



Proposed Lease for the Bayside Waste and Recycling Centre

Community engagement summary report
June 2023

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2 Background

This document provides a summary of stakeholder and community feedback on Council's intention to enter a new lease for 20 years with Future Recycling Pty Ltd to operate the Bayside Waste and Recycling Centre located at 144 Talinga Road, Cheltenham.

The scope of this consultation only considered feedback from the community on the lease for the Bayside Waste and Recycling Centre. It didn't include the design nor improvements of the Bayside Waste and Recycling Centre. Community consultation was conducted between 17 May to 14 June 2023*, seeking feedback from the community about the future lease of the recycling centre.

The new lease is proposed to Future Recycling Pty Ltd with a 5-year rent free period to support the significant capital investment of \$4,698,000 by Future Recycling Pty Ltd. The capital investment will include the demolition of the current office and weighbridge as well as installation of a new hardstand throughout the site, undercover drop off and sorting shed and new recycling bays for green organics, timber, steel, soil and concrete. Existing structures will be demolished and replaced with a new purpose-built facility.

Community engagement on the proposed lease was undertaken from 17 May – 14 June 2023* (inclusive) and received 122 contributions.

*The initial timeline for consultation was 17 May to 28 May 2023. Consultation closed on 28 May 2023 and was reopened on 31 May 2023 for a further 15 days. The consultation period was extended as the project had been deferred to the 18 July 2023 Council meeting.

Key findings

Participants were generally supportive of granting a lease to Future Recycling Pty Ltd to operate the Bayside Waste and Recycling Centre.

Participants supported granting the proposed lease to the Future Recycling Pty Ltd with no one disputing their suitability as a proposed tenant. Survey results were overwhelmingly positive in all categories. Comments were particularly supportive about the capital investment and the proposed improvement in service and efficiency at the site. Some comments mentioned that the proposed 20-year term is too long and questioned the 5-year rent free period, which may provide context on why there was more unsupportive survey responses for these items. A number of comments also expressed concern regarding the possibility of higher fees and that this may lead to an increased amount of dumped rubbish throughout the municipality.

Next steps

Council will consider community feedback and the proposed lease for adoption at its 18 July 2023 meeting.

3 Consultation process

3.1 Consultation purpose

Council invited community feedback between 17 May – 14 June 2023 to understand the level of support for the proposed decision to enter a new lease with Future Recycling Pty Ltd to operate the Bayside Waste and Recycling Centre located at 144 Talinga Road, Cheltenham for a period of 20 years.

Community engagement was conducted in accordance with Council's Community and Stakeholder Engagement Policy 2021 and Section 115 of the Local Government Act 2020. The engagement plan overview was published and is available to view on Council's [Have Your Say engagement website](#).

3.2 Consultation methodology

The tools and techniques selected for this project were informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Letters distributed to neighbouring residents
- signage on site at the recycling centre
- email to Have Your Say subscribers (3,142)
- newspaper advertisement in The Age
- public notice on Council website
- Council communication channels, including website news story, social media and e-newsletter to over 11,00 subscribers

Key methods for gathering feedback

- online engagement through [Have Your Say](#), including opportunity to provide feedback and ask questions
- contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
17 May 2023 – 14 June 2023 780 visitors 122 contributions	Have your say website Project information, online survey and written statement form hosted on the engagement platform Have Your Say Online survey: 122 responses Written statement form: 0 responses
17 May 2023 – 14 June 2023 21 questions	Question and Answer forum 21 unique questions asked and responded to via the Q&A forum.
2 Direct correspondence	Correspondence Direct feedback provided through contacting the Project Officer for further information or to provide feedback over the phone or via email.

4 Participant profile

Demographic information was not requested from participants as it was not considered relevant to this engagement.

Survey respondents (122) were asked to qualify their connection to Bayside and the Bayside Waste and Recycling Centre. All participants had a connection to Bayside and the site, with some identifying with multiple options:

- 104 stated they are a Bayside resident or ratepayer
- 81 indicated they use the recycling centre
- 29 stated they live near the recycling centre
- 7 said they own/operate a business in Bayside
- One preferred not to say
- 2 selected 'Other' as their connection to Bayside and the Bayside Waste and Recycling Centre: one said they are a regular visitor to Bayside, one stated they are a body corporate manager of a block of units within Bayside.

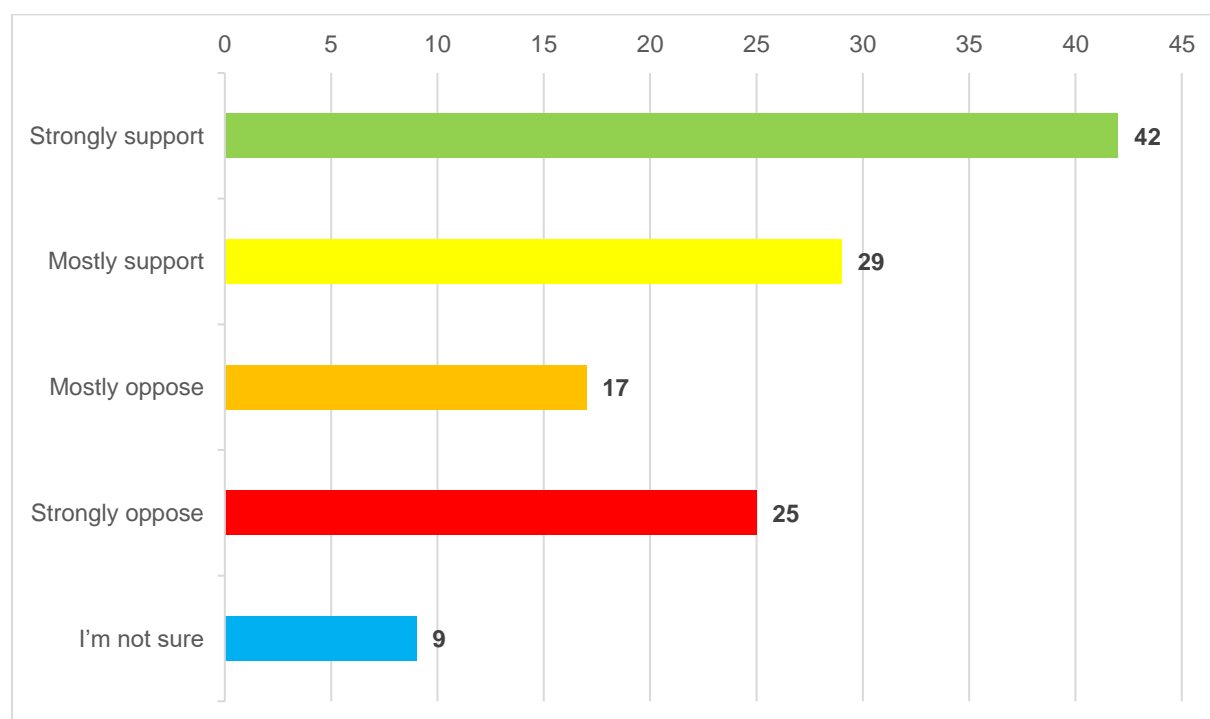
5 Consultation findings

The following section summarises the key themes which arose in community feedback on the Bayside Waste & Recycling Centre. In the interest of stakeholder and community privacy, individual quotes have not been included within this public document. Where there was more than one mention of a topic or item, the number of mentions has been specified in brackets and italics.

5.1 Support for actions

All survey participants were asked the level to which they support the proposed lease to Future Recycling Pty Ltd overall, with 122 responses received. The participants showed a high level of support of the lease overall with 58.2% (71 submissions) strongly supporting or mostly supporting the lease. A smaller number of respondents, 34.4% (42 submissions) stated they mostly oppose or strongly oppose, and only 7.4% (9 submissions) were not sure.

Figure 1: What is your level of support for the proposed lease to Future Recycling Pty Ltd overall? (in number of responses)

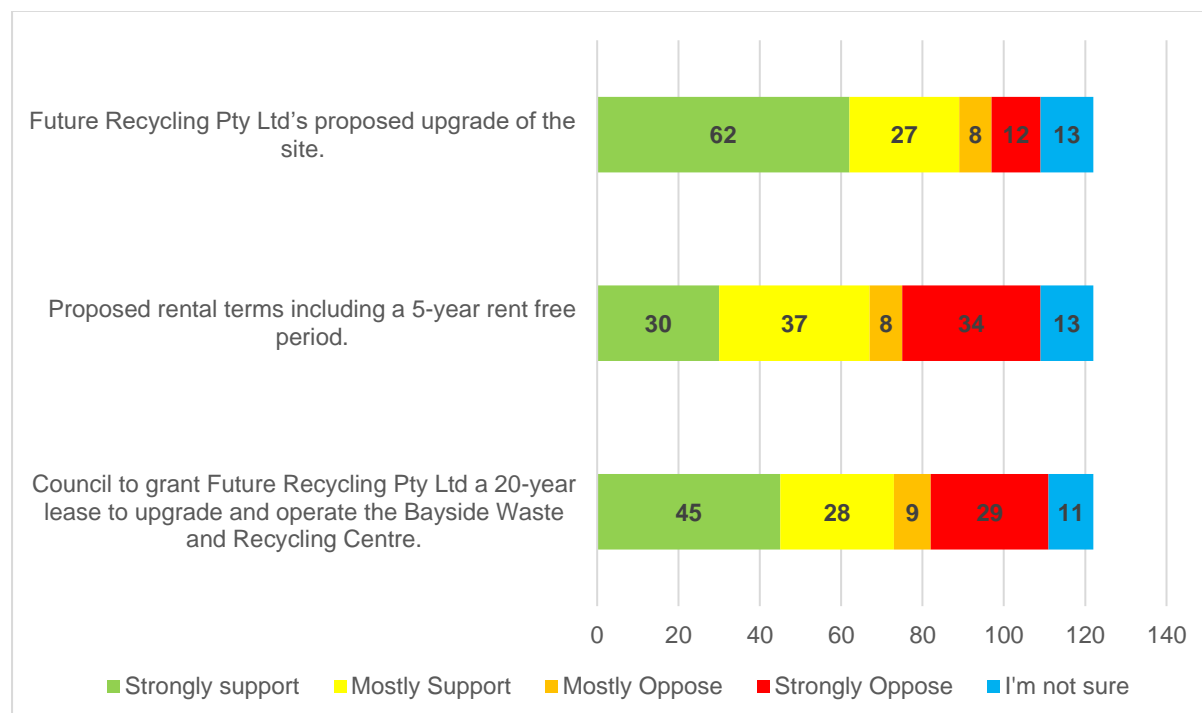


All survey respondents were also asked the level to which they support the following specific terms regarding the proposed new 20-year lease for Future Recycling Pty Ltd to operate the Bayside Waste and Recycling Centre:

- Council to grant Future Recycling Pty Ltd a 20-year lease to upgrade and operate the Bayside Waste and Recycling Centre.
 - 59.8% (73 submissions) strongly or mostly support, 31.2% (38 submissions) strongly or mostly oppose and 9% (11 submissions) were not sure.
- Proposed rental terms including a 5-year rent free period.
 - 55% (67 submissions) strongly or mostly support, 34.4% (42 submissions) strongly or mostly oppose and 10.6% (13 submissions) were not sure.
- Future Recycling Pty Ltd's proposed upgrade of the site.

- 73% (89 submissions) strongly or mostly support, 16.4% (20 submissions) strongly or mostly oppose and 10.6 % (13 submissions) were not sure.

Figure 2: What is your level of support for the following proposed lease terms? (in number of responses)



5.2 Item-specific feedback

Respondents were also asked to provide written feedback about the reasons for their response. Comments provided by the 122 submitters are summarised by theme in the tables below:

Table 1: Comments from respondents who expressed support or were neutral

Topic	Community feedback
Lease	<p>Terms are reasonable given the improvements and the services provided.</p> <p>Council should run the facility in-house with Council employees.</p> <p>Should include clause that requires transparency from the tenant of the recycling/rubbish treatment and where it ends up.</p> <p>The proposed lease will save ratepayers money and will be better for the environment.</p>
Facility	<p>Supportive of the proposed facility and service improvements (22 mentions).</p> <p>Supportive of the repair café (7 mentions).</p> <p>Existing site needs an improvement (3 mentions)</p>

	Not clear if the recycling will occur on the site or if the facility remains a transit facility.
Fees	Give residents 2 free tip passes per year (2 mentions)
Recycling	<p>Great recycling opportunities (4 mentions)</p> <p>Supportive of initiatives like this proposal that addresses the need to recycle more (5 mentions)</p> <p>Supportive of opportunity for goods to be repaired (3 mentions).</p> <p>There's a need for further recycling options (2 mentions).</p> <p>Plastic needs to be included for recycling (2 mentions)</p> <p>Recycling requirements will likely change a lot over the next 20 years (2 mentions)</p> <p>Existing site doesn't meet the residents current recycling needs.</p> <p>Bottle/can deposit scheme at this site is important.</p>
Tenant	<p>Time to change from the current operator (5 mentions).</p> <p>Positive of the business with a significant expertise and willingness to invest in the facility.</p>
Other/questions	<p>Have the construction costs for the capital investment been reviewed and verified?</p> <p>Is the facility for ratepayers only?</p> <p>Does the municipality need this facility?</p> <p>Can the lease be sold (sub-leased) by the tenant?</p> <p>What will happen with recyclables after sorting, will it end up in landfill?</p>

Table 2: Comments from respondents who were opposed or expressed concerns

Topic	Community feedback
Lease	<p>20-year term is too long (12 mentions)</p> <p>The 5-year rent free period should be removed (7 mentions)</p> <p>Rent should be over the full 20-year term to ensure sufficient return to the ratepayers (4 mentions)</p> <p>Lease should include review periods and break points (2 mentions)</p> <p>5 year rent free period will hide increased fees.</p> <p>The lease will in effect give the business a monopoly of the service.</p> <p>No information of the current terms and why Council wants to change tenant.</p>
Facility	<p>Improvements as shown in the proposal doesn't appear to be worth \$4 million.</p> <p>Big investment without significant improvements.</p> <p>Insufficient signage currently at the site.</p>

	<p>No need for a café at a recycling centre.</p> <p>Council should upgrade the facility, not the tenant.</p> <p>Concerned of the contamination, smell and noise from the site.</p> <p>Hard to drop off recycling, should be a separate queue.</p> <p>Keep the current weight bridge, it's an historical structure to the area.</p>
Fees	<p>Fees are too high (19 mentions).</p> <p>Should not charge a fee for recyclables such as cardboard (6 mentions).</p> <p>Should not charge a fee for green waste (3 mentions)</p> <p>Ratepayers should be able to dispose green waste, cardboard and plastic at no cost.</p> <p>Recycling fee increases needs to be fixed at a maximum of 5% or CPI.</p> <p>Service costs are transferred to residents.</p> <p>Ratepayers should receive a free/discounted waste management.</p>
Recycling	<p>State Government recycling strategy and Council's waste management is inadequate.</p> <p>Proposal doesn't resolve issue of disposing chemicals.</p>
Dumping of rubbish	<p>Higher fees will increase dumping of rubbish (16 mentions)</p>
Other/questions	<p>Not enough information to form an informed opinion about the proposal (3 mentions).</p> <p>Concerned about smell from site and rats.</p> <p>Insufficient service and fees information currently on Council's and operator's website.</p> <p>Privatisation of public facilities leads to reduced quality of service and increased prices (2 mentions)</p> <p>Proposal should go out to tender to ensure best operator.</p> <p>Other examples of operators dumping/hiding rubbish at similar facilities, how will this be handled if it occurs in Bayside?</p>

5.3 Project Evaluation

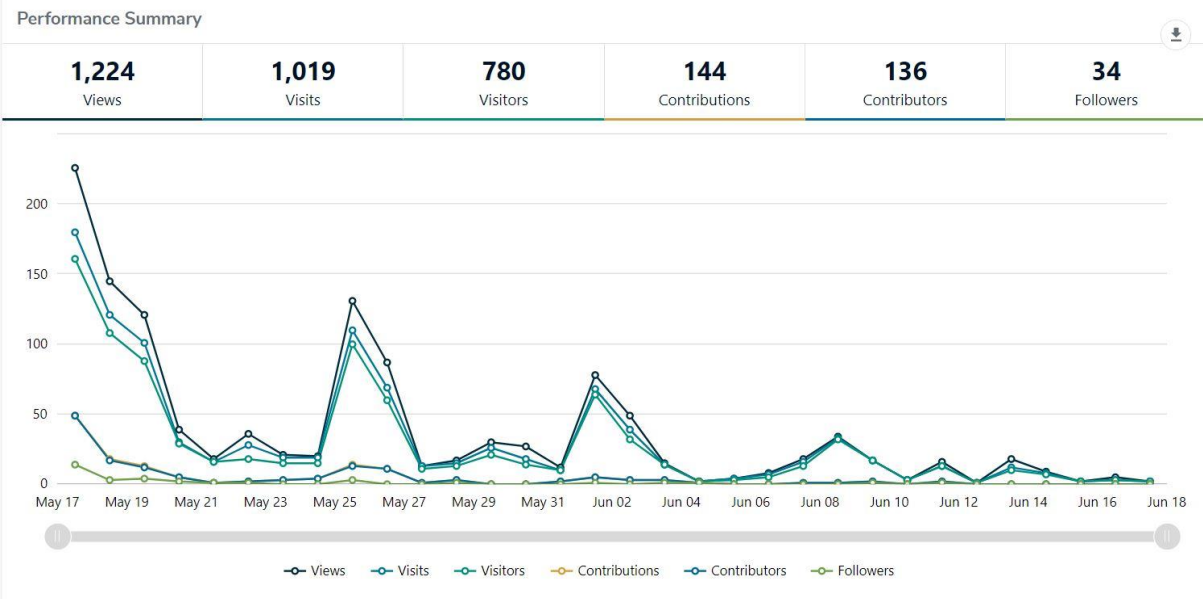
This report presents the findings from the analysis of the community feedback gathered during community engagement from 17 May to 14 June 2023.

The engagement program received a total of 122 direct responses, completed via survey through Have Your Say.

Communications to encourage participation attracted 780 unique visitors to the project page and were sent to key stakeholders including previous subscribers for related engagements.

The communications reached over 11,000 community members via email newsletters or notifications.

Figure 3: Have Your Say project page – reach and participation:



Engagement targets for the Have Your Say webpages were that:

- 20% of visits would last at least one active minute (exceeded, 54.47%)
- 10% of visits would have at least two actions performed, such as moving around the project page or clicking on links (exceeded, 29.83%)
- 5% of visits had at least one contribution made (exceeded, 12.86%)

Satisfaction with engagement process

Survey participants were generally satisfied with the consultation process and materials, with a majority of participants selecting they had the required information to participate, and it was very easy (45%) or mostly easy (40.2%) to find/understand. It is noted that some of participants found the information mostly hard (4.1%) and very hard (6.6%) to find/understand or were not sure (4.1%).