

# TRANSFER STATION OPERATION MANAGEMENT STRATEGY

## DISCUSSION PAPER.

Date: 22/5/2014

### 1. INTRODUCTION.

The Transfer Station Operation Management Strategy has been developed to provide discussion to introduce changes initially to the operation of the Batchelor Transfer Station, provide background for potential changes to Adelaide River Transfer station and other waste management areas within the Council area.

### 2. BACKGROUND

Council has been concerned for the last 10 years about the management of waste within the community.

Council has operated a Landfill at Batchelor and also one at Adelaide River. The wet conditions of the landfills made use by the public difficult during the wet season. As a result, waste was not disposed of in the correct location and the landfills become almost unuseable.

Council has previously considered the possibility of a new location for a Coomalie waste disposal facility. Some preliminary work was carried out in 2004 by J.A. Earthrowl and some sites were identified east of the Stuart Highway. Nothing came of this proposal. The proposal for a Darwin Regional Waste disposal Site and appointment of consultants for this project has reduced the urgency to develop Council's own facility.

Council has suggested the site to the Darwin Regional Waste Consultants. The response was that the preferred site for the facility was closer to Darwin.

The EPA has previously expressed concerns with operation of the Council facilities. The EPA was alerted to issues at the Batchelor Dump due to illegal burning of waste. They also raised concerns regarding the management and lack of control at the site.

Council decided in 2013 to convert the public side of the landfills to a transfer station configuration. This was done to have better control over the operation of the sites. This will improve management, safety and environmental outcomes.

At the Batchelor site, the garbage drop off area was prepared to accommodate 3 x 6m x 2.4m bins. The approach area was sealed and fenced. This work was completed in late 2013.

The Adelaide River site has currently space for one transfer bin and the second is currently being constructed. It is planned that waste from the Adelaide River Transfer Station will be transferred to the Batchelor Landfill twice a week in the long run.

### **3. LOCATION.**

Batchelor. Sargent Rd Batchelor Lot 322 Town of Batchelor. 6.8ha

Adelaide River. Dorat Rd Adelaide River Lot 160 Adelaide River. 3.4ha

### **4. ACCESS**

Batchelor Landfill is accessed by Sargent Rd. The road is 350m long constructed using natural gravels. A sag point drains water across the road from South to north. There is no culvert at this location.

The Adelaide River landfill is located off Dorat Rd. The sealed access road is 250m long with a turnaround through the transfer station area.

### **5. TOPOGRAHY**

#### **Batchelor:**

The site is 6.8ha and slopes gently from the south to the north. The area has been cleared previously. There is some discrepancy when the landfill commenced. The 2003 Coomalie Waste Management report suggests the most likely commencement date is in the mid 1970's

The Waste Management Plan indicated the site is located over the Coomalie Dolomite strata. The strata is approximately 6m below the current surface level. The soil is a mixture of alluvial sands and gravels described as Lateritic overlaying a green/grey clay.

The site is over an aquifer and some concerns have been raised regarding possible contamination of the ground water. The 2003 Report outlined that the Power and Water Authority believed that the Batchelor aquifer is a protected aquifer. PAWA tested for metals, chemicals, pesticides and radioactivity. No adverse results have been reported to Council.

#### **Adelaide River:**

The site is 3.4ha and relatively flat. The area has been cleared previously. The Waste Management Plan 2003 does not clearly indicate the geology of the area.

The site is not located over an aquifer. The site abuts the 1 in 100 year flood boundary to the south.

## 6. CLIMATE.

### Batchelor

|          | Jan  | Feb  | Mar  | Apr  | May  | Jun  | July | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------|------|------|------|------|------|------|------|------|------|------|------|------|
| Temp Max | 32.7 | 32.3 | 32.8 | 33.7 | 32.7 | 31.3 | 31.8 | 33.3 | 36.0 | 36.7 | 35.4 | 33.8 |
| Temp Min | 23.9 | 23.8 | 23.4 | 21.6 | 18.9 | 16.6 | 16.3 | 17.0 | 20.6 | 23   | 23.9 | 24.1 |
| Rain mm  | 305  | 303  | 235  | 62   | 17   | 2    | 3    | 3    | 16   | 48   | 134  | 190  |

### Adelaide River

|          | Jan  | Feb  | Mar  | Apr  | May  | Jun  | July | Aug  | Sep  | Oct  | Nov  | Dec  |
|----------|------|------|------|------|------|------|------|------|------|------|------|------|
| Temp Max | 32.9 | 32.4 | 31.1 | 33.5 | 32.6 | 30.9 | 31   | 32.9 | 34.9 | 36.1 | 35.7 | 34.3 |
| Temp Min | 24   | 23.9 | 23.6 | 22   | 19.5 | 16.4 | 15.6 | 17.3 | 20.4 | 23   | 24.1 | 24.1 |
| Rain mm  | 305  | 303  | 235  | 62   | 17   | 2    | 3    | 3    | 16   | 48   | 134  | 190  |

Reliable Wind roses are not available for Batchelor or Adelaide River on the BOM site. The nearest wind roses are Darwin or Tindal. Darwin is affected by sea breezes and Tindal is over 200 km away.

The 2003 Waste Management Plan suggests that the prevailing winds are from the south east from April to September and variable south east and northerly from October to March.

## 7. LEGAL REQUIREMENTS

Under the Northern Territory Waste Management and Pollution Control Act rubbish dumps servicing communities with more than 1000 people are required to have a Licenced Landfill. The licence requires the preparation of a Landfill Environmental Management Plan.

## 8. LICENCES

Landfills that service a population of 1000 or more are required to be licenced.

The Batchelor Transfer Station and Landfill currently does not require a licence under the current arrangements.

The Adelaide River Transfer Station and Landfill does not require a licence under the current arrangements.

Council owns two waste oil disposal units. Licences are required for both of these facilities. These were gifted to Council in Feb 2006. The facilities are located at:

1. Council Depot 141 Cameron Rd Batchelor. WODU \$2279 inc GST
2. Fawcetts Cattle Co Lot 168 Coach Rd Adelaide River WOCU 5000l \$17000 inc GST.

## **9. OPERATIONS.**

### **Adelaide River Transfer Station.**

The Adelaide River Dump has progressively been altered to reduce the amount of waste being landfilled at the site. The site is low lying and suffers from high water table levels during the wet season. The lack of a long term tipping plan over the years has been also contributed to the haphazard development and operation of the facility.

Council is currently attempting to reduce the amount of waste landfilled on this site. A single 6m x 3m waste bin has been located at the site for the community to dump general waste. The bin is loaded and transferred to Batchelor when it becomes full this is generally twice a week. A second bin has been constructed for use at the Adelaide Transfer station. Infrastructure for locating the bin is currently being built on site. The work consists of the construction of a retaining wall to allow for an elevated drop off point.

The Landfill site will still be used during the dry season in the short term. Eventually it is planned that the site will be used exclusively as a transfer station site.

The site is open 24hrs per day 7days per week.

### **Batchelor Transfer Station.**

The Batchelor Dump was originally used as a self-dumping facility. Council constructed slots for the general waste to be deposited. Green waste was stored at the northern end of the site. Some attempts were made to encourage recycling, but these have been on an ad hoc basis.

Wet seasons have made the site difficult to access. As a result the waste was not emptied in the waste pits and general dumped progressively closer to the entrance gate. This remained the case until the site was pushed up by contractors using a backhoe.

Council has altered the self-dumping facility to a transfer station. Three 6m x 3m waste bins have been located at the site for the community to dump general waste. Retaining walls were constructed to allow the easy unloading from the public into the bins.

The public area was fenced and sealed in late 2013 to improve the appearance and operation of the area. Council has generally received positive comments regarding the changes.

Council purchased a tilt tray truck to load and unload the bins in March 2014. The bins are winched onto the truck and relocated to the dumping site for emptying.

The Batchelor Transfer station is open 24 hours per day seven days per week

Green waste is still unloaded through an open gate at the northern end of the site. This still allows unfettered access to the community to the "non-public areas of the landfill".

Generally this has been used responsibly by the community.

There appears to be continued repair, maintenance, renewal and improvement of the education and government buildings in Batchelor. This generates large quantities of building waste. Some contractors have made arrangements with Council to deliver waste to the Batchelor dump at the commercial rate. This has been dumped in an approved location to allow measurement and charges to be imposed. The smaller contractors have continued to use the bins without charge.

**10. PROBLEMS AND ISSUES**

**a. Unsupervised Dumping.**

Both transfers stations being opened 24/7 greatly increases the risk of dumping illegal and unnecessary goods. The major concerns are:

| TYPE OF WASTE                   | PROBLEM                                  |
|---------------------------------|--|
| • New/Old herbicide containers. | Illegal, contamination of soil/ aquifers |
| • New/Old pesticide containers. | Illegal, contamination of soil/ aquifer  |
| • Chemicals                     | Contamination of soil/ aquifer. Health   |
| • Asbestos products             | illegal, Health                          |
| • Tyres                         | illegal, air space                       |
| • Carcases                      | Health                                   |
| • E waste                       | Soil contamination, heavy Metals         |
| • Batteries                     | soil contamination, lead, acid           |
| • Oil                           | Soil contamination, hydro carbons        |
| • Gas Bottles                   | Potential explosive                      |
| • White goods                   | Refrigerants incorrectly released.       |

The other dumped items which cause management and operation al issues are:

|                               |                  |
|-------------------------------|------------------|
| • Cardboard packaging         | Airspace         |
| • Mattresses                  | Airspace         |
| • Demolition waste, furniture | Airspace         |
| • Green Waste                 | Airspace         |
| • Paper                       | airborne litter. |

**b. Use by Non Residents**

The increasing domestic and residential development in the Berry Springs, Coolalinga area has required Litchfield Council to impose greater controls on its Landfills. Currently the Berry Springs Transfer Station is not fully manned and open 24 hrs per day. A staff member patrols the Transfer station on an adhoc basis. There are discussions within the council to change the operations to a fully manned facility. This will increase the risk of Batchelor’s transfer Station by people who do not wish to pay or wish to dispose of inappropriate goods and waste.

A report to Council in September 2013 suggested that 50% of the waste deposited at the Adelaide River and the Batchelor Transfer Stations came from people from outside the shire, however this has not been verified.

It is known that the Adelaide River Transfer Station is regularly used by travellers from the Robbin Falls and Daly Regions who use Dorat Road. This includes land owners, holiday makers and campers.

**c. Inappropriate Dumping of Waste.**

There are still problems with the community not disposing of waste in appropriate manner. It takes staff over an hour to clean up the Batchelor Transfer Station on each Monday. The main problem appears to be a reluctance from a small number of community members to place waste in the bins. They continue to empty their trailers/utes etc on the concourse. This in turn restricts access to the bins from following users. There is a lot of rubbish being left on the concrete apron over the week end.

The green waste is often contaminated by small amounts of domestic garbage, being left with the green waste. This makes possible products from the green waste unusable. The major contamination is from a small amount of plastic bags. Of greater concern is the dumping of metal waste, which will damage chippers.

**d. Poor Levels of Recycling and Waste diversions.**

The adhoc reuse and recycling programs implemented by the NT Government and Council over the last 20 years have not been sustained. As a result the community has not with in embraced the reuse and recycling philosophy.

The community use of recycling has not been assisted by the "Boom and Bust" pricing for recycleables. The contract price has varied widely over the last 20 years. The commodity price has not only had wide swings but the small and limited market has seen operators come and go.

**e. Landfill Life**

The major issue with any landfill is the useable life. There are large costs involved in setting up a landfill. The consumption of airspace is the limiting factor for the life of a Landfill. With ever increasing requirements and costs to set up a new landfill, prolonging the life of the existing landfills will reduce overall costs.

The most common means of prolonging Landfill life is by:

- Diversion of products and materials usually through reuse and recycling
- Reprocessing greenwaste by mulching or composting.
- Greater compaction of the existing waste.
- Decreasing daily/weekly cover.

**f. Native Title Claim**

Both the Adelaide River Transfer Station and the Batchelor Transfer Stations are subject to an unresolved Native Title Claim dating back to 2001.

## **11. PRICING**

### **Current pricing.**

Council has not had traditionally had a pricing resume for waste disposed to the Landfill. In 2013 Council has resolved to Charge \$50.00 per m<sup>3</sup> for commercial and non- domestic dumping of waste. To allow determine the difference between commercial/ non domestic waste and domestic waste it has been suggested that a domestic waste is everything less than a dual axle trailer. This definition may penalise local residents who only use large trailers and incorrectly advantage trades people men who only using utilities.

Currently the Council does not have a system to enforce Council's resolution adequately. The only charges being raised are for large contractors using an account system.

## **12. FUTURE STRATEGY**

### **a. COMMUNITY STRATEGIC PLAN 2013-2014**

The current Community Strategic plan outlines a number of goals, strategies, statement of means and performance assessments for the operations of the Adelaide River and Batchelor Transfer Stations.

#### **Goal.**

To upgrade, maintain and improve environmental management of waste facilities within the Council area.

#### **Strategies.**

- 3.4 Expand the recycling of (paper, glass, plastic, aluminium cans, waste oil, batteries, tyres, metal and green waste.
- 3.6 Adopt environmentally friendly practices.
- 3.7 Ongoing education program re use of skip bins, recyclable goods, indiscriminate dumping.
- 3.8 Carry out a review of waste charges.

#### **Statement of Means.**

- 3.4.1 Encourage commercial operators to recycle. Apply for grants to implement recycling.
- 3.6.1 Prevent Burning of tips by signage and fines.

3.7.1 Notices in the Stop Press, direct approach to commercial users. Educate community.

3.8.1 collection charges to be reviewed annually on a user pays system.

#### **Performance Assessment**

- i) Number of recycling stations, volumes recycled per type in each town
- ii) Number of reported fires.
- iii) Number of indiscriminate dumping incidents.
- iv) Improvements in dumping practices.
- v) Number of commercial operators recycling.
- vi) Annual fee reviews.

#### **b. OPERATIONAL STRATEGY.**

Following on from the strategies outlined in the Community Strategic Plan there is a operational aims to achieve the strategic strategies.

Aims.

- i) Provide a waste disposal service to the community.
- ii) Ensure waste is disposed of legally
- iii) Maximise life of Transfer stations and landfills.
- iv) Minimise costs and improve efficiencies.
- v) Maximise reuse and recycling.

#### **c. OPERATIONAL MANAGEMENT**

##### **Staffing.**

Council has allowed for an additional staff member to assist with the management of the transfer stations and landfills.

The position will initially be involved in the operation of the transfer stations bins, and disposal of waste at the Batchelor Landfill. It is anticipated that the position will also be involved in setting up an operational practice for the Batchelor transfer station and then the Adelaide River Transfer station.

It is anticipated that whilst there will be one staff member responsible for the transfer stations, the actions involved may be shared around with other staff members.

##### **Background Nearby Councils' Waste Disposal.**

Litchfield Council operate three Transfer stations. Howard Springs and Humpty Doo are regularly manned and are open from 7.00 am to 6.30 pm daily except for Christmas Day and Good Friday. The Berry Springs Transfer station is for domestic waste only. It is not regularly manned, but a landfill supervisor has been appointed to inspect and police the operation of the transfer station. It is understood that he attends the facility for approximately 6 hrs per day. This is a special arrangement which works well due to the person involved.

The City of Darwin operate the Shoal Bay Landfill. Residents are provided an access tag to drop off domestic waste. Other users are charged commercial waste rates. The access tag is financially viable due to the large number of residents within the City.

Katherine Town council operate one Waste management facility. It is open week days from 7.30am to 5.30pm and 8.00am to 4.00pm on weekends and public holidays.

### **Proposed Hours of Operation.**

All the surrounding Councils' landfills and transfer Stations have some level of manning. In most cases it is permanent staff. The Berry springs transfer station is supervised for approximately 40% to 50% of the time. This arrangement is only successful due to the dedication and passion of the person employed to carry out the supervision.

To eliminate the disposal of illegal and hazardous substances and products, each load needs to be inspected and managed. This requires transfer stations to be manned. To justify the costs of manning the landfill access is restricted to set hours. Litchfield Council and Katherine town Council transfer stations are still available for access 60 to 70 hrs per week.

These facilities cater for much larger number of customers than in Batchelor and Adelaide River and the volumes can justify the hours the facilities are open.

With the resources available it is likely that Council is only able to man one Transfer station for approximately 20hrs per week.

Whilst it is ideal that the Transfer stations are only open for this period of time to ensure the Operational Aims are met, it is considered that the community is unlikely to accept this radical change in operation immediately.

Changes to improve the efficiency and reduce overall costs as well comply with the legislation and best practice need to be implemented progressively and steadily allowing the community to absorb, accept and ultimately drive improvements.

### **Stage One**

- 1. Transfer station Hours will require to be limited.**

The labour cost in operating the transfer station will cost each rate payer \$0.04 per hour for each hour the Transfer Station remains open. Therefore if the transfer station is open 20hrs per week 52 weeks per year the labour cost will be \$40,000 per year or \$40.00 per ratepayer.

The labour cost for a facility open 9 hrs per day for 365 days per year is approximately \$132,000.

Initially both transfer stations are closed overnight and open only during reasonable day light hours. Staff will be able to open the Batchelor transfer station during normal work hours during the week. An arrangement will be required to open and close the facility on the week end and public holidays

Arrangements may need to be implement to fence the Adelaide River transfer station and find a person to open and close the facility on a daily basis.

The initial restriction of hours could also include the leaving the transfer stations closed on certain days during the week.

Persons requiring access outside the normal opening times will be required to obtain a key from the Council Office. Initially this will be without any additional charge. It is considered part of the community education program. An Opening fee will eventually be implemented as it should only be needed by non resident commercial operators.

## **2. Random Inspection of Customers to Commence.**

Once the hours of operation are restricted it is planned commence random inspections of users. This will essentially be an education program to ensure users start to separate waste streams. The staff member will give advice on the types of products that will require to be separated and the time frames for the introduction of new measures.

It is anticipated that the initial phase will take 6 months to introduce.

## **3. Batchelor Transfer Station hours are reduced and regularly manned.**

Batchelor Transfer Station hours are reduced to approximately 20 hrs per week. All users are stopped at the gate, loads are inspected and users directed to unloads various recycleable goods in designated areas. Additional educational material will be provide to alert users that Council will commence introducing charges from 1 June 2015.

A possible scenario is for the Batchelor Transfer Station to be open on the following days and times:

|                 |                |      |
|-----------------|----------------|------|
| Monday.         | 8am to 11am    | 3hrs |
| Tuesday closed  |                |      |
| Wednesday       | 8am to 10.00am | 2hrs |
| Thursday closed |                |      |
| Friday          | 1.pm to 4.00pm | 3hrs |

|          |                     |       |
|----------|---------------------|-------|
| Saturday | 9.00am to 12.00noon | 3hrs  |
|          | 2.00am to 5.00pm    | 6hrs  |
| Sunday   | 10.00am to 1.00pm   | 3hrs  |
|          | 2.00pm to 5.00pm    | 3 hrs |
| TOTAL    |                     | 20hrs |

Additional Hours may be appropriate for public holidays that fall on a Monday or Boxing Day and New Years Day.

The community will be invited to nominate their preferred opening times.

#### 4. **Proposed Operation Of Batchelor Landfill.**

The following is the proposed operation when the Batchelor Tip is operating correctly.

1. Driver stops at gate house.
2. Load is inspected by attendant.
3. Driver presents identification that they are entitled to use the facility eg rates notice or voucher or similar.
4. Attendant assesses chargeable waste amount and records on voucher, rates notice etc.
5. Attendant instruct drivers to drop off reuseable products at the entry point.
6. Attendant instructs driver to deliver waste products to the individual bins/ areas.
7. Attendant collects any fees and records details.
8. Driver take waste to designated area for dropping off.
9. Reuseable products are taken off the driver at the gate inspected and placed in the "Yours to take" area.
10. Drivers can inspect Yours to Take area when leaving the Transfer Station.
11. Products that are not taken within 4 weeks are removed and placed in the appropriate section.

#### 5. **Proposed Operation of Adelaide River Transfer Station.**

The Adelaide River Transfer Station provides a waste disposal service for the Adelaide River community and surrounding areas. The proposed strategy for the facility is flexible and relies on the cooperation of the local community.

1. Complete the second transfer bin
2. Fence the transfer station area.
3. Transfer station closed over night
4. Areas set up for waste separation green waste, cardboard, scrap metal, mattresses
5. Usage monitored for contamination of separated waste stream or waste not being separated.
6. Further restrictions implemented if community not embracing waste separation and recycling.
7. These may include:

- very limited opening to one or two days per week for limited hours to allow manning, inspection and charging of fees or/and.
- Access limited to ratepayers only through an access tag or key.
- CCTV to monitor usage and identify people not complying with the expected standards or/and
- Transfer station closed and all waste products to be delivered to Batchelor Transfer station.

#### d. FUTURE PRICING

It is considered that Council should be charging a fee for service for the removal of specialised goods. This can be fully implemented from 1 July 2015.

##### **Ratepayers with a voucher or a rate notice.**

|  |            |
|--|------------|
| Green Waste Clean (Must have zero contamination.)                                | Free       |
| Sorted waste placed into correct recycling area:                                 |            |
| Steel,glass,,plastic ,aluminium, cans, cardboard (flattened), E-waste, Batteries | Free       |
| Tyres Cars   | \$10.00 ea |
| Tyres Truck  | \$40.00 ea |
| Plant tyres large  | \$80.00 ea |
| Gas cylinders <4.5kg Capacity  | \$10.00ea  |
| Gas Cylinders > 4.5kg Capacity   | \$20.00ea  |
| Mattresses single, Double  | \$15.00ea  |
| Mattresses, queen, king  | \$30.00ea  |
| Refrigerators (Not Degassed)   | \$20.00ea  |
| Airconditioners (Not Degassed)   | \$25.00ea  |

Note: The charges for the above relate to the cost of commercial disposal of each item.

|   |                         |
|---|-------------------------|
| General Garbage   | \$50 per m <sup>3</sup> |
| General Garbage rural rate payers not on a garbage collection route up to 8m <sup>3</sup> | \$25 per m <sup>3</sup> |
| Fee Free Threshold  |                         |

All ratepayers both commercial and residential pay \$200 each year towards the costs of the Adelaide River and the Batchelor Transfer Stations.

It is appropriate that these ratepayers should be exempt from paying fees equivalent to the annual contribution. It could be made up of four full loads of a 7' by 5' trailer or three loads and 2 mattresses or similar.

Rural residents have argued that the town residents have an advantage as they have a garbage service which collects up to 12.5m<sup>3</sup> of garbage annual for \$250.00 which equates to approximately \$20.00 per m<sup>3</sup>. However most urban ratepayers do not fully use this capacity. A concession could be provided for rural domestic ratepayers not on a garbage service to pay less than the \$50.00 per m<sup>3</sup>. This should be limited to ratepayers not on any of the routes the garbage truck traverses.

## **6. IDENTIFIED ISSUES WITH THE SYSTEM**

There will be a number of anticipated consequences to the introduction of a manned Transfer Station

There will be resentment from the community to reductions in the opening hours of the Transfer Station.

Until waste stream revenues can be developed the labour costs will have to be directly funded from ratepayers.

The financial plan developed and approved in 2013 suggests a tip access fee of \$200 per ratepayer. Property charges for those properties currently not at the \$200 annual fee will be increased progressively over 4 years to match the rest of the community.

The person will also be required to pick up the Adelaide River bins twice per week and empty the Batchelor bins twice per week.

An additional 8 hrs per week is required for this activity.

### **Staff requirements**

Employers have a responsibility under legislation to ensure the health and safety of their staff.

Council is required to provide basic conditions at its work sites. These include access to amenities such as toilets, washing and showering facilities, shade and drinking water.

These facilities are currently not available at the Batchelor Transfer station. Council will have to negotiate appropriate offsets such as limiting the time an employee is located at the site..

### **Identification of customers.**

There will be difficulties in identifying customers, the number of times they have used the facility during the year and whether they are local ratepayers, residents or people from out of the council area.

The simplest way may be to issue a voucher or vouchers with the annual rates notice or use the rates notice itself as a form of identification.

The amount of chargeable waste is recorded each time a rate payer uses the Batchelor tip. This will allow the cumulative quantity delivered to the facility to be identified and charges applied after uncharged threshold has been reached.

### **Illegal dumping.**

The limitations on tip hours will most likely result in illegal dumping in the short term. People are creatures of habit and assume that the tip will be open all hours. A small percentage of people will feel frustration and either dump the rubbish in the bush or in a public place to express their frustration.

Council will need to manage the process to minimise the results of the provocative actions to “get at the Council.

Alternatively ratepayers may decide to use the Adelaide River transfer station to avoid the Batchelor. Transfer Station Fees. In reality most domestic ratepayers will not exceed their threshold for general waste or special waste.

These products should continue to be banned from the Adelaide River Transfer Station, however it will be difficult to police. Further changes may be required if it is found the amount and type of waste being dumped at the Adelaide River Transfer Station is increasing.

### **Payment.**

All charges should be levied through Council’s accounting system. Money should not be collected at the gate. The staff member will only collect the users details, quantities and type of waste. This may be achievable through a bar code reader.

Non residents will be required to set up an account at the office for charges to be invoiced.

This process should reduce the exposure to robbery and fraud to an acceptable level.

## **EDUCATION**

### **1. Introduction**

The success of the strategy will be the level of acceptance by the community. Introduction of changes will create a reaction within the community. The key to creating a positive reaction is the level and quality of the education program.

### **2. Timing**

The timing of the introduction of the changes is suggested as follows;

*3 months prior to changes first being introduced*

- Signage installed at the facility alerting customers of changes.
- Adelaide River Transfer station fenced.
- An information sheet prepared and staff trained in the proposed changes.
- Areas set up for receiving recyclables and special waste.
- Proposed changes listed on the website, facebook and the Stop Press.
- Arrangements put in place to close both transfer stations overnight.

*Date Changes start to be introduced.*

- Transfer stations closed overnight.
- Random inspections and education at both sites commence.
- Commercial garbage continues to be charged where possible.
- Suitable staff facilities installed.

*3 Months after changes initiated.*

- Batchelor Transfer station opened and manned during the proposed opening times
- Vehicles inspected and drivers directed to deposit waste in individual areas.
- Drivers provided with information, brochures about the full implementation of the process.
- Commercial operators and non residents will be required to set up an account to allow charges to be imposed

*3 months to 6months after changes initiated.*

- User identifier systems investigated and implemented.eg bar code system
- All ratepayers and account holders identified with unique identifier e.g bar code
- All rate payers and account holders advised of the new system and the requirement for use of the transfer stations.
- 1 July 2015. System fully implemented

To accommodate the changes council will have:

- Investigate and purchase a identifier system
- to train its administration staff
- Develop appropriate flyers
- Install appropriate signage
- Develop a face book and webpage information strategy.

### **3. Information.**

The proposed information strategy is as follows:

Large signage at the entrance to the Transfer stations advising of changes to hours and introduction of charges for some waste. The signage needs to be altered to accommodate changes as the changes are progressively introduced.

A flyer is designed and made available to customers at the Council offices and on community notice boards.

Staff have the knowledge to provide accurate information to most enquiries.

Flyer sent out with rates notice.

Flyer handed to all customers at the Batchelor transfer Station.

Continual updates on the Website and Facebook. The message needs to be altered weekly and preferably daily.