.

It is intended any Local Governments, no matter the population, should be able to use these Guidelines to assist in the development and operation of a Reuse shop. The Guidelines take a step by step approach which moves from feasibility, to planning, to operation and finally evaluation. Not all elements of these Guidelines will be relevant to all facilities. In Appendix A, two case studies are provided which outline how two very different Reuse shops operate – the Cockburn Recycle Shop and the Shire of Exmouth Trash and Treasure picking area. Appendix B includes self-assessment check lists for all sizes of Reuse shop (both those managed by a Local Government and those outsourced to another organisation).

The Reuse shop Guidelines have been prepared by WALGA for the purpose of assisting Local Governments in Western Australia. The information contained in the Guidelines is true and correct at the date of the publication. WALGA does not warrant or represent that the information is exhaustive or complete. WALGA will not be liable for any loss or damage suffered or incurred by any person arising from the use or reliance on the information contained in the Guidelines. Local Governments are advised to obtain their own legal advice on matters raised in this Guideline.

## 1.3 WHAT SUPPORTING MECHANISMS ARE THERE?

The approach suggested in these Guidelines focuses predominantly on what Local Government can do to actively encourage reuse of material that would otherwise be disposed of to landfill. It is acknowledged that there are a range of complementary measures needed to encourage waste reduction behaviours in communities. These measures include waste avoidance and minimisation education and outreach campaigns, promotion of community and charity collections, better practice verge and kerbside collection, effective Product Stewardship Schemes and fee for service waste disposal.

## 1.4 APPLICABLE LEGISLATION

### *Disposal of Property*

Section 3.58 of the *Local Government Act 1995* provides the head of power for disposal of property. The Local Government (Functions and General) Regulations 1996, Pt 6, Section 30 exclude certain types of property disposal from a requirement to tender, in relation to disposal of property:

- (3) A disposition of property other than land is an exempt disposition if –
  - (a) It's market value is less than \$20,000; or
  - (b) The entire consideration received by the Local Government for the disposition is used to purchase other property, and where the total consideration for the other property is not more, or worth more, than \$75,000.

As the material sold or given away through a Reuse shop is unlikely to be of that value, the exclusion would apply and there would be no requirement for tendering.

### *Mandatory Safety Standards & Bans*

The Australian Consumer Law (ACL) is a schedule to the *Competition and Consumer Act 2010* and is administered by the Australian Competition and Consumer Commission (ACCC). The ACL has provisions on product safety, which includes mandatory safety standards and bans. Standards are defined as documents that set out specifications and procedures that ensure products, services and systems are safe, reliable and consistently perform as intended. Mandatory standards set the requirements for appropriate safety or information features on a product. Supply of reusable items at Reuse shops must comply with mandatory standards. The ACCC recommends that checks for mandatory standards and bans be undertaken when selling products second hand. Section 3.4 on Product Acceptance Criteria identifies how this can be managed by a Reuse shop.

### *Electrical Standards*

If electrical equipment or household appliance are going to be sold or given away at a Reuse shop then the *Western Australian Electricity Act 1945* and the Electricity Regulations 1947 apply. For the protection of both the customer and the people selling electrical appliances or equipment, there are requirements that all electrical appliances or equipment sold are in a safe condition. Section 2.11 provides information on how to meet the requirements for electrical items.

### *Occupational Health and Safety (OH&S)*

Consistent with Local Governments general responsibilities as an employer, they must comply with the *Occupational Health and Safety Act 1984*, which establishes the statutory framework for providing a safe working environment. This Guideline is not a comprehensive resource relating to the OH&S issues associated with running a Reuse shop but does highlight some considerations which have been raised during the consultation process.

# Section Two: Better Practice Approaches

This section outlines better practice approaches, based on research undertaken, for Reuse shops. The sections are structured to identify the aim of the activity, a range of approaches which can be taken and the rationale for these approaches. It should be noted that not all sections will be relevant to all sizes of Reuse shops. Appendix B provides a check list of key issues for consideration by Reuse shops based on the following classification:

- Small: No staff on site, small area for deposit and collection of items. Purpose of the shop is to reduce waste to landfill.
- Medium: Staff available on site, but not dedicated to shop. The shop operations are undertaken on a commercial basis as well as aiming to reduce waste to landfill.
- Large: Dedicated staff for shop. The shop operations are undertaken on a commercial basis as well as aiming to reduce waste to landfill.
- Outsourced: To commercial operator or charity/community organisation. The purpose and operations of the shop would be defined in the contract/or by the contractor.

## 2.1 FEASIBILITY

**Aim: To ensure that a Reuse shop is practically feasible and economic feasibility has been assessed.**

### *Approaches*

In assessing the feasibility of a Reuse shop the primary considerations are practicality (is there sufficient material being received) and the economic viability of the operation. The way that feasibility is assessed at a particular site will be dependent on its size.

Options for assessing feasibility include:

- Contact a similar Local Government with a Reuse shop that can provide guidance on the amounts and types of material collected, the costs associated with site management and community engagement with the Reuse shop.
- Undertake an assessment of the materials being delivered on site, for a specified time period. Staff can assess what materials brought on site are saleable and at what price.
- Trial a Reuse shop. The Local Government specifies the time period and collects data on the daily amount and type of material retrieved for reuse. Using this information the Local Government can calculate the cost to dispose of the material to landfill, the time staff spent separating and displaying items and potential revenue generated.

### *Rationale*

While it would be ideal for all Local Governments managing a waste collection facility to divert more waste from landfill, a Reuse shop may not always be a practical or economically viable option. A Local Government considering establishing or expanding a Reuse shop at their site will need to consider the viability of the shop including the amount of material the shop will receive, the costs associated with running the shop and the funds likely to be generated from the sales of the shop (if applicable). If a Local Government is developing a large scale Reuse shop, which will require



investment, then a more detailed business case is likely to be required. A Local Government may decide that although a Reuse shop will not fully fund its own operations, the positive community outcome makes it worth having the shop. Alternatively the Local Government may choose a low cost operating model which works for that site.

### **Waste Avoidance and Resource Recovery Levy**

The Levy applies to any waste generated or landfilled in the metropolitan area.

This relates to Reuse shops in several ways:

- If the Levy is charged on any material over the weighbridge (including material diverted to the Reuse shop) then the Local Government is able to claim back the Levy if material is diverted from landfill. This necessitates keeping good records of the amount of material diverted.
- If the Levy is not charged on material directed to the Reuse shop, it comes a cost to the Local Government if material is not subsequently sold.

## **2.2 SHOP SET UP: SITE PREPARATION**

**Aim: Suitably located site, with a set up that includes sufficient infrastructure and a plan for traffic flow to and from the Reuse shop.**

### *Approach*

Shop location – It is preferable the shop is set up within the waste site, inside fences and after the weighbridge/gate, rather than separate to the site.

Site plan – Develop a plan for the general layout of the outdoor area, including parking and thoroughfare to the delivery area.

Drop off area – A dedicated area, set aside, near the entry of the waste collection site that is easily accessible by the public to deliver items. Items recovered for the Reuse shop should be stored separately and checked for suitability and priced prior to being sold.

Shop area/infrastructure – A Reuse shop can comprise of a shed and/or an outdoor area. Sea containers are also useful for storing excess stock and seasonal items (see Example).

### *Rationale*

Shop location – If the Reuse shop is set up inside the waste site it has several advantages, including security and better separation of material. For larger sites, any material brought onsite can be weighed.

Site plan – Having a clear plan of traffic flow will enable the safety of those on site to be prioritised. If the delivery area is designed so that there are sufficient areas for vehicles to turn this keeps vehicle reversing to a minimum, which assists with safety.

Drop off area – If the site is staffed, they can direct incoming loads to that area as well as moving recoverable materials to that area.

Shop area/infrastructure – The suggested set up allows for a range of items to be stocked. A shed is useful to store items which are weather sensitive e.g. electrical items and furniture. While an outdoor areas allows for larger items to be stored e.g. bricks and outdoor furniture

### EXAMPLE: Sea container storage

City of Cockburn keeps two sea containers at the Cockburn Recycle Shop for storage. One container is ventilated and stores reusable paint rather than disposing of it as household hazardous waste.

The other container is used for the storage of seasonal stock and excess materials to ensure items are kept out of view until they're sellable. For example, storing electric fans during winter, for sale in the summer months.

Figure 1 is an example layout for a Reuse shop, with dedicated delivery drop off area, customer parking and indoor and outdoor sales areas.

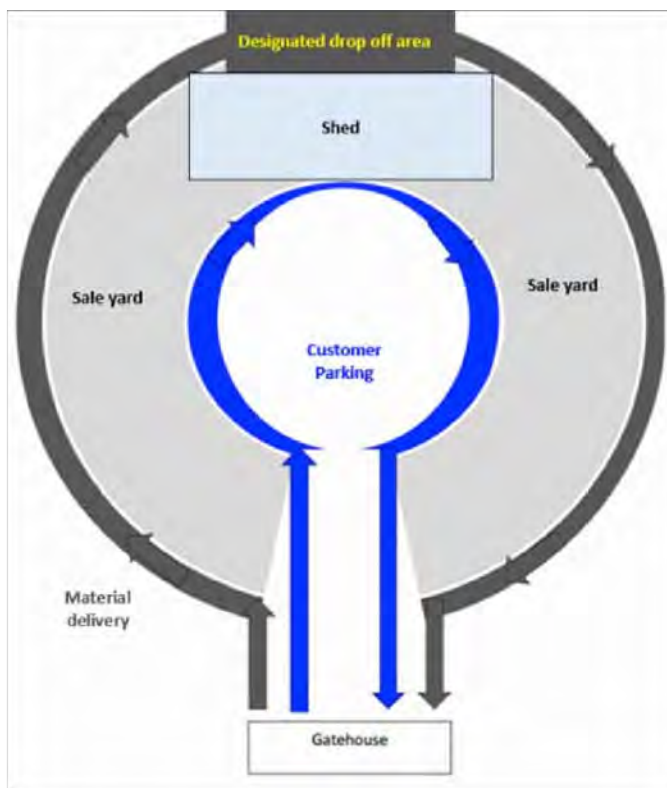


Figure 1: Schematic of Reuse shop layout (adapted from Blue Environment, 2014)

## 2.3 SHOP SET UP: SECURITY

**Aim: Adequate security that protects the Reuse shop from unauthorised access, vandalism and theft.**

### Approach

Depending on the set up of the Reuse shop, varying levels of security will be required. For small sites, ensuring the Reuse shop is located within the perimeter of the waste collection facility is a good approach. For larger sites, fencing, security lighting and CCTV can be effective however, could be vandalised and damaged. This leaves Local Governments with considerable and reoccurring repair costs. Based on consultation with Local Government, the most effective break in deterrent was considered to be electric fencing.

### Rationale

A secure location is also essential to deter crime. Locating the Reuse shop within the facility means that any person coming on site has to go through the security for the facility before attempting to enter the Reuse shop.

Feedback from Local Government indicated that normal fencing, lighting and CCTV was effective, but with sufficient incentive could be circumvented. For example fences and CCTV lines can be cut. Local Governments can install electric fencing around a Reuse shop, even if it is already inside a waste collection facility. Electric fencing may be able to be installed onto already existing fencing.

## 2.4 SHOP SET UP: PRODUCT ACCEPTANCE CRITERIA

**Aim: Establish clear Product Acceptance Criteria for the Reuse Shop, with reference to Australian Mandatory Safety Standards and Bans and saleability of items.**

### *Approach*

Two primary considerations drive whether a product should be accepted by the Reuse shop – is the material safe and is it saleable. In developing a Product Acceptance Criteria, legal considerations include:

- ACCC advice on avoiding unsafe products (Table 2).
- ACCC Product Safety Mandatory Standards and Bans Fact Sheet (Appendix C). Detailed information on each item is available from the ACCC website.

In looking at saleability of product, some key considerations include:

- Involving staff in the development of the criteria.
- Consideration should be given to the ‘saleability’ of items and the amount of time they kept in the shop.

Product inspection	Detail
Physically check second-hand products	<ul style="list-style-type: none"> <li>• See, handle and test product</li> <li>• Avoid products that have suffered an impact. While a product may look undamaged, it may have weaknesses that make it unsafe for use.</li> </ul>
General features to check	<ul style="list-style-type: none"> <li>• Comes with full instructions for assembly and use</li> <li>• Is sturdy and stable</li> <li>• Has all parts and works correctly</li> <li>• Has no tears, sharp edges or points</li> <li>• Has had no changes made that will make it unsafe</li> <li>• Has no history of being in an accident or being damaged</li> <li>• Can be fixed, if necessary, by the original supplier.</li> </ul>
Check for bans and mandatory standards	<ul style="list-style-type: none"> <li>• Mandatory safety standards or bans may cover the new version of many second-hand or hand-me-down products.</li> <li>• Identify the items in your current stock or intended stock that must comply</li> <li>• Check for features similar to those in planned, new or modified products to find out whether they may also need to meet standards.</li> </ul>
Check for recalls	<ul style="list-style-type: none"> <li>• Suppliers may have undertaken a past voluntary recall of a second-hand product that consumers may wish to buy or accept as a gift or loan. Recalls are usually undertaken because the supplier has identified a safety issue with the product.</li> <li>• Consumers can do an easy search on the Recalls Australia website to check for any recent or past recalls of products.</li> <li>• Avoid buying or accepting gifts or loans of second-hand products listed as a past or current recall.</li> </ul>

**Table 2: Extract from ACCC ‘Avoiding unsafe second-hand products’**



### *Rationale*

People delivering items to the Reuse shop may have only used the products for a short time, so the products may be near new and in quite good condition. Despite this, products could still present a potential hazard to staff and customers. Local Governments managing a Reuse shop need to develop clear guidelines on assessing and handling all items that are delivered to a Reuse shop prior to sale.

Reusable items may be unsafe if they are broken or damaged, have been repaired incorrectly or are missing safety instructions. Reusable items could also pose a hazard if they are so old they fail to meet the requirements of current product safety standards and bans for similar products. See example on products for babies and small child.

Researching safety requirements and mandatory standards can be a time consuming process, so Local Governments can decide to exclude some items completely from the Reuse shop and post this list on signs at the site. An example Product Acceptance list is provided in Appendix D.

Staff involvement in the development of criteria, ensures there is clear understanding of why certain products are not going to be sold (in relation to safety standards) and it can enhance staff sense of ownership and accountability in running the Reuse shop. This also links to the Section 3.5 on pricing. The saleability of a product is important to consider, the ideal Reuse shop – as with other retail experiences – is to have a turnover of products which encourages people to return to the shop on a regular basis.

#### **EXAMPLE: Excluding baby and small child items**

Baby and small child items, including prams, cots and car seats are subject to a range of safety regulations which need to be specifically referenced to determine if the equipment is safe to sell.

WALGA's Roadwise Program, which provides up to date child car restraint guidelines, advises that any child car seats delivered should be dismantled and disposed of.

## 2.5 SHOP SET UP: PRICING AND SALES

**Aim: Clear and consistent pricing approach along with a record of sales (as required).**

### *Approach*

Pricing – The suggested approach is that Local Governments develop general pricing guidelines, in collaboration with onsite staff. These guidelines can include consideration of staff discounts and how staff purchases should be undertaken.

Displaying pricing – There are a variety of different methods of displaying prices for items and each Local Government will find a system that works best for them. Currently Local Governments are using three different approaches:

1. No pricing displayed – determined by the operator on the day
2. Displaying general prices for groups of items
3. Pricing each item individually.

A combination of the latter two options are recommended, with items priced with individual stickers or in containers or shelves with a marked price.

Sales – If there is a charge for material sold at the Reuse shop, the shop can operate on a cash only basis but an investment in a cash register, with automatic receipt printing with general category descriptions (e.g. furniture), could assist in reporting purposes.

### *Rationale*

Pricing – To ensure staff are confident and consistent in applying prices, developing the pricing schedule in collaboration with staff is a good approach. Staff can then charge similar prices for items and gain an understanding of the general value of items, with some flexibility to negotiate price to ensure stock sale. See Mindarie Regional Council Case study.

Having a clear staff discount policy assists in clarifying staff expectations, such a policy could state entitlements (e.g. standard discount is 25% on all staff purchases at the Reuse shop) and exclusions. The policy could also specify that staff purchases need to be processed by another staff member and if the policy extends to all Local Government staff or just waste facility staff.

Displaying pricing – This saves customers having to ask staff for prices and promotes consistency.

Sales – For larger sites, a cash register will reduce the staff time needed to manually write receipts, as well as end of day takings reconciliation. It will also increase security of money on site. A daily record of takings provides data on what reusable materials are being sold and what isn't so popular.

The cash register can also record an approximate weight of items sold, to give an indication of the amount of waste that is diverted from landfill (See Waste Avoidance and Resource Recovery Levy).

### CASE STUDY: Mindarie Regional Council Pricing Guidelines

The Tamala Park Tip Shop, operated by Mindarie Regional Council, uses price guidelines as a starting point for staff to negotiate consistent prices with customers. The guide lists common items sold at the shop, with price increasing depending on the items' condition. An extract from the guide as follows.

<b>Books/DVDs</b>	<b>DOC</b>
Assorted soft/hardcovers*	\$1.00 upwards
<b>Bric-A-Brac</b>	<b>DOC</b>
Bags, wallets, handbags, shoes, trinkets etc	\$1.00 upwards
<b>Camping</b>	<b>DOC</b>
Swags etc	\$20.00 upwards
Tents, gazebos, shade sails	\$5.00
<b>Childs' Toys and Games</b>	<b>DOC</b>
Assorted toys	\$1.00 upwards
<b>Electronic – Tagged and Tested</b>	<b>DOC</b>
Various items	Priced on the day
<b>Filing Cabinets</b>	<b>DOC</b>
2 drawer	\$10.00 upwards
3 drawer	\$20.00 upwards
4 drawer	\$30.00 upwards
<b>Flooring</b>	<b>DOC</b>
Carpet, vinyl	\$5.00 upwards

- Staff can negotiate price with customers, including accepting or rejecting a lower price to reflect the item's quality. There is also a policy of reducing prices if a customer is buying in bulk.
- All electrical items are tested and tagged before sale. All items that undergo testing have a value for this service added to their cost.
- Prices for unfamiliar items is usually determined by researching its retail value, and setting an initial price of about 30% of its retail value. The price can be altered up or down depending on its condition. This may rise to up to 75% of an items 'new' value if it is in good condition, or is an item where there is some demand.
- Prices are not set, they are regularly re-tested to reflect current market conditions. Also if items are not shifting, their prices are adjusted accordingly. Over the last three years the Tamala Park tip shop has achieved in excess of 30,000 transactions per year. In that time the average price of each transaction has grown from \$9 to \$11 per transaction. This was largely achieved through improved quality of stock and fairer and more consistent pricing.



## 2.6 SHOP SET UP: DISPLAYING STOCK

**Aim: Display products in a manner that minimises hazards and is attractive to customers.**

### *Approach*

Minimise hazards – in line with usual OH&S considerations, shelving that products are displayed on should be robust and not above head height. Heavy items should be stored on lower shelves, lighter items on higher shelves. Customers should not dismantle products in the shop to access spare parts. Some items such as electrical equipment and furniture, should not be displayed in the outdoor yard to protect them from weather damage.

Attractive to customers – this includes display smaller items on racks and shelves, and larger items together. Keep the display areas uncluttered, dusted and organised so that it is appealing to customers.

### *Rationale*

Minimise hazards - To ensure that product can be displayed well and accessed easily by customers consideration should be given to the quality and height of the shelving. To reduce the risk of staff injury or customers dropping products, heavier items should be stored on lower shelves.

Reuse shops are a useful source of spare parts and customers may want to disassemble products for specific parts. This presents a safety concern and should not be allowed. Any spare parts can be displayed near working products to make them easily accessible, such as lawn mower parts in a container near lawn mowers. Customers should be advised that goods are otherwise sold as is.

Attractive to customers – Arranging items so they are organised, easy to find and view will assist in making the shop more attractive to customers. Also arranging similar items together allows customers looking for a particular product to compare their options.

## 2.7 SHOP SET UP: SIGNAGE

**Aim: Signage provides relevant information and is prominently displayed.**

### *Approach*

Considerations should be given to the following signage/markings:

- Shop name and opening hours
- Traffic control (e.g. speed limits)
- Directions to drop off area
- Waste material not accepted (particularly useful for unmanned sites)
- All goods are to be sold “as is”
- OH&S signage, including fire control equipment, emergency exits, assembly points and pointing out hazards. Pathways can be painted on the floor.

### *Rationale*

Clear signage assists customers to shop and reduces the amount of staff time spent providing information to customers. The OH&S signage is essential in case of emergency. The suggested ‘Goods sold as is’ signage is to make it clear that disassembly of products in the shop is not acceptable (as per Section 2.6).

## 2.8 SHOP SET UP: MARKETING PLAN

**Aim: Identify approaches, and plan for, Reuse shop marketing.**

### *Approach*

A marketing plan can be a simple list of methods for promoting the Reuse shop. To simplify promotion in Local Government communications, include generic information on shop opening hours and location. The Reuse shop marketing plan can include:

- Signage at the entrance of the waste collection facility
- Local Government website
- Social media
- Waste and recycle calendar
- Press releases
- Local community newspaper
- Bulletin boards in community hubs
- Having site open days and offering tours for school and community groups

### *Rationale*

Marketing the Reuse shop will encourage more people to visit and can be part of ongoing community education campaigns on waste minimisation and reuse (see Section 2.9). As they provide a benefit to the local community, Reuse shops can attract interest from local media outlets. Regular press releases may be picked up by local media, which can provide ongoing, free advertising. Local waste diversion and reuse successes can be promoted, such as the volumes of waste sold through the Reuse shop and alternative uses for materials. Online marketing can be effective, particular if linked into an existing group.

### **CASE STUDY: Goomalling**

The Goomalling Reuse Centre has a very active Facebook page (Search Goomalling Reuse Centre – the Tip Shop) with regular updates of new items for sale and frequently posts inspirational photos of creative reuse projects.



*Pictures: stock and project ideas from Goomalling Reuse Centre Facebook*

## 2.9 SHOP OPERATIONS: COMMUNITY EDUCATION AND ENGAGEMENT

**Aim: Utilise Reuse shop as a way of engaging and educating the community**

### *Approach*

Reuse shops can be part of wider engagement initiatives. For example the Shop can host school and community groups to learn about waste minimisation and reuse.

### *Rationale*

Reuse shops promote the value of otherwise discarded materials and this provides opportunities for changing how communities think about waste. There are opportunities to work with local artists and community groups to use reusable materials in art installations for the shop or public spaces.

Some Local Governments use the income from sales at their Reuse shops to fund community projects.

### **EXAMPLE: Worms love fridges**

Degassed white goods and old bathtubs can be promoted as excellent worm farms or garden beds. A worm farm fridge displayed at the shop can be part of a community education campaign and promote reuse of inoperative white goods.

## 2.10 SHOP OPERATIONS: OPENING HOURS

**Aim: Establish opening hours which maximise the time for drop off materials and minimise costs associated with running the Reuse shop.**

### *Approach*

There are a variety of approaches that can be taken towards setting opening hours which will be site specific.

### *Rationale*

For larger sites Local Governments can consider using different opening hours for stock delivery and stock sale. Receiving items at the shop 7 days a week means there are more opportunities for stock to come to the shop rather than straight to landfill. Limiting the days that customers can purchase items to 5 days or less provides staff with time to assess and price items, clean and tidy the shop, set up and display items, and test and tag electrical equipment.

In locations with limited or no staffing, such as at the smaller sites, having opening hours the same for dropping off items and shopping is likely to be the most practical approach.



## 2.11 SHOP OPERATIONS: SELLING ELECTRICAL EQUIPMENT

**Aim: Electrical equipment should not be sold through the Reuse shop, unless it has been tested for electrical safety and tagged.**

### *Approach*

Reuse shops selling electrical equipment must ensure that all items are safe and appropriately inspected, tested and maintained by a competent person. Only staff that have been certified as competent should inspect, test and tag electrical equipment for sale at Reuse shops.

### *Rationale*

The *Electricity Act 1945* prohibits the sale of household electrical appliances unless 'approved' by an Australian regulatory authority. Such approval may be issued if the person who intends to sell the appliance satisfactorily demonstrates that he or she has accepted the responsibility of ensuring that the appliance is safe for use. The most common way to achieve this is to provide proof that the appliance complies with standard specifications and tests for electrical safety.



**Example: Electronics sold untested**

In order to undertake the visual and electrical testing that is required, staff need to be certified as competent. There are both nationally recognised and non-accredited courses available. There are several Registered Training Organisations which can provide this training to Local Government staff or other interested parties.

EnergySafety, which is responsible for the technical and safety regulation of the electrical industry in WA, provides some guidelines on determining if electrical equipment is safe for sale. Where the origin or history of an electrical appliance is not known then that electrical appliance or equipment should be inspected and tested, before it is sold, to ensure it is safe to use. The history of an electrical item accepted at a Reuse shops is unlikely to be known since they are predominately accepted as "used goods." It is therefore recommended that all electrical products sold are inspected, tested and tagged before sale.

## 2.12 SHOP OPERATIONS: HUMAN RESOURCES AND SITE SUPERVISION

**Aim: To ensure the Reuse Shop is operated to a high standard.**

### *Approach*

If the Local Government is operating the Reuse Shop, then Local Government staff will be undertaking this activity, as part of the waste collection site operations. Sufficient staff training is essential and can include:

- Induction training, including safe operating procedures for all aspects of the site
- Pricing guidelines and price negotiation
- Cash handling and sale records
- Product acceptance criteria
- Items excluded from sale
- Electrical test and tagging certification
- Operation and maintenance of any machinery, such as forklifts
- Procedures for customer service and complaint response
- Usual OH&S including heavy lifting and emergency response procedures

### *Rationale*

Local Government management of a Reuse shop means that any revenue raised through the shop can be used to offset Local Government operational costs or other Local Government priorities. Examples of Local Governments which manage their Reuse shops, include the Henderson Recycle Shop operated by the City of Cockburn and the Tamala Park Recycling Centre operated by the Mindarie Regional Council.

Staff should be accessible to community members in the Reuse shop to answer questions, process transactions and ensure a safe operating environment is maintained. Having staff present to coordinate the drop off of items at the delivery area can maximise resource recovery. Staff can also salvage items from the waste collection site throughout the week, for sale in the Reuse shop.

Staffing of the Reuse shop can be balanced with the influx of items on weekends and other shop open days. Depending on the volume of material received, 1 or 2 staff per day can operate the drop off area, assess items and make small repairs, as well as test and tag electrical items. On the days that the shop is open to sell items, multiple staff should be available, with a dedicated staff member on the cash register and 1 or 2 staff to supervise the sale yard and assist customers.

Staff should be trained to ensure they have current information on the operation of the Reuse shop. Staff are likely to enter other parts of the waste collection facility so they should also receive an induction on all aspects of the site.

## 2.13 SHOP OPERATIONS: OUTSOURCING

**Aim: To ensure that the Local Government is not exposed to liability or risk due to Reuse shop operations.**

### *Approach*

Outsourcing the running of the Reuse shop can include management by a private contractor, specifically or as part of the waste collection site operations, or management by a community group or charity.

It is suggested that Local Governments outsourcing their Reuse shop operations review their current contract to ensure that, as a minimum, there are provisions relating to:

- Compliance with Legal Requirements
- Indemnity
- Insurance

Another potential inclusion is a clause relating to Safety Obligations. For Local Governments seeking to outsource their Reuse shop, these clauses can be included from the outset. Appendix E provides some examples, it should be noted that these are examples only and should be used in consideration of the other clauses in the outsourcing contract.

### *Rationale*

By making sure the contract includes clauses relating to Compliance with Legal Requirements it will protect the Local Government if the operator does anything unlawful. The Indemnity clause will protect the Local Government in case the operator breaches any of the contract provisions. The contract should also clearly state the responsibility is vested with the Operator with regard to complying with the provision. The Safety Obligations requirement can be specifically tailored to highlight the need for contractors to ensure:

- Any electrical equipment sold will be tested and tagged in line with Energy Safety requirements (See Section 2.11)
- Products sold will be checked to ensure they meet ACCC Product Safety: Mandatory Standards & Bans (See Section 2.4 and Appendix C)

When outsourcing it is important to regularly liaise with the contractor to ensure the operations are progressing as has been agreed and that particular conditions are being met. This could include a requirement for the contractor to report on the amount and type of material sold through the Reuse Shop.



## 2.14 SHOP OPERATIONS: EVALUATION

**Aim: Evaluate the Reuse shop operations as required.**

### *Approach*

For your size of Reuse shop, identify which data is needed to evaluate the performance of the shop. This information can include types or product sold, approximate weights, revenue generated, staff feedback and staff time.

### *Rationale*

Collecting data on the amount of material received and sold at the Reuse shop and any revenue generated is one way of monitoring and evaluating the long term progress of the business. A log of the approximate weight of items sold will be useful for reporting to the Local Government Waste and Recycling Census and if claiming back the Waste Avoidance and Resource Recovery Levy.

For smaller sites, estimating the amount of material that goes through the Reuse area can be difficult. Taking regular photographs of material can be one way of identifying the types of products in demand. Any staff time in sorting products can also be estimated.

Regularly checking in with staff to find out how operations are progressing is another way to evaluate the Shops operations.

## **APPENDIX A: CASE STUDY – CITY OF COCKBURN & SHIRE OF EXMOUTH**

### **City of Cockburn**

The Cockburn Recycle Shop is part of the Henderson Waste Recovery Park in the City of Cockburn. The Recycle Shop aims to divert reusable items away from landfill and to provide an inexpensive source of household items and materials for the community, especially those facing financial hardship. While the Recycle Shop does generate an income stream for the City, profit is not the foremost consideration in providing this service.

The Recycle Shop receives reusable items, from both staff salvage and community visitors, to the onsite transfer station. The weighbridge operator directs patrons to the shop's receiving area if the load appears to contain suitable items. The Recycle Shop is owned and operated by City of Cockburn, rather than contracted out. This is to ensure operational practices are in line with the City's standards and inappropriate items are not sold. Inappropriate items include products that do not meet Australian Safety Standards or are clearly not fit for purpose.

A charge applies for disposal of all items to the Henderson Waste Recovery Park, including items delivered to the Recycle Shop. All items that enter the Recovery Park are treated as waste and so are charged for entry. This policy is to deter attempts to deliver items to the Recycle Shop that are unsuitable for reuse in an attempt to avoid the gate entry fee. Payment for the waste ensures the Recycle Shop operators have control at all times as to what will or will not be sold in the shop. City of Cockburn residents receive a trailer pass with six vouchers each year and these can be used to deliver items to the Recycle Shop. Alternatively, visitors can pay the standard entry fee.

The Recycle Shop itself is a large shed (approximately 40m x 12m) and outdoor area, with an undercover section for receiving goods. The site has good security with an electric fence and security system. The Shop includes a sea container for storage of surplus stock and seasonal items. Keeping items out of view during off-seasons gives the Recycle Shop the opportunity to introduce them when they're sellable, such as storing fans during winter and bringing them out in the summer. The Recycle Shop occasionally receives stock from closing businesses and excess volumes are stored and slowly shelved in the store as items sell.

Good stock presentation is a key aspect of the Recycle Shop. The shop uses shelves, racks and containers for items, with large items arranged in groups. There are clear walkways and designated areas for specific item categories. Small items are stocked near the cashier counter to deter theft. A charity clothing bin is also kept in the Shop to encourage diversion of textiles.

To maximise diversion of reusable material, the transfer station is open daily, as is the receival area at the Recycle Shop. However, the shop itself is only open Friday – Sunday and some public holidays. This strategy is used to attract turnover when customers are likely to visit rather than stretch the sales over seven days. The opening hours are structured to accommodate community visitors who usually visit on the weekends. Commercial visitors are more likely to drop material off at the site during the business week and have little interest in the Recycle Shop. The Recycle Shop is open on Fridays to ensure that local second hand dealers have an opportunity to buy items.

The decision to limit the number of days the Recycle Shop is open also reduces staffing costs. The Shop receival area is operated by 1 staff member daily to assess items, make repairs, and tidy the stock in the shop. Staff are also trained to test electronic equipment and tag these as suitable

for sale. During the 3 days the Shop is open, 2 more staff members operate the shop itself, with 1 dedicated cashier and another assisting customers and tidying the shop. The shop does not provide a telephone number for customer enquiries.

The same staff are usually rostered at the Recycle Shop as they gain experience on what is a fair and achievable price for items. The Recycle Shop started with a price guide but with the huge variety of items it became less useful. The Shop now relies on staff experience. The number of staff who can determine item prices is limited to ensure pricing is more consistent.

Staff have ability to negotiate price with customers to ensure stock turnover. If stock doesn't sell the price is reduced. If items still can't sell then they are removed from the shop and recycled if possible. Many customers visit the Shop regularly and are deterred if they see the same items week after week.

The Recycle Shop obtained legal advice regarding liability and warranty of products for sale. The shop advertises with signage that items are sold "as is" and that the items have been recovered from waste and may not be fit for purpose. If it is economically viable to do so, the staff will value add items, such as cleaning spark plugs and filters to revitalise a previously nonworking lawn mower. Staff do not make any claims that items are in good condition. Warranty claims have not been an issue previously, although on rare occasions low value items have been returned and exchanged to minimise fuss.

All items in the shop are priced with individual stickers or in containers with a marked price. The Shop is cash only and a cash register prints a receipt with a general category description (such as furniture) and the price. A record of the approximate weight of items sold is also recorded for Landfill Levy recovery purposes. Landfill diversion rates are also a positive way to engage the community.

The Shop also has a written policy for a 25% staff discount on marked prices. This is to provide staff with a good deal, but also makes it clear that all items received at the Recovery Park belong to the City of Cockburn. Staff cannot determine a price for an item for themselves, this decision is made by a supervisor. Staff purchase trends are also monitored to ensure that they aren't reselling the items as a side business.

The Cockburn Recycle Shop has a family friendly focus on shop items but does exclude baby and small child items, like cots. Without significant research, the Shop staff cannot be certain the items would meet Australian Safety Standards but the cost of the research time would likely be greater than the value of the item. The Cockburn Recycle Shop provides a straightforward, practical Reuse shop system and sets a high standard for Local Governments looking to start or improve their own Reuse shops.



**The Cockburn Recycle Shop**



## Shire of Exmouth

Shire of Exmouth provides a Trash or Treasure picking area at the Qualing Scarp Landfill where reusable household items can be taken for free.

The Landfill is open Monday – Saturday and some public holidays. The Landfill staff inspect incoming loads and direct patrons to drop off reusable items to the picking area. The Trash or Treasure picking area is well established and many visitors will drop items off without direction from the landfill staff.

The staff will allow an item to stay in the picking area for 3-4 weeks. If it hasn't been taken by then it is disposed of at the main face.

In addition to the Trash or Treasure picking area the staff also ask customers with timber pallets that are in good condition to be deposited in the pallet area. Lots of customers come in wanting pallets and the landfill staff use them to stack recyclables on such as Pb Acid batteries, electric motors, and baled aluminium. Any damaged pallets are disposed in the green waste area for burning.

Diverting reusable items to the picking area and overseeing the collection of pallets is a small part of the day to day operations at the landfill but provides a useful example of an effective, basic setup to encourage waste diversion and reuse.

The waste disposal fee structure at the landfill further reinforces waste diversion by encouraging source separation. Customers are charged more for 'mixed waste' than waste that has been appropriately separated and dropped off at the different designated areas. 'Mixed waste' loads include material that could have been separated for reuse and recycling. If customers haven't separated their waste they pay the 'mixed waste' fee which is higher than the 'general waste' fee.

The outdoor layout of the picking area means that reusable materials are very susceptible to weather damage, particularly dust. The Shire plans to redevelop the recycling centre at the landfill in the coming months, including a lean-to veranda to hold the picking area and resolve the issue of weather damage.



**Trash or Treasure picking area at Qualing Scarp Landfill**

## APPENDIX B: EXAMPLE SELF-ASSESSMENT CHECKLISTS FOR REUSE SHOPS

These checklists have been developed to assist Local Governments assessing their current Reuse shop operations against Better Practice Reuse Shop practices. The checklists are not intended to exhaustively cover Occupational Health & Safety issues. Further guidance on this topic is available in the various WorkSafe WA guidance documents on the Department of Commerce website.

### Large and Medium Reuse Shop – Checklist

A large Reuse shop has been characterised by dedicated staffing for the Reuse shop, operations undertaken on a commercial basis. A medium Reuse shop would be characterised by staff available on site, but not dedicated to the shop operations, the operations would be undertaken on a commercial basis.

Requirement	Current Status	Improvement Needed?
<b>2.2 Shop set up: Site preparation</b>		
<i>Aim: Suitably located site, with a set up that includes sufficient infrastructure and a plan for traffic flow to and from the Reuse shop.</i>		
Shop location - is the shop set up inside the waste facility?		
Site plan – do you have a plan for the site layout (including parking and drop off area)?		
Drop off area – is there an easily accessible area for the public to drop off goods?		
Shop area/infrastructure – do you have a shed, or other covered infrastructure?		
Shop area/infrastructure – do you have outdoor area?		
Does the site have to pay the Waste Avoidance and Resource Recovery Levy?		Note: If yes, ensure records of amounts of material diverted from landfill are recorded
<b>2.3 Shop set up: Security</b>		
<i>Aim: Adequate security that protects the Reuse shop from unauthorised access, vandalism and theft.</i>		
Is the Reuse shop site secured (e.g. locked fencing)?		
Is the Reuse shop monitored by CCTV?		
Is there security lighting at the site?		

Requirement	Current Status	Improvement Needed?
If these measures are in place, are they effective at discouraging/deterring unauthorised access?		Note: If no, then consider electric fencing.
Is there electric fencing around the Reuse shop area?		
<b>2.4 Shop set up: Product Acceptance Criteria</b>		
<i>Aim: Establish clear Product Acceptance Criteria for the Reuse shop, with reference to Australian Mandatory Safety Standards and Bans and saleability of items.</i>		
Does the Reuse shop have product acceptance criteria? [links to Section 2.7 - Signage]		Note: If no, then criteria needs to be established, using information provided.
If there are product acceptance criteria, do they take into account Australian Mandatory Safety Standards and Bans and the saleability of items?		
Were staff involved in the development of the criteria?		
<b>2.5 Shop operations: Pricing and Sales</b>		
<i>Aim: Clear and consistent pricing approach along with a record of sales (as required).</i>		
Does the Reuse shop have pricing guidelines?		
Do the pricing guidelines include a position on staff purchases and negotiation with customers?		
Are prices of items displayed?		
Are sales and weights of products recorded?		
<b>2.6 Shop set up: Displaying stock</b>		
<i>Aim: Display products in a matter that minimises hazards and is attractive to customers</i>		
Are products displayed on robust shelving?		Note: If no, then need to immediately address OH&S in shop.
Are products displayed at no greater than head height?		
Are heavy products stored on lower shelves?		
Are products displayed in an organised way (like products together)?		
Are the display areas well-kept and uncluttered?		



Requirement	Current Status	Improvement Needed?
<b>2.7 Shop set up: Signage</b>		
<i>Aim: Signage provides relevant information and is prominently displayed.</i>		
Is there signage for the Shop name and opening hours?		
Is there the necessary traffic control signage?		
Is signage present to direct customers to the drop off, acceptance and shop areas?		
Does signage identify products that aren't accepted/sold at the Reuse shop?		
Is there signage that indicates goods are sold 'as is'?		
Are there the necessary OH&S signage/line markings?		Note: If no, then this needs to be addressed.
<b>2.8 Shop set up: Marketing plan</b>		
<i>Aim: Identify approaches, and plan for, Reuse shop marketing.</i>		
Do you have a list of how the Reuse shop will be promoted?		
<b>2.9 Shop operations: Community education and engagement</b>		
<i>Aim: Utilise Reuse shop as a way of engaging and educating the community</i>		
Does the Reuse shop have a role in community engagement – for example is it part of site tours?		
<b>2.10 Shop operations: Opening hours</b>		
<i>Aim: Establish opening hours which maximise the time for drop off materials and minimise costs associated with running the Reuse shop.</i>		
When can materials be dropped off and purchased from the Shop?		Note: If Reuse shop is staffed, consider restricting opening hours – see City of Cockburn case study.
<b>2.11 Shop operations: Selling electrical equipment</b>		
<i>Aim: Electrical equipment should not be sold through the Reuse shop, unless it has been tested for electrical safety and tagged.</i>		
Does the Reuse shop sell electrical equipment?		
Is the electrical equipment tested and tagged by a competent person?		Note: Electrical equipment should not be sold if it has not been tested and tagged.

Requirement	Current Status	Improvement Needed?
<b>2.12 Shop operations: Human Resources and Site Supervision</b>		
<i>Aim: To ensure the Reuse shop is operated to a high standard.</i>		
What training processes are in place for staff working at the Reuse shop?		Note: Review staff training to ensure it is comprehensive.
<b>2.14 Evaluation</b>		
<i>Aim: Evaluate the Reuse shop operations as required.</i>		
Is information on type, weight and revenue collected?		
Is there an evaluation process in place for the Reuse shop?		
Is a regular process for staff feedback on operations in place?		

### Small Reuse Shop – Checklist

A small Reuse shop is characterised by no staff on site, a small area to deposit and collection of items.

Requirement	Current Status	Improvement Needed?
<b>2.2 Shop set up: Site preparation</b>		
<i>Aim: Suitably located site, with a set up that includes sufficient infrastructure and a plan for traffic flow to and from the Reuse shop.</i>		
Shop location - is the shop set up inside the waste facility?		
Site plan – do you have a plan for the site layout (including parking and drop off and shop area)?		
Shop area/infrastructure – do you have a shed, or other covered infrastructure?		
Shop area/infrastructure – do you have outdoor area?		
<b>2.3 Shop set up: Security</b>		
<i>Aim: Adequate security that protects the Reuse shop from unauthorised access, vandalism and theft.</i>		
Is the Reuse shop site fenced?		

Requirement	Current Status	Improvement Needed?
<b>2.4 Shop set up: Product Acceptance Criteria</b> <i>Aim: Establish clear Product Acceptance Criteria for the Reuse Shop, with reference to Australian Mandatory Safety Standards and Bans and saleability of items.</i>		
Does the Reuse shop have product acceptance criteria?		Note: If no, then criteria needs to be established, using information provided – this can be a simple list of things which will be removed from the Drop off area.
<b>2.6 Shop set up: Displaying stock</b> <i>Aim: Display products in a matter that minimises hazards and is attractive to customers.</i>		
Is the area where products are displayed checked regularly?		
Are items re-arranged by staff?		
<b>2.7 Shop set up: Signage</b> <i>Aim: Signage provides relevant information and is prominently displayed.</i>		
Is there clear signage directing people to the drop off/shopping area?		
Is there the necessary traffic control signage?		
Are there the necessary OH&S signage/line markings?		Note: If no, then this needs to be addressed.
<b>2.8 Shop set up: Marketing plan</b> <i>Aim: Identify approaches, and plan for, Reuse shop marketing.</i>		
Do you have a list of how the Reuse shop will be promoted?		
<b>2.9 Shop operations: Community education and engagement</b> <i>Aim: Utilise Reuse shop as a way of engaging and educating the community</i>		
Does the Reuse shop have a role in community engagement – for example is it part of site tours?		
<b>2.10 Shop operations: Opening hours</b> <i>Aim: Establish opening hours which maximise the time for drop off materials and minimise costs associated with running the Reuse shop.</i>		
When can materials be dropped off and purchased from the Shop?		
<b>2.11 Shop operations: Selling electrical equipment</b> <i>Aim: Electrical equipment should not be sold through the Reuse shop, unless it has been tested for electrical safety and tagged.</i>		



Requirement	Current Status	Improvement Needed?
If electrical equipment is dropped off what is the policy?		Note: Electrical equipment should not be there for collection if it has not been tested and tagged.
<b>2.12 Shop operations: Human Resources and Site Supervision</b>		
<i>Aim: To ensure the Reuse Shop is operated to a high standard.</i>		
What training processes are in place for staff at the Reuse shop?		Note: Review staff training to ensure it is sufficient.
<b>2.14 Evaluation</b>		
<i>Aim: Evaluate the Reuse shop operations as required.</i>		
Is there a process for evaluating the Reuse shop?		

## Outsourcing your Reuse Shop

When outsourcing a Reuse shop operations, some of the key considerations in the contract relate to ensuring the contractor is complying with Legal Requirements, there is an indemnity provision and that Safety Obligations are highlighted.

<b>3.13 Shop operations: Outsourcing</b>		
<i>Aim: To ensure that the Local Government is not exposed to liability or risk due to Reuse shop operations.</i>		
What are the terms and conditions of your contract with the operator?		Note: Specifically are there requirements for Compliance with Legal Requirements, Indemnity and Safety Obligations.
Is your contractor required to report on the amount / type of material which is sold through the Reuse shop?		
<b>3.14 Evaluation</b>		
<i>Aim: Evaluate the Reuse shop operations as required.</i>		
Is there a process for evaluating the implementation of the contract?		

# APPENDIX C: ACCC PRODUCT SAFETY: MANDATORY STANDARDS & BANS



## Product safety: Mandatory standards and bans

### Mandatory standards

Below is a list of products with mandatory standards regulated by the *Competition and Consumer Act 2010* and enforced by the Australian Competition and Consumer Commission (ACCC).



Aquatic toys



Blinds, curtains and window fittings



Baby dummies



Bunk beds



Baby walkers



Care labelling for clothing and textiles



Balloon-blowing kits



Child car restraints



Basketball rings and backboards



Cigarette lighters (disposable)



Bath aids for babies



Cigarettes (reduced fire risk)



Bean bags



Cosmetics (ingredients labelling)



Bicycle helmets



Cots (household)



Bicycles (pedal)



Cots (portable, folding)

## Product safety: Mandatory standards and bans

### Mandatory standards (*continued*)



Exercise cycles



Soccer goals (moveable)



Fire extinguishers (portable, aerosol)



Sunglasses and fashion spectacles



Fire extinguishers (portable, non-aerosol)



Support stands for vehicles



Hot water bottles



Swimming and flotation aids



Jacks (trolley)



Swimming pools (portable)



Jacks (vehicle)



Tobacco health warnings



Luggage straps (elastic)



Toys (projectile)



Motorcycle helmets



Toys and finger paints containing lead and other elements



Nightwear for children (including paper patterns)



Toys containing magnets



Prams and strollers



Toys for children under three



Ramps for motor vehicles (portable)



Treadmills



Recovery straps for motor vehicles



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## Permanent bans

Supplying the following products is permanently banned in Australia. Permanent bans are regulated by the *Competition and Consumer Act 2010* and enforced by the ACCC.



Baby dummies with unsafe decorations



Novelty cigarettes



Baby dummy chains with unsafe decorations



Pools and spas with unsafe design features



Candles with lead wicks



Sky lanterns



Combustible candle holders



Smokeless tobacco products



DEHP in children's plastic items



Tinted headlight covers



Fire footbags



Tongue studs without holes



Gas masks containing asbestos



Toothpaste containing Diethylene glycol (DEG)



Glucomannan in tablet form



Toy-like novelty cigarette lighters



Magnets—small, high powered



Toys containing beads (inflatable, novelty and furniture)



Mini jelly cups containing konjac



Undeclared knives or cutters in children's art, craft and stationery sets



Mini motorbikes with unsafe design features



Yo-Yo water balls

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## Interim bans

Interim bans may be made by the state, territory or Commonwealth Minister. Their duration may be 60–120 days. Check the Product Safety Australia website ([www.productsafety.gov.au](http://www.productsafety.gov.au)) for details of any interim bans.

## Product safety: Mandatory standards and bans

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For more information about mandatory standards, bans, recalls and emerging issues—and to subscribe to email alerts and RSS—visit our websites:

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## APPENDIX D: EXAMPLE – PRODUCT ACCEPTANCE CRITERIA

The following items will not be sold and cannot be accepted at the Reuse shop\*.

Excluded items	Exemptions
Aquatic toys and floatation aids	None
Blinds with chords	Blinds without chords supplied with all tensioning devices, warning labels and manufacturing instructions. Curtains without cords
Bunk beds	None
Child car seats and restraints	None
Child play equipment/toys under 3	Toys for children over 3 years accepted
Cots (household and portable)	None
Fire extinguishers and safety gear	None
Heaters (gas, electric or any liquid fuel burning)	Electric column style oil heaters, halogen elements and bar style heaters are acceptable and can be offered for sale only after tested and tagged for electrical safety.
Helmets (all including bicycle, motorbike and horse riding)	None
Knives	Knives used as part of table cutlery. Customer must be 18+ to purchase.
Mattresses	None
Prams and strollers	None
Vehicle jacks	None
Vehicle ramps and support stands	None

\*These examples taken from Salvation Army Product Acceptance Criteria.



## APPENDIX E: EXAMPLE – CONTRACT CLAUSES

### Complying with Legal Requirements

1. The Contractor shall (at its own cost) comply with all Legal Requirements in any way affecting or applicable to the Goods and/or Services and/or the performance of this Contract.
2. Without limiting in any way the generality of the foregoing or Clause X, the Contractor shall identify and duly and punctually observe, perform and comply with the provisions of any Legal Requirements for workplace safety and health, including but not limited to the *Occupational Safety and Health Act 1984 (WA)* and all improvement notices, prohibition notices and codes of practice (if any) issued thereunder and having application to this Contract.
3. If a Legal Requirement is at variance with a term of this Contract the Contractor shall notify the Principal in writing. If such Legal Requirement necessitates a change to the Goods and/or the Services and/or the way in which they must be provided, the Principal may direct the Contractor as to how the inconsistency must be addressed. Such inconsistency shall be at the Contractor's risk and the direction will not entitle the Contractor to any adjustment of the Contract Price or to make any other claim for relief.

### Indemnity

1. The Contractor shall indemnify and keep indemnified the Principal and the Principal's Personnel from and against all Loss and other liabilities of any kind arising directly or indirectly from:
  - a. any breach of any provisions or warranty or any of the other terms and conditions of this Contract by the Contractor or the Contractor's Personnel;
  - b. any Wilful Misconduct or a negligent act or omission of the Contractor or the Contractor's Personnel; and
  - c. any claim made by a third party against the Principal or the Principal's Personnel, to the extent that the claim arose out of the act or omission of the Contractor or the Contractor's Personnel, except to the extent of liability which is caused by the Wilful Misconduct or a negligent act or omission of the Principal or the Principal's Personnel.
2. The Principal need not incur any cost or make any payment before enforcing any right of indemnity under this Clause.

## Safety Obligations

[Drafting note: This occupational health and safety clause is of a general nature only and does not take account of the health and safety risks associated with a specific contract, specific regulatory requirements that might apply to the contract or an individual Principal's contractor safety management policies and procedures. Specific legal advice on the occupational safety and health requirements should be considered on a contract by contract basis.]

1. The Contractor must perform all relevant functions and fulfil all relevant duties of an employer, occupier and all other obligations as a duty holder under all Legal Requirements applicable to workplace health and safety.
2. The Contractor must supply or arrange to be supplied all things necessary to ensure the Services are carried out and the Goods are provided in a manner that is safe and without risks to health.
3. The Contractor must ensure that the Services are performed and the Goods are provided in a manner that is safe and without risks to any person, including by ensuring that the Contractor's Personnel entering the Delivery Point perform in a safe manner.
4. The Contractor must:
  - a. as soon as practicable, but in any event, within 24 hours, notify the Principal of any accident, incident which is notifiable under any Legal Requirement, injury or property damage which:
    - i. occurs during the provision of the Goods and/or Services; or
    - ii. is associated with the Goods and/or Services; and
    - iii. provide the Principal with any further information when requested by the Principal.
5. In performing its obligations under this Contract, the Contractor must ensure the health, safety and welfare of the following people when they are on, or immediately adjacent to, the Principal's premises over which it has control:
  - a. the Principal and the Principal's Personnel;
  - b. the Contractor's Personnel; and
  - c. the public.
6. The Contractor must provide all assistance reasonably requested by the Principal in connection with any workplace health and safety investigation related to this Contract or the Goods and/or Services.
7. The Contractor must, at its cost, comply with any direction from the Principal to modify or stop any activity that the Principal considers breaches this Clause X.
8. If the Principal observes or becomes aware of a condition that breaches this Clause X, the Principal or the Principal's Representative may direct the Contractor to remove or, to the extent reasonably possible, mitigate the effect of that condition, and the Contractor must (at its cost) comply with that direction and modify the Contractor's method of work in order to avoid that condition arising.

9. The Contractor acknowledges and agrees that any direction given by the Principal or the Principal's Representative under Clause X does not relieve the Contractor from complying with its obligations under this Clause X.

## Insurance

- 1.1 Where the Contract is for Goods, the Contractor must effect and maintain with a reputable insurer goods insurance covering insurance of the Goods against all risks to the point of delivery at the Delivery Point and, if the Goods are rejected by the Principal, from the time the Contractor collects the Goods from the Principal, for an amount not less than the full replacement costs of the Goods.
- 1.2 Where the Contract is for Services, the Contractor must effect and maintain with a reputable insurer the following insurance policies for the entirety of the term of the Contract:
- a. public and products liability insurance covering liability for damage to property and the death of or injury to any person (other than as covered under a workers compensation policy) in an amount of not less than \$10 million in respect of each and every claim, unlimited as to the number of occurrences for public liability;
  - b. workers compensation insurance as required by Law, including cover for common law liability for an amount of not less than \$50 million for any one occurrence;
  - c. motor vehicle insurance covering all vehicles, plant and equipment (whether owned, hired or leased) used in connection with the Contract for loss or damage of not less than the market value and third party liability of not less than \$20 million in respect of each and every claim;
  - d. insurance covering the Contractor's own property, goods, materials owned, hired, leased or used by the Contractor, for an amount not less than the market value of those insured items; and
  - e. any additional insurance required by an applicable Law or reasonably requested by the Principal; and
  - f. where the Contractor is providing professional services, professional indemnity insurance of not less than \$2 million for each claim and in the aggregate for all claims arising in the same insurance period, covering the liability of the Contractor for any professional services provided by the Contractor and the Contractor's Personnel under the Contract. Where this insurance is effected on a 'claims made' basis, the policy must be maintained for a period of at least 7 years after the Completion Date or the earlier termination of the Contract.
- 1.3 The Contractor must provide to the Principal, within 3 business days of a written request, certificates of currency for each of the insurance policies required under clauses 1.1 or 1.2 (or both, as applicable).
- 1.4 If the Contractor subcontracts any part of the Contractor's Obligations, then the Contractor must ensure that every subcontractor effects and maintains all of the insurances required under clause 12.1 or 12.2 (or both, as applicable), as appropriate for the work being performed by that subcontractor, before the subcontractor commences any of the Contractor's Obligations.

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**Available from:** [http://www.wastenet.net.au/Assets/Guide\\_to\\_Best\\_Practice\\_at\\_Resource\\_Recovery\\_Centres\\_2009.pdf](http://www.wastenet.net.au/Assets/Guide_to_Best_Practice_at_Resource_Recovery_Centres_2009.pdf)

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WESTERN AUSTRALIAN LOCAL GOVERNMENT ASSOCIATION

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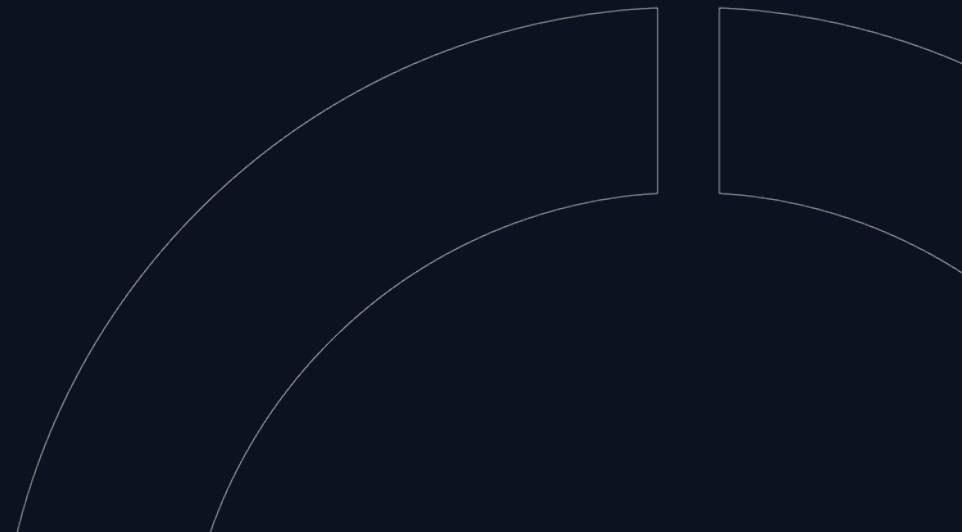
**WALGA**

WORKING FOR LOCAL GOVERNMENT

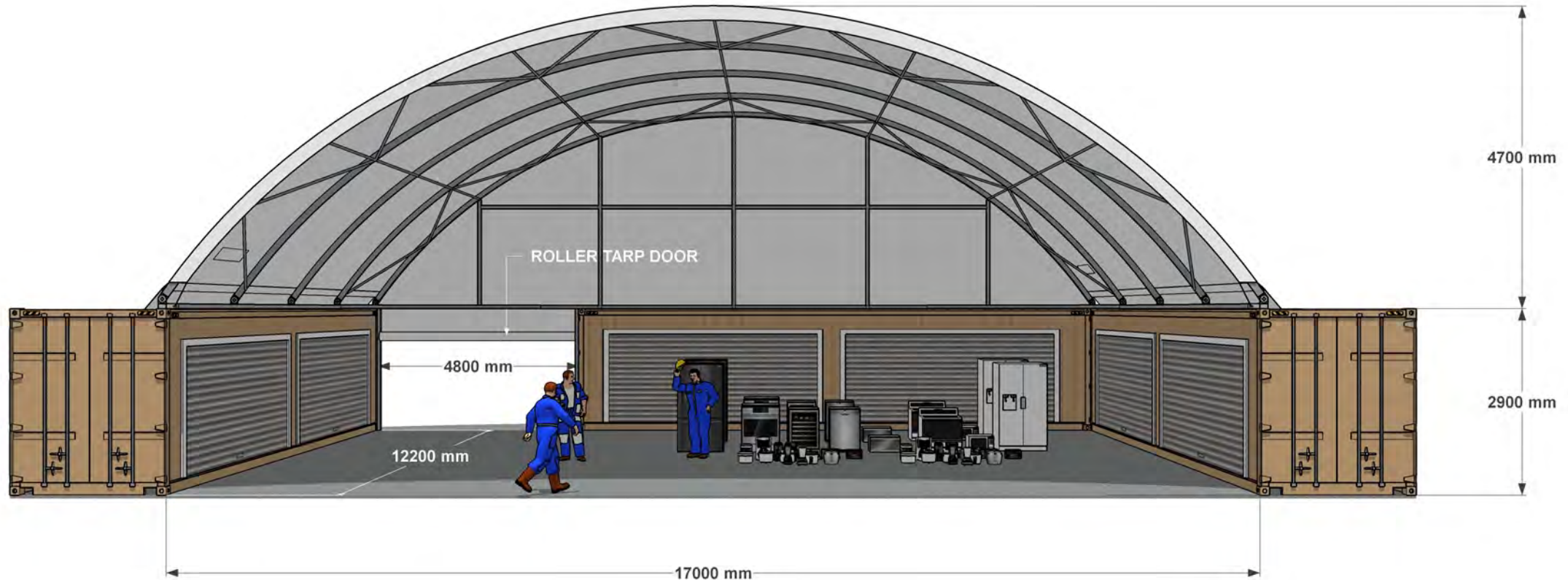


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TO PROTECT**

CITY OF BUSSELTON



# CONCEPT DRAWINGS

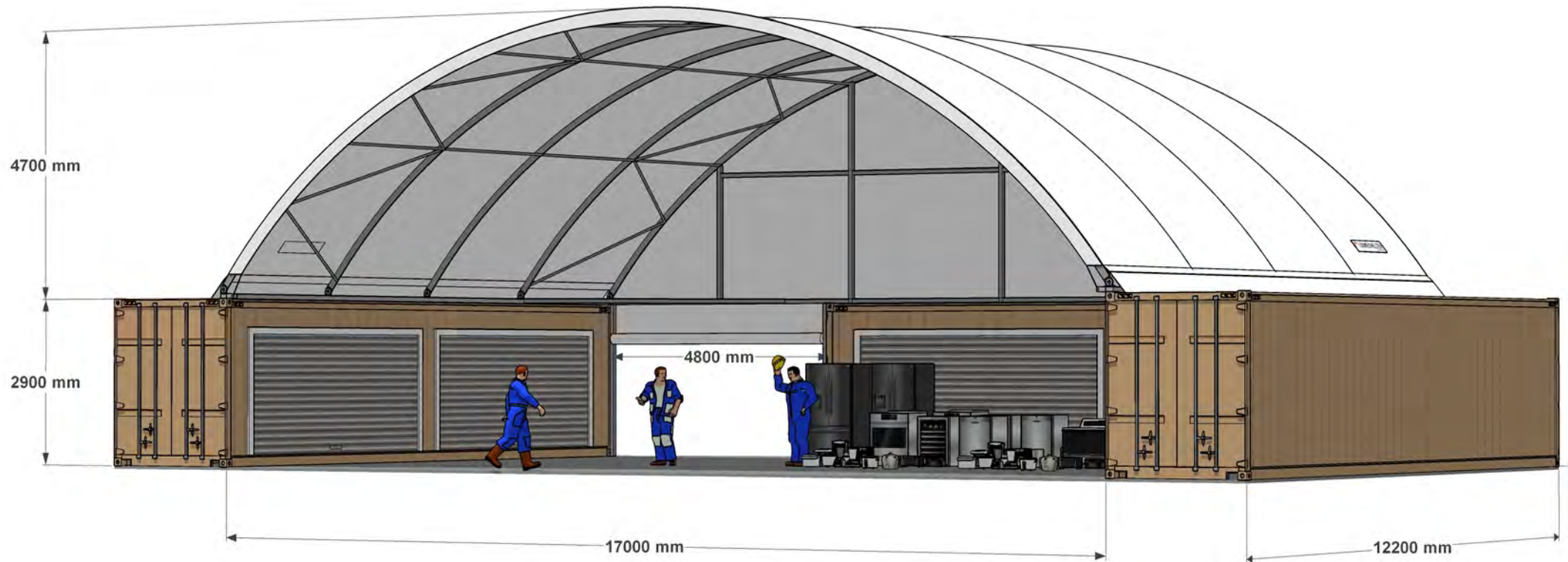


## SHELTER DIMENSIONS:

**Region:** A **TC:** 2 **IL:** 1 **Mounting Rail Type:** Welded Rail **Width:** 17m **Length:** 12.2m **Apex Height:** 4.7m **Total Height:** 7.6m



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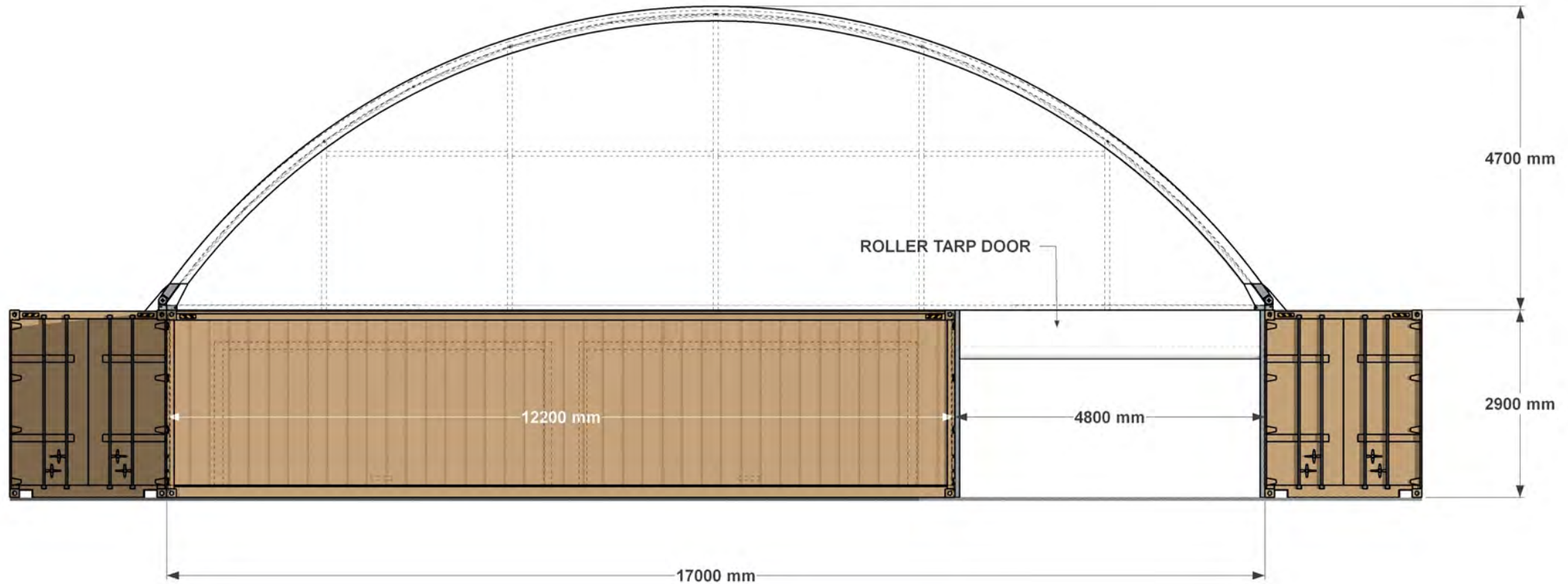


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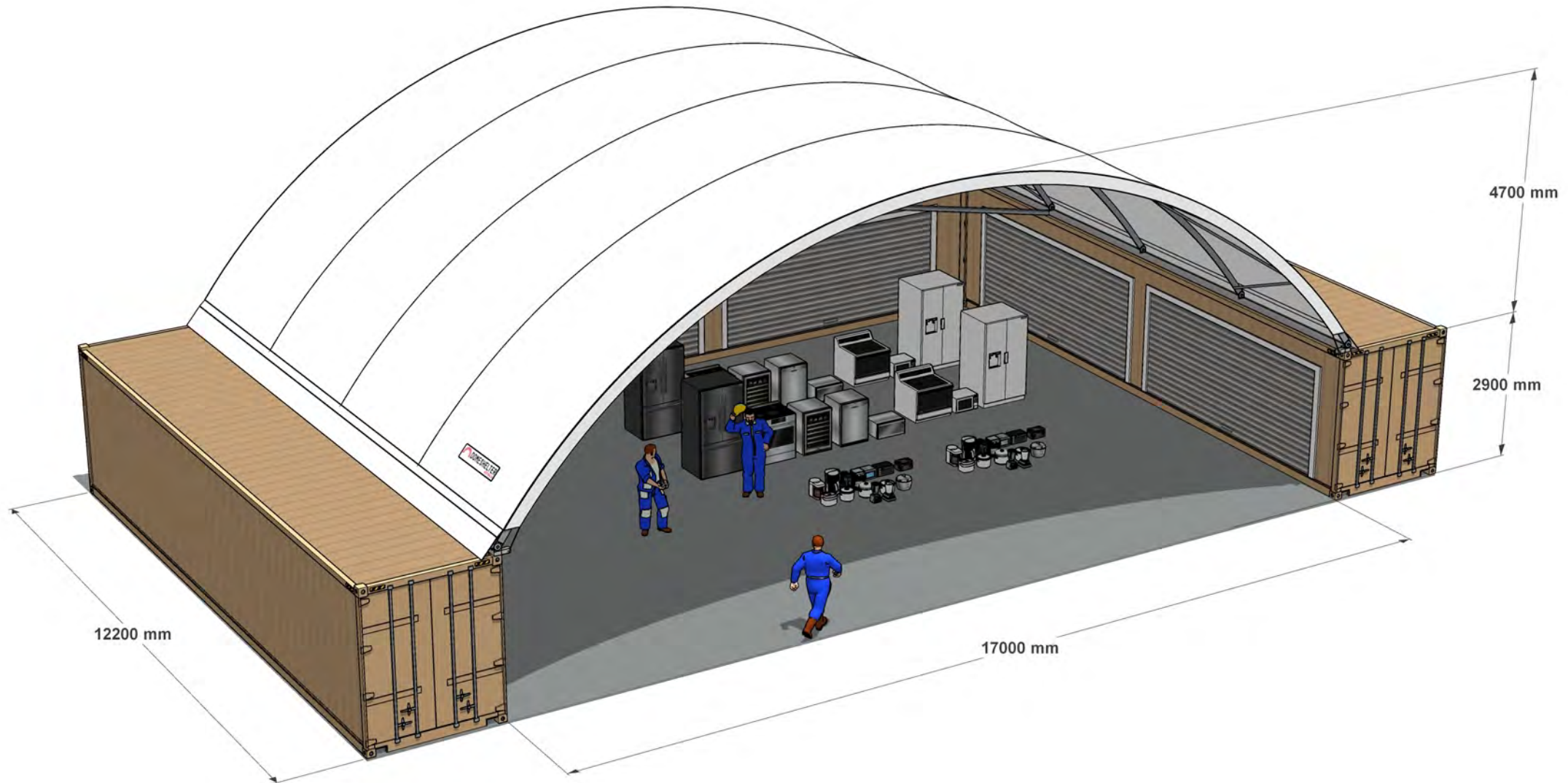
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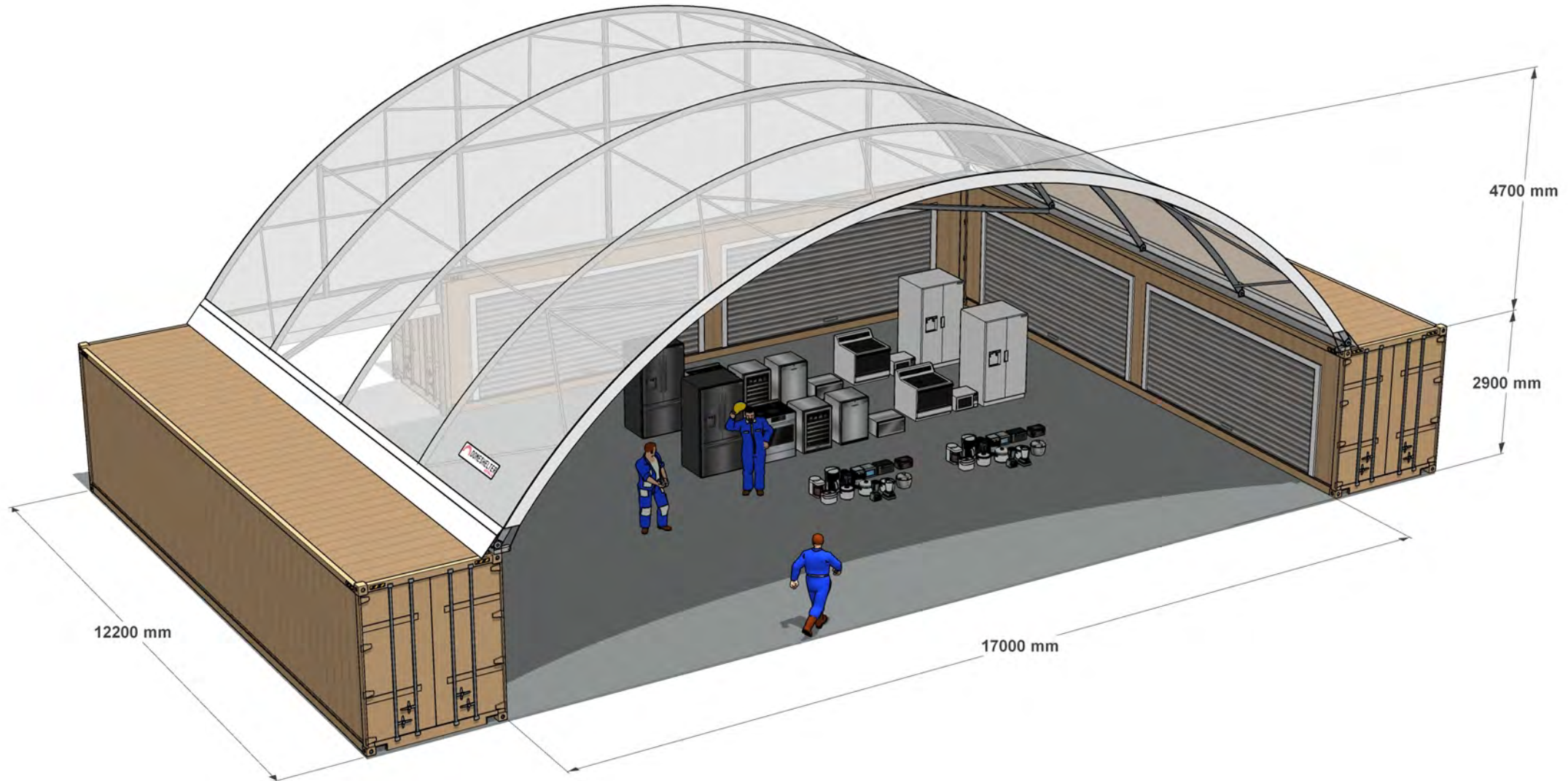
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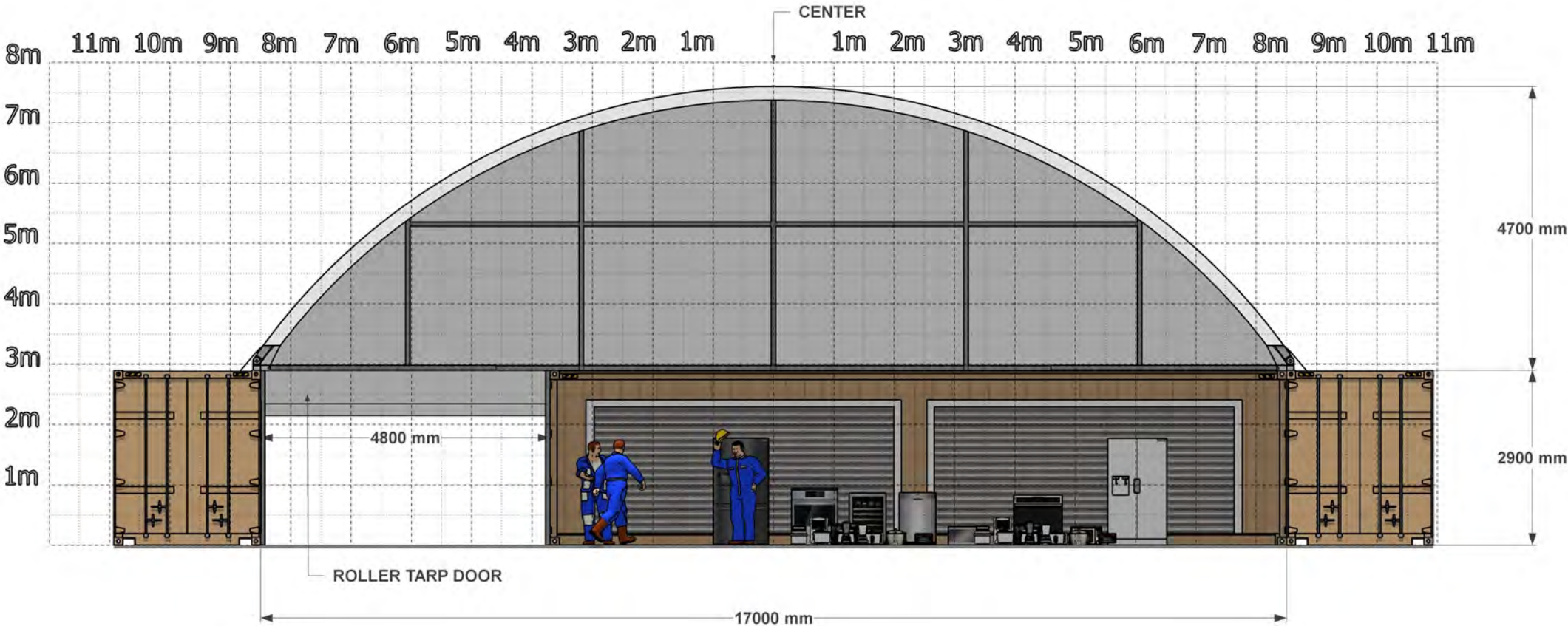


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**THANK YOU.**

**WE LOOK FORWARD TO WORKING WITH YOU.**



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