



Incentives to reThink Business Waste aim to halve waste to landfill by 2020



Underpinning capacity building/support programs
Supports all aspects of the closed-loop economy.

Overarching programs include:

- Consultancies
- Partnerships
- Enhanced regulation and compliance
- Waste tracking
- Ban-on-fire

2. Queensland's Waste Reduction and Recycling Business Plan



4. Queensland business saves by reThinking waste



7. Six steps to improving business waste efficiency

Becoming a low-waste state

December 1 was a landmark date in Queensland waste management with the introduction of an Industry Waste Levy on landfilled wastes from, broadly, non-municipal sources. It was a key feature of the Waste Reduction and Recycling Strategy launched last year with the goal to halve waste to landfill by 2020.

Along with the levy introduction, however, the Department of Environment and Resource Management (DERM) released the Waste Reduction and Recycling Business Plan 2011–2015, which gives life to the strategy by translating its goals and actions into targeted programs and projects.

It is the result of more than a year's work, with contributions from local government, business and the community, including input from

a dedicated stakeholder advisory committee. Learnings from other jurisdictions have also been tailored to Queensland conditions, such as the need to reinvest most of the money raised by the Industry Waste Levy back into waste and environmental initiatives.

The cheap cost of landfill and underdeveloped industry investment in Queensland has kept recycling rates low and hampered potential job opportunities in resource recovery. The Industry Waste Levy is designed to drive market reform by altering the price signals, and ratcheting up demand for resource recovery services and processing facilities.

Levy rates vary depending on the type of waste disposed. Commercial and industrial, and construction and demolition waste is charged at \$35 a tonne, low-hazard regulated waste at \$50 a tonne and high-hazard regulated waste at \$150 a tonne. There is no levy on municipal solid waste or domestic self-hauled waste.

Importantly, landfills can specify resource recovery areas on their sites, to which no levy applies, the levy applying only to residues subsequently landfilled. Landfills can also claim resource recovery deductions for materials recovered and exported offsite.

Reinvesting \$159 million of levy funds over four years will add



further impetus. The business plan lays out the program of research, infrastructure development, business engagement and capacity building until 2014. The key opportunities span the waste management industry, local government and businesses.

Local Government support

Queensland is the only Australian jurisdiction to provide a dedicated local government fund from the levy revenue. The \$100 million Sustainable Futures Fund recognises many councils are facing major cost challenges as they try to manage the increasing waste pressures and growing community expectations.

It includes the \$13.46 million Local Government Weighbridges and Ancillary Equipment Program to continue helping councils be 'levy ready'.

Litter and Illegal Dumping Strategy

Over recent years there has been an estimated 52 illegal dumping events occurring every day, totaling over 19,000 each year. The \$4.42 million Litter and Illegal Dumping Strategy will address these issues and, in particular, counter the prospect of increased dumping to avoid the Industry Waste Levy.

Among its measures are introduction of an online reporting system, increased emphasis on the detection and identification of offenders, establishment of an illegal dumping task force and increased enforcement measures including intelligence officers and investigators, criminal investigations and prosecutions.

The five themes

1. Waste infrastructure and market development
2. Research and development
3. Capacity building
4. Enhanced regulation and compliance
5. Strategic and national initiatives

It will supplement the Waste Disposal Levy Compliance Plan, part of a \$25 million program to enhance regulation and compliance.

Waste sector support

The single biggest program is the almost \$50 million allocated to support waste infrastructure and market development.

Programs outlined in the business plan include Waste Infrastructure Grants, a Waste Equipment Rebate and Market Development Grants (including market industry development officers) targeting the strategic areas of organics, commercial and industrial and construction and demolition.

Business support

The reThink Business Waste campaign, which has been promoted to more than 271 industry associations, will provide online support and on the ground assistance to help businesses understand their waste arrangements and ask the right questions of their service agreements.

DERM will provide subsidy payments to individual businesses, or property management groups acting on behalf of individual businesses, to introduce new resource recovery services, such as cardboard recycling.

Small and medium businesses are the most in need of support and will be the focus of a separate Waste Busters for Business initiative, paying for professional 'Business Waste Busters' around the state to provide expertise and advice on best practice resource recovery.

Why change anything?

Queenslanders are one of the highest per capita generators of waste in Australia—on average, each person currently generates around 2.4 tonnes of waste every year. Each year the amount of waste generated in Queensland increases and at a faster rate than our population is growing.

Disturbingly, Queenslanders only recycle about one third of recoverable waste.

What has worked in the past no longer works today.

Burying what is thought of as rubbish actually buries resources used to create the myriad things we buy, consume and discard.

While the item is of no further use, its intrinsic resources have not ceased being valuable.

The rising cost of raw materials is changing the economics in favour of diverting materials from landfill into resource recovery, with landfills being consumed faster than new space can be found.

The Queensland Government is committed to a sustainable Queensland.

This means a low-waste Queensland where less waste is generated, resources are used and recovered more efficiently, and

disposal is seen as a last, not a first, option.

The Waste Reduction and Recycling Act 2011 (WRR Act) will empower and support the strategy and this plan. Under the WRR Act, the Queensland Government must outline major projects, goals and priorities for implementing the State's waste management strategy in the form of a business plan.

This business plan will also help deliver the Queensland

Government's 2020 vision — Toward Q2: Tomorrow's Queensland, the Sustainable Procurement Policy, the Queensland Department of Public Works' Recycling Policy for Buildings and Civil Infrastructure, the Queensland Cleantech Development Strategy, and other relevant objectives.

The plan also recognises obligations under national and international initiatives that address waste management and waste reform, including:

- National Waste Policy: Less Waste, More Resources, which sets a national agenda on waste through to 2020
- Australian Packaging Covenant
- Basel Convention's Control of Transboundary Movements of Hazardous Wastes and their Disposal.



DERM's illegal dumping campaign has already received good response from the community.

Good guys on a good environmental thing

The Good Guys is a national chain of stores specialising in discounted electrical appliances. James Brockhurst, the owner and operator of the Capalaba Good Guys store has undertaken a number of environmental initiatives – the results of which are clear indicators of the impact waste reduction measures can have.

The store began recycling extended polystyrene (EPS) which constitutes 75% of their waste. By shredding the EPS, four times the material amount can fit into one cubic metre bag, thereby reducing collections to 1 pickup per week. Once collected the EPS is sent off-site and processed to form products, such as mirrors and picture frames. The store also recycles their toner cartridges and paper, rationalises air-conditioner use and provides old catalogues to a nearby pet-store for reuse.

Brockhurst said the initiatives have had a significant impact on the store's operations. "Since we implemented our waste reduction strategy in 2006 we have seen a 90% reduction in waste volumes and a waste cost savings of 83%," he said.

But the benefits aren't just financial. "Reduction in our waste has led to improved business and community partnerships, greater staff morale and participation, as well as an increased profile to our local customer base."

Brockhurst said the first step to any waste reduction strategy must be a review of the business' waste generation. Once you have this information you can start developing your strategy and engaging partners. He said staff and stakeholders are an important part of this process. "Hold brainstorming sessions with all staff on solutions to your waste streams," Brockhurst said. "Involve key suppliers, state government, local council and local universities."

And why do it alone when there are other businesses hoping to achieve the same aims? "We partnered with the neighbouring pet store to recycle all of our old paper and catalogues. They shared the cost of a shredder and his administration staff in quieter times shred the paper/catalogues for use in pet litter trays."



James Brockhurst in his Capalaba Good Guys store with the shredder bought to recycle Expanded Polystyrene, which makes up 75% of the store's total waste.

reThink Business Waste Services Project

Four year total \$5.5 million

Purpose:

There are barriers to the broader uptake of resource recovery by business. One is a perception that it is cost prohibitive and time-intensive to investigate and assess resource recovery options.

To help businesses transition to more resource efficient practices, DERM will provide subsidy payments to individual businesses, or property management groups acting on behalf of individual businesses, to introduce new resource recovery services.

An example of an eligible resource recovery service under this program would be introducing a new cardboard recycling service to divert more material from going to landfill.

Aims:

- Encourage Queensland businesses to improve resource recovery practices.
- Stimulate new markets in rural areas by capping rebates to business applicants in south-east Queensland.
- Encourage business to evaluate existing waste management arrangements to divert more materials from landfill and reduce operating costs.

Queensland business saves by reThinking waste

Twelve hundred 'wheelie' bins is a lot of waste—in fact, by volume, it's 240,000 litres.

It's also the number that inspired Mark Jones, who manages Brisbane's International Hotel in inner city Spring Hill, to apply for a \$750 payment from the Queensland Government to rethink how he can manage this amount of waste, which the hotel produces every year.

"I've been considering the cost of our waste disposal for a while, but just hadn't got around to tackling it," said Jones.

"While we already separate cardboard from our general waste, I knew that with a bit of planning we could do a whole lot better and potentially save some money.

"The government's offer prompted me to get the team together and work out what we could do across all facets of the hotel to reduce the amount of waste going to landfill, increase our recycling rate and encourage our staff to think about waste differently."

Many businesses just don't have the time to assess what's going into their bins and are unaware that they pay for their waste three times – when materials are brought on site, when waste materials are moved around the site and when waste is disposed of.

Food wastage is one issue being addressed by the International Hotel's new waste management plan.

"We are going to introduce a new ordering system and tighten up portion control to reduce the amount of food we waste," said Jones.

"But our most impressive goal will be to divert 39 tonnes of glass from going to landfill over the next three years.

"We've introduced new recycling bins and got everyone involved—from bar staff to office



The International Hotel's Mark Jones hopes their new waste reduction strategy will not only save money, but save a lot more waste from ending up in landfill.

staff," he said.

The reThink Business Waste program is funded by the Industry Waste Levy that the government introduced on 1 December 2011 and half of the subsidies will be allocated to small to medium-sized enterprises in regional Queensland."

A waste assessment and management plan for the business must be developed and implemented before the money is distributed.

Early recipients of the \$750 subsidy include the Whitsunday Outboard Centre who implemented a new cardboard recovery service.

Likewise, Agricon Products in Maryborough has commenced a new co-mingled recycling service for their steel vegetable oil drums.

Other waste reThinkers include Proserpine Ex-Services Club, Les Dibbin Cabinetmakers of Cannonvale and Bowen Pools and Pumps.



Effective resource recovery systems for every business

The introduction of waste equipment rebates as a part of the Queensland Government's reThink Business Waste program puts effective resource recovery systems within reach of every Queensland business.

With Queensland's waste reforms aiming to halve waste sent to landfill by 2020 it is essential that all Queensland business have access to the waste separation infrastructure needed to help each business to reThink its waste disposal practices.

It's helping businesses improve in-house waste management that's the motivation behind the introduction of the Queensland Government's reThink Business Waste Equipment Program.

What is the rebate for?

The rebate is available to eligible Queensland businesses that purchase bin equipment and awareness-raising material from the reThink Business Waste equipment catalogue. The catalogue of equipment and materials is hosted on the Local Buy website making access simple and efficient for businesses to take action. These items are designed to help businesses implement effective resource recovery systems in their daily operations to divert waste material from landfill.

What is the rebate value?

Eligible businesses can apply for a 40 per cent rebate against the total cost of the items purchased from the catalogue (excluding freight), up to a rebate of \$1000. A minimum rebate amount has been set at \$80, which



Source separation is a key to effective resource recovery.

means that the total cost of the items purchased must be at least \$200 in order to apply for the minimum rebate.

Who is eligible to apply?

To be eligible for the rebate, an applicant must:

- be a company, incorporated association, sole trader, partnership or not-for-profit organisation that has a registered Australian Business Number (ABN) and is registered for GST; and
- be based in and have a physical street address in Queensland; and
- purchase products listed in the Local Buy catalogue and notify the supplier to the reThink Business Waste Equipment rebate program.

For the full list of eligibility criteria, please visit the DERM website www.derm.qld.gov.au/waste and follow the links to the reThink Business Waste Program.

Launching the waste equipment rebate

Environment Minister Vicky Darling said Queensland businesses will now receive a discount when they purchase recycling bins, sorting containers and information signs through the reThink Business Waste equipment rebate program.



Vicky Darling MP
Minister for Environment

Ms Darling said recycling bins and sorting containers will provide direct on the ground assistance to businesses wanting to improve their waste stream.

"We're offering a 40 per cent saving on waste separation equipment – it's something that businesses have told us they need and we are delivering," Ms Darling said.

"Quite simply businesses want to divert waste from landfill – it cuts business costs, delivers obvious environmental benefits, and helps them avoid exposure to the Industry Waste Levy which applies on materials sent to landfill instead of resource recovery.

"Businesses have told us that something as simple as lack of bins and signs can be a barrier to having effective in-house waste and recycling collection systems," Ms Darling said.

"That's why we are providing on the ground assistance and discounts to businesses across the state.

"Standardised, clearly signed waste and recycling collection systems can help stop waste contaminating the recycling bin and reduce the chance of recycling ending up as waste.

"Bin infrastructure includes workplace recycling bins, mobile bins and signage, just like those "do the right thing, use the right bin" facilities seen in schools, stadiums, transport hubs and public places across the state.

"Many larger companies use such bins and information signs for waste separation and we want to give all businesses access to a great deal on similar waste infrastructure."

A guide to reviewing your collection contract

A Guide to Reviewing Waste and Recycling Contracts and Service Agreements is a practical guide to help businesses make sure they are getting a deal that best fits their business.

Most businesses use a waste collection contractor to take away waste from their premises. This may be the local council or a private contractor. The Queensland Government rethink Business Waste program has developed a guide to assist in reviewing waste management activities so that businesses secure the most appropriate waste contract for their individual requirements.

The guide takes you through a straight forward series of questions that help each business assess its requirements. For many businesses, your existing waste contractor can provide the answers.

The starting point for the review is to read through your current contract (including the terms and conditions) and make sure the following questions are answered and understood:

- What is and isn't included in the contract?
- What are the charges for the services provided?
- What services will be delivered for the life of the contract?

As each business will have a unique set of requirements it may

If it's not measured it can't be managed

To effectively manage waste and recycling collection contracts your business also needs to consider:

- how much waste and recyclables does my business currently generate;
- what types of waste and recyclables are generated;
- what are the current costs associated with disposal of waste and recyclable materials;
- how can my business minimise or avoid waste and maximise recycling.



also be prudent to consider seeking independent legal advice before entering into, or seeking to negotiate, a waste or recycling collection contract, including in relation to the proposed terms and conditions of the contract and any information received from the relevant contractor.

To download the guide visit www.derm.qld.gov.au/waste and follow the links.

More bins – less cost

A reThink of waste disposal by Maryborough based Agricon Products had led to more waste being recycled and a reduction in costs for Agricon.

Thanks to the Queensland Government rethink Business Waste Services \$750 subsidy Agricon Products were able to undertake a review of their waste practices and waste services contract. The result is a new contract with Transpacific Industries (Cleanaway) for a three bin service.

Agricon Products is a family business based in Maryborough Queensland, about three hours north of Brisbane. Agricon manufacture a range of nutrition products for beef and dairy cattle, sheep, goats, horses, pigs and poultry. This includes vitamin and mineral premixes, protein and mineral supplements, molasses blocks, concentrates and liquid feeds.

According to Agricon Director John Hornbuckle the main waste products from manufacturing are cardboard, steel vegetable oil drums, plastic pallet wrapping and large bags. "What we did is introduce a co-mingled recycling bin that mostly takes our steel drums. We had been recycling our cardboard, but the steel drums were previously going to landfill."

"Under our new contract with Cleanaway we have three bins. The cardboard bin takes our cardboard, large multi-layered paper bags and plastic pallet wrapping (in a separate bag). The co-mingled bin is used for our steel drums, and we also have a general waste bin and it's costing us a less than the two bins we had before."

John says the funding support from the Queensland Government reThink Business Waste



Jo from Agricon in front of the co-mingled recycling bin that helps Agricon recover steel vegetable oil drums from landfill



Services definitely helped Agricon to take action on improved waste outcomes. "In the short-term the costs outweighs the benefit, so the help is welcome. And the costs are ongoing with Jo in our office putting a lot of work into the review and ongoing training to make sure the right thing happens on the manufacturing floor."

John says Agricon also have liquid waste that ends up in landfill. He's hopeful future Queensland Government Business Waste programs will help Agricon invest in an agitator so that this liquid waste can be stored and then sent to a bio-recycling centre.

Six steps to improving business waste efficiency

Determining how a business can benefit from reThinking waste is at the heart of the Queensland Government rethink Business Waste programs. Each business operates with a unique set of operational requirements, resource availability and material flows. Yet at the same time there are a set of common considerations that all businesses have when it comes to improving waste efficiency.

The 'six steps to waste efficiency' developed to support program participants is designed to help businesses boost efficiency and save money by improving recycling and waste management performance.

Under the program, eligible businesses will be able to seek:

- assistance with an on-site visual waste assessment and recommendations for improvement;
- rebates to introduce new resource recovery services;
- rebates to help with better separation and collection of recycling materials, and to expand internal business recycling separation programs.

Step 1 – Measuring business waste

In business you can't manage something that you can't measure. Establishing the types and quantities of materials in your businesses waste stream is commonly referred to as a 'waste audit,' but the analysis does not need to be as onerous as it sounds.

The worksheets and bin size conversion table can help you develop a quick visual waste assessment.

Using the worksheets and conversion tables, a business can determine the amount of waste it generates. For the visual assessment,



A visual waste assessment will help your business establish what is in your waste stream.

go around to all the bins presented for collection just before the collection truck arrives and see how full they are. Don't worry if there are different sized bins; simply note down the sizes, an estimate of how full they are, and how often waste is collected.

Step 2 – Reducing waste to landfill

Following the waste hierarchy, businesses can identify options to:

- Reduce** – can waste be avoided or reduced by the way the business buys goods and services or by changing the way it operates?
- Reuse** – does another local business have

a use for the waste materials produced?

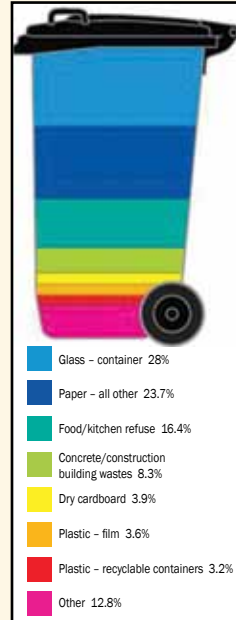
Recycle – what materials can be targeted for recycling?

Step 3 – Identifying local collectors of recyclable materials

By knowing how much material your business produces over time, and the types of materials that can be diverted from landfill, you can identify the most suitable waste and recycling collection contractors.

The Queensland Government has partnered with Planet Ark's business recycling directory to help businesses find local resource recovery collection contractors.

The Business Recycling website and hotline lists private and local government recycling services across Queensland and Australia. It allows businesses to search by type material



Waste profiles are available to download for a number of sectors.

A series of sample waste profiles have been prepared to help businesses understand what the likely composition of their waste is and what waste streams can be reduced, reused or recycled.

Case studies are available to provide businesses with ideas for diverting useful materials from going to landfill, saving them money and helping protect the environment.

Profiles are available for the following sectors at:

- Accommodation
- Clothing and retail
- Food and grocery
- General store
- Manufacturing
- Newagency
- Office
- Primary schools
- Pubs and clubs
- Restaurant and cafe
- Secondary schools
- Service station

and location so that they can easily find the recycling services they want.

Visit www.businessrecycling.com.au/

Step 4 – How to understand waste and recycling collection contracts

Businesses need to understand how to secure the most appropriate collection arrangement for the recoverable materials they produce. As part of investigating what can be recycled, your business also needs to consider what impacts your waste or recycling contract arrangements are going to have on your ability to recycle.

The first contact should be your current waste service provider who may be a private operator or the local council.

Businesses should consider what your current contract offers and how this may affect your waste and recycling practices.

The *Guide to Reviewing Waste and Recycling Contracts and Service Agreements* can be used to help businesses review waste management contracts to meet your individual requirements.

Step 5 – How to implement material collection systems in business

Different businesses generate different types of recoverable materials. The bins emptied into the collection truck, may not be the same bins used for collecting the material around your business premises.

For example, if your business has a separate paper collection service, then paper and cardboard will need to be separated from other recyclable materials, preferably

at the point where it is generated. This requires clear communication and signage to be available to staff, cleaners and in some cases clients. The Queensland Government has produced free-to-download signage to help business implement an effective resource recovery system.



Signage helps to communicate your waste management processes.

Step 6 – What's next?

For further information on the six steps to waste efficiency and to register for program updates go to www.derm.qld.gov.au/waste and follow the links.



Aussie Skip Bags for sale at a local Bunnings Warehouse store.

Help is at hand in Toowoomba

Through the introduction of a waste disposal levy, DERM hopes to increase the motivation for Queensland businesses to introduce recycling opportunities and reduce the amount of waste ending up in landfill.

The aim is to avoid paying as much of the levy as possible, and companies such as Toowoomba's Aussie Skip Bags are helping businesses do just that.

Mel Evans from Aussie Skip Bags said their unique system of different-sized bags make it easy for businesses to implement new recycling practices.

"Having multiple skip bags on hand for sorting waste and ensuring the right waste goes to the right place would mean reduced costs for businesses," she said.

This means a construction company can have a separate bag for their green waste, concrete waste and general waste – allowing the recyclable material to be picked up by recycling companies, therefore reducing the amount of material going to landfill.

Evans said DERM's rethink Business Waste program is an effective way to get businesses thinking about their waste.

"I think the \$750 subsidy is a good incentive for businesses to not just think about, but actually implement new waste management policies," she said.

But even so, she thinks the change will not happen overnight.

"I think it will take some time, perhaps even 12 months or more, before businesses really feel the effects of higher waste costs and start to be more proactive about how they can reduce these costs."

Connecting recyclers with SMEs

The waste strategy business plan earmarks \$2.55 million for developing strategic partnerships, much like the one it struck with Planet Ark to support an online database of resource recovery providers and drop-off points for commercial waste.

A year ago DERM became a foundation partner of Planet Ark's national 'Business Recycling' page, a spin-off of its successful 'Recycling Near You' website for the community.

The site is already shaping up as a useful tool to help Queensland service providers engage small and medium sized enterprises (SMEs), a sector that is notoriously difficult to reach through traditional means.

Janet Sparrow, Planet Ark's recycling programs manager, provided a breakdown of the numbers. The database lists 2600 Queensland drop-off centres and services, while 17% of searches cover Queensland.

"Anecdotally, the number of visits from each state seems to be connected to the size of its waste levy. In Queensland there has definitely been an increase in searches this year," she said.

"So this is a golden opportunity for companies to promote their

Bundaberg businesses a step ahead thanks to local council

Small to medium enterprises (SME's) in the Bundaberg area are already thinking about ways to improve their waste management policies, thanks to the proactive measures of the Bundaberg Regional Council.

James Stanfield, Manager Waste & Recycling Services, said the first step was making sure businesses were aware of the changes being introduced.

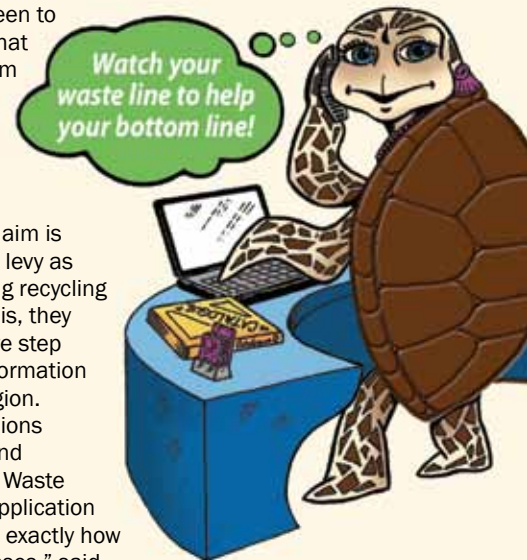
"Our approach has been to firstly warn our SME's that it was coming and inform them of how it might affect them and then kick off a conversation in relation to waste and recycling options."

He said their primary aim is to collect as little of the levy as possible, by encouraging recycling practices. To achieve this, they have taken the proactive step of running Business Information Sessions across the region.

"These two hour sessions gave DERM's background and justification for the Waste Strategy, detailed the application of the levy and outlined exactly how it would impact businesses," said Stanfield. "I then encouraged them all to get familiar with their waste streams and account properly for their costs."

Once businesses have assessed their waste generation and understand the costs involved, Stanfield said the next step is to make sure their contractor is offering the best possible service for their needs.

"If not, they should remember that they have the power hand as they hold the money end of the contract and use that power to position themselves in the best possible place as far as servicing goes."



Bundaberg Regional Council's Tilly the Turtle is helping businesses identify how they can reduce their waste costs.

services, particularly as it is a free advertising platform."

One of the differences between the Business Recycling site and the community one is recyclers must be able to take commercial quantities of materials. Another is that it has options for collection of 80-90 different materials, more than double the 37 categories in the community site.

"The diversity of businesses out there meant we needed to have more materials categories," said Sparrow.

A key aspect of the website is ensuring the integrity of the information in order to provide an efficient user service. Planet Ark's web team goes through recycler profiles as they are entered to ensure they are clear and coherent, and responds to complaints if services don't match the profile.

The most popular search on the site was for computers and accessories, with cardboard, paper and containers and packaging also featuring prominently. Business Recycling includes resources such as fact sheets and studies on business recycling.

For more information on Queensland's Waste Reform, go to www.derm.qld.gov.au