



CITY OF
ADELAIDE

Resource Recovery

(Organics, Recycling & Waste)

Strategy & Action Plan 2020–2028

Progress Report **ONE**

10 November 2020 to 31 December 2021

Kurna acknowledgment

City of Adelaide tampinhi, ngadlu Kurna yartangka panpapanpalyarninhi (inparrinhi). Kurna miyurna yaitya mathanya Wama Tarntanyaku. Parnaku yailtya, parnaku tapa purruna, parnaku yarta ngadlu tampinhi. Yalaka Kurna miyurna itu yailtya, tapa purruna, yarta kuma puru martinhi, puru warri-apinhi, puru tangka martulayinhi.

City of Adelaide acknowledges the traditional Country of the Kurna People of the Adelaide Plains and pays respect to Elders past and present.

We recognise and respect their cultural heritage, beliefs and relationship with the land.

We acknowledge that they are of continuing importance to the Kurna People living today.

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Introduction

The City of Adelaide's Resource Recovery (Organics, Recycling and Waste) Strategy and Action Plan 2020–2028 was adopted by Council on 10 November 2020. It provides a solid framework to redefine the concept of waste, improve resource recovery and build a circular economy in the City of Adelaide.

The City of Adelaide's Resource Recovery Vision is to be the first city in Australia to achieve 'zero avoidable waste to landfill' ('zero-waste'). Aligning with the State Government's target, this equates to: 'the diversion of all waste from landfill where it is technologically, environmentally and economically practicable to do so. 'Unavoidable' waste therefore refers to wastes for which no other current treatment is available including (but not limited to) asbestos, toxic and quarantine waste.'¹

This Resource Recovery Vision will guide the City of Adelaide through to 2028 and will promote a circular economy through reducing waste, increasing resource recovery, and delivering exceptional customer service.

The City of Adelaide's Resource Recovery Vision of 'zero-waste' is measured by the following:

- Divert 75 percent of residential kerbside collected waste from landfill
- Divert 90 percent of waste from City of Adelaide activities and events from landfill
- Reduce waste generation by 5 percent per capita
- Reduce contamination to below 10 percent in kerbside collected yellow co-mingled recycling
- Reduce food waste in the kerbside collected waste bin by 50 percent
- Apply the waste management hierarchy in all actions and consider material safety

This progress report provides a status update against the Key Actions listed for each Target Area in the Resource Recovery (Organics, Recycling and Waste) Action Plan 2020–2028 and project highlights for the period 10 November 2020 to 31 December 2021. Subsequent progress reports will follow the calendar year cycle.

A timeline of illustrating milestones associated with key projects is provided in the Appendix.



¹ A Vision for A Circular Economy Waste Strategy 2020–2025 Consultation Draft, Green Industries SA, 2020.

Target Area 1: Residents and the Community

This Target Area aims to provide support to residents and the community using the residential kerbside collection to achieve zero-waste at home.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 1: Eliminate food waste.					
1.1 Provide residents, community members and community event organisers with the tools and services to eliminate food from the waste stream.	●	●	●	●	
1.1.1 Investigate and remove the barriers to adopting the green organics service.	●	●			Complete Online
1.1.2 Increase accessibility to green organics bins, kitchen caddies, certified compostable liner bags, education and other tools that support reduction of food waste.		●			Complete New Kitchen Caddy Kit completed in May 2021. Online portal live in September 2021 for residents to order a Kitchen Caddy Kit for delivery to resident door. See 'Enhanced Kitchen Caddy Program' for more details.
1.1.3 Develop, implement and fund projects and campaigns targeting the items that do not belong in the red waste bin (such as food waste), to increase recovery of these materials.		●	●		Started Discussions commenced.
Priority Item 2: Engage, educate, and inspire.					
2.1 Develop and provide a multi-faceted, multi-lingual suite of educational resources for residents, community and community event organisers to reduce waste generation and increase resource recovery.	●	●	●	●	
2.1.1 Develop a new information and education program for residents using the three-bin kerbside system. Include collateral, signage and information sessions.	●	●			Complete New education collateral created in September 2021. Inaugural 'Talkin' Trash Trivia Night' held in support of National Recycling Week for residents delivered. See 'Waste and Recycling Education & Engagement Program' below.
2.1.2 Develop partnerships and collaborations with other councils, organisations, industry, academia and varying levels of government to deliver unique programs, strengthen and unite waste reduction initiatives, and recognise high waste diversion achievers.	●	●	●	●	Complete Joint Council Contract collaboration to deliver a new organics recycling video completed in November 2021. Reoccurring meetings held with joint-council waste educators and other council waste educators.
2.1.3 Offer regular outreach, education events and information sessions and recycling tours for residents and elected members.	●	●	●	●	Started Internal tour for some City of Adelaide staff for training purposes held in May 2021. COVID-19 resulted in a temporary hold on tours for community members.
2.1.4 Support and implement community programs targeting waste avoidance, reduction and reuse (e.g., repair cafés and lending libraries, ambassador programs).	●	●	●	●	Started Early discussions held.
Priority Item 3: Foster innovation, new technologies, and data collection.					
3.1 Establish data collection methods for resource recovery and cost signalling mechanisms linked to waste disposal.	●	●	●	●	
3.1.1 Support and implement innovative technology and behaviour change to deliver improved municipal resource recovery systems and infrastructure (for example, investigate kerbside bin size options).			●	●	Started Investigations have commenced into a precinct-based pilot.
3.1.2 Investigate methods to install data collection methods (for example, radio-frequency identification (RFID) tags on all City of Adelaide kerbside bins) to provide ongoing feedback and improve service outcomes, communicate feedback to residents and target resource recovery behaviours.		●	●		Started RFID program in development. See 'Improving Data Through RFID Technology Project' for more details.
3.1.3 Conduct regular comprehensive waste audits and report publicly on results. (Data should be collected in a way that is useful cross-program for example the Carbon Neutral Adelaide program).		●	●	●	2022 Activity A kerbside residential waste audit was conducted in 2019. A second audit is planned for 2022. Communication of results will be shared in upcoming reports.
3.1.4 Facilitate additional collection locations for hard-to-recycle items for residents to access (for example within City of Adelaide facilities and community centres).		●	●	●	Started New bins to collect batteries will be installed in conjunction with the Battery Stewardship Program in 2022.
Priority Item 4: Prioritise and centralise resource recovery.					
4.1 Increase visibility of the associated cost and volume of residential waste and of the benefits of adopting the circular economy.	●	●	●	●	
4.1.1 Investigate decoupling waste fees from rates for clarity of cost.			●		2023–2025 Activity

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
4.1.2 Establish incentives programs, or financial models to encourage reduction of waste generation. For example, financial incentives, alternative collection service frequencies, bin sizes, service cost models and other behaviour-change tactics that encourage waste reduction and source separation.		●	●		2022–2025 Activity
4.1.3 Target and clarify misinformation and provide clarity regarding resource recovery.	●	●			Complete Communications via social media posts have addressed how to recycle and other topics. See 'Waste and Recycling Education & Engagement Program' for more details.
4.1.4 Provide resources for at-home waste avoidance, reduction and management.		●	●		Started New Kitchen Caddy Kit provided for home use. This will continue to be expanded upon. See 'Enhanced Kitchen Caddy Program' for more details.
Priority Item 5: Advocate and align policies, guidelines and practices to the circular economy.					
5.1 Drive initiatives and advocacy in our local communities to position the City of Adelaide as a leader in resource recovery.	●	●	●	●	
5.1.1 Advocate for the development and improvement of policies, and guidelines that support the consumer enact the circular economy, product stewardship, and waste avoidance/reduction/diversion.	●	●	●	●	Ongoing Activity Advocacy was provided in early 2020, however it is out of the timeline period.
5.1.2 Advocate for changes to legislation that prioritises material recovery services over waste services.	●	●	●	●	Multi-year Activity
5.1.3 Develop new City of Adelaide policy and guidelines for kerbside collection that align to this strategy.		●	●		Started Review has commenced

Key Projects

Waste and Recycling Education and Engagement Program

A significant increase in waste and recycling education and engagement was delivered during the reporting period. Despite the continuation of COVID-19 impacting in-person events, a variety of engaging and informative events were hosted by the City of Adelaide for the community including 'Talkin' Trash Trivia Night' an inaugural event for community held in support of National Recycling Week and a series of Living Smart education sessions. In addition, an education and awareness raising program via the City of Adelaide's social media channels and new education collateral was established to support and encourage residents to reduce waste and increase use of green organics and yellow recycling bins.



Image: 'Talkin' Trash Trivia Night' community event

Enhanced Kitchen Caddy Program

During the reporting year, an enhanced program supporting residents to divert food scraps and compostable materials from landfill using new Kitchen Caddy Kits and the City of Adelaide green organics kerbside collection service was developed.

The development of the new Kitchen Caddy Kit was funded in-part by a \$21,000 grant received through Green Industries SA's SA Kerbside Performance Plus Food Organics Incentive Program, Waste and Resource Recovery Modernisation and Council Transition Package 2019–2020. Using the grant funding and a 50% additional contribution from the City of Adelaide, a robust foundation to support this program and act as a platform for future programs was built.



The Kitchen Caddy Kit includes:

- A new and improved ventilated caddy design with bases made from 100% recycled content. The lime green lids which match the green organics bin for program consistency, feature embossed point-of-action custom educational visuals.
- Education material leveraging the 'Which Bin' branding are tailored to City of Adelaide residents and includes a detailed instructional brochure, colourful fridge magnet, instructions on how to get a new green bin, and a double-sided organics/recycling flyer.
- Australian Certified compostable liner bag with new custom informational wrap ties the program elements together.

An online ordering system to facilitate delivery of the Kitchen Caddy Kits to residents was launched in September 2021. The kits are delivered by the Waste and Recycling Education Coordinator to provide face-to-face support for residents. This is in addition to the existing option of collecting the Kitchen Caddy Kits from the City of Adelaide community centres, libraries, and the customer centre. Tailored support is provided to residents living in multi-unit dwellings. See Target Area 2: Residents Living in Multi-Unit Dwellings for more details.

Updates to the City of Adelaide website were made to support the education program and make the information accessible for culturally and linguistically diverse community members. Waste related information is dynamic and instantly translatable into over 65 different languages.

Target Area 2: Residents Living in Multi-Unit Dwellings

This Target Area aims to tailor supportive services to residential multi-unit dwellings (including apartments, low-rises and high rises) in development through to occupancy.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 1: Eliminate food waste.					
1.2 Provide multi-unit dwelling building owners, managers and residents with tailored waste management solutions that target elimination of food from the waste stream.	●	●	●	●	
1.2.1 Identify the challenges associated with food waste diversion in multi-unit-dwellings, and tailor programs to address these challenges.		●			Started Identification of challenges has been completed. Interventions are being considered and reviewed.
1.2.2 Increase accessibility to 'murfes' (small recycling bins), kitchen caddies, certified compostable liner bags, education and other tools specific to multi-unit dwellings.		●			Complete On-site education sessions and delivery of educational tools and resources are being delivered to residents of multi-unit dwellings. See 'Driving Resource Recovery in Multi-Unit Dwellings Program' for more details.
1.2.3 Develop and implement projects and campaigns targeting items that do not belong in the shared bulk red waste bin (such as food waste) to increase recovery of these materials.		●	●		2022 Activity
Priority Item 2: Engage, educate and inspire.					
2.2 Develop and provide a multi-lingual waste management education toolkit for building managers and residents.	●	●	●	●	
2.2.1 Develop and deliver multi-lingual education toolkits and printable materials accessible on the City of Adelaide's website for residents and building personnel.	●	●			Started Translatable collateral has been developed for residents and is available online. New landing pages will be developed for resource recovery and will include the new signage developed for multi-unit dwellings.
2.2.2 Support residents with at-home waste management through education information sessions for residents and building personnel.		●			Complete Tailored on-site consultation with building managers to support back-of-house resource recovery has been developed and is being delivered weekly. See 'Driving Resource Recovery in Multi-Unit Dwellings Program' for more details.
2.2.3 Develop an ambassadors program, build relationships and recognise high achievers in waste reduction and diversion.		●	●		2022–2025 Activity

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 3: Foster innovation, new technologies and data collection.					
3.2 Establish behaviour feedback mechanisms through data collection methods specific to multi-unit dwellings.	●	●	●	●	
3.2.1 Facilitate regular assessments and audits of multi-unit dwellings to ensure measurable and verifiable improvements to waste management. Report progress to residents, building management and other associated stakeholders.			●		Complete A report on MUDS high contaminators has been developed and is in review. On-premise assessments occur regularly.
3.2.2 Investigate ongoing data collection methods (for example, radio-frequency identification (RFID) tags on bulk bins) to improve service outcomes, communicate feedback and resident behaviours.		●	●		Started RFID program in development. See 'Improving Data Through RFID Technology Project' for more details.
Priority Item 4: Prioritise and centralise resource recovery.					
4.2 Centralise best practice waste management decisions at development phase, during build and in occupancy phases.	●	●	●	●	
4.2.1 Facilitate and provide guidance in the form of a resource on waste management best practises for all new development applications so that waste management is prioritised early on in development, during build, and during occupation.		●	●	●	Started Program investigation commenced. See 'Multi-Unit Dwelling Building Development Investigation' for more details.
4.2.2 Provide assistance for existing developments to access waste management best practises to enhance or support existing or new waste management systems.			●	●	Started New supportive program for building managers is provided. See 'Driving Resource Recovery in Multi-Unit Dwellings Program' for more details.
4.2.3 Transition multi-unit buildings to a shared three bin system, where appropriate.		●	●	●	Complete Tailored on-site consultation with building managers to support back-of-house resource recovery has been developed and is being delivered weekly. Several sites have been transitioned to better back-of-house bin systems. See 'Driving Resource Recovery in Multi-Unit Dwellings Program' for more details.
Priority Item 5: Advocate and align policies, guidelines and practices to the circular economy.					
5.1 Drive initiatives and advocacy in our local communities to position the City of Adelaide as a leader in resource recovery.	●	●	●	●	
5.2.1 Advocate for policies and guidelines that prioritise waste avoidance and diversion and associated user behaviour in building design, occupancy and building management.	●	●	●	●	Started 'Site Service Agreements' have been reviewed and are being implemented at new sites. This will be improved in the coming year alongside the policy review.
5.2.2 Develop new City of Adelaide policies and guidelines for waste management that align to this strategy for City of Adelaide serviced multi-unit dwellings.	●	●	●	●	Started Policy review is underway.



Key Projects

Driving Resource Recovery in Multi-Unit Dwellings Program

During the reporting year, bespoke support was provided to building managers and residents of multi-unit dwellings.

For building managers, onsite, tailored advice was provided to ensure that the back of house systems prioritised resource recovery. This resulted in changes in bin type, bin configuration, additional streams, and new building signage, which was provided free by the City of Adelaide.

Education sessions for residents were conducted on-site; near the bin room, in the lobby, in a neighbouring community centre or on the building verge. These sessions focused on how to divert green organics like food scraps and garden organics practically and successfully using the Kitchen Caddy Kit which was provided.

Image: Circular Economy Team delivering a new green bin and education session onsite to building managers and residents.



In addition, other information, like how to recycle using the yellow recycling bin and what to do with bulky goods was shared, and small yellow recycling bins for under kitchen benches were also provided.

Launched in September 2021, in only 4 months this program has already reached 373 apartments/flats in 11 multi-unit dwelling buildings.

Multi-Unit Dwelling Building Development Investigation

While there are many opportunities to support the diversion of waste, and reduce contamination at a residential level, visual inspections of multi-unit dwellings identified that the design of the building can also impact diversion outcomes.

In the reporting year, investigations commenced to support best practice resource recovery in new residential multi-unit building developments. Further development will continue in 2022.

Target Area 3: Businesses

This Target Area aims to expand support for business, in particular those eligible for kerbside collection provided by the City of Adelaide.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 1: Eliminate food waste.					
1.3 Investigate and provide a green organics collection service and tools to businesses with a City of Adelaide kerbside collection service.	●	●	●	●	
1.3.1 Explore and implement innovative solutions for green waste diversion for commercial enterprises (e.g. precinct based collection).		●	●		Started Precinct-based opportunities were explored and development continues.
1.3.2 Support businesses to operate more sustainably, including transitioning from single use plastics to reusable containers or compostable serve-ware, and implementing a green organics service.		●	●		Started City of Adelaide is part of the Green Industries SA Single-Use Plastic-Free Precinct Pilot Program. An incentives program for businesses is in development and will be launched in 2022. See 'Business Support Team' for more details.
Priority Item 2: Engage, educate and inspire.					
2.3 Develop and provide multi-lingual information targeting waste management best practices for business.	●	●	●	●	
2.3.1 Consider and develop methods for incentivisation for reduction and diversion of waste.		●	●	●	Started An incentives scheme to support businesses with resource recovery is underway. See 'Business Support Team' for more details.
2.3.2 Offer regular information meetings for businesses to assist them in establishing or maintaining good waste management practises. Consider links to existing programs such as the Sustainability Incentives Scheme (SIS).		●	●		Complete A cross organisation team involving Circular Economy, Community Safety Officers and Environmental Health Officers provide cross-disciplinary support and advice to businesses regarding resource recovery and bin storage and placement for optimal results. See 'Business Support Team' for more details.
2.3.3 Recognise high achievers in waste reduction and diversion.		●	●	●	Complete A new Circular Economy category for the Carbon Neutral Awards was developed to recognise Carbon Neutral Adelaide businesses moving toward or contributing to a circular economy.
Priority Item 3: Foster innovation, new technologies and data collection.					
3.3 Partner with circular economy businesses to encourage waste reduction and resource sharing for businesses.	●	●	●	●	
3.3.1 Investigate and implement innovative technology and data collection methods to improve service outcomes, communicate feedback to businesses (i.e. RFID, precinct-based waste management, high performers recognition programs).			●	●	Started A new data collection method has been established which will contribute to engagement. See 'Business Support Team' for more details.
3.3.2 Consider collaboration with organisations and other innovative programs (for example, Carbon Neutral Partners and City Switch programs) to drive unique and innovative solutions to resource recovery challenges.		●	●	●	Complete A new Circular Economy category for the Carbon Neutral Awards was developed to recognise Carbon Neutral Adelaide businesses moving toward or contributing to a circular economy.
Priority Item 4: Prioritise and centralise resource recovery.					
4.3 Establish protocols that stipulate robust resource management plans must be approved and contingent to a business opening.	●	●	●	●	
4.3.1 Position Council as an ally that businesses can rely on for waste management best practices.			●	●	2023–2028 Activity
4.3.2 Establish protocols to evaluate businesses on their resource recovery practises based on their resource recovery plans.			●	●	2023–2028 Activity
4.3.3 Work with businesses across the city to improve waste and waste bin amenity.		●	●	●	Complete A cross organisation team involving Circular Economy, Community Safety Officers and Environmental Health Officers provide cross-disciplinary support and advice to businesses regarding resource recovery and bin storage and placement for optimal results. See 'Business Support Team' for more details.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 5: Advocate and align policies, guidelines and practices to the circular economy.					
5.3 Advocate for improvements in policy and legislation related to business and industry that support the circular economy.	●	●	●	●	
5.3.1 Work with and advocate for improvements to the waste system and infrastructure.	●	●	●	●	Ongoing Activity
5.3.2 Advocate for improvements in legislation surrounding accountability in material use/design, lifecycle which support the circular economy.	●	●	●	●	Ongoing Activity
5.3.3 Develop new policy and guidelines for waste management for kerbside collection for businesses that align to this strategy.		●	●		Started Policy review is underway.

Key Projects

Business Support Team

Building on a successful pilot in 2020 a cross-organisation business support team has been established as business-as-usual. This initiative provides businesses across the city with multi-disciplinary, customer-centric bespoke advice on waste management, resource recovery and ultimately sees bins which are permanently stored unlawfully in the public space, removed.

The team comprises of Resource Recovery Officers, Environmental Health Officers and Building Compliance Officers which helps to address a range of topics which surround waste management.

A new data collection method via a tablet device and an online survey portal was established to facilitate on-the-ground data collection and support communication with the business community.

An opportunity to increase support for businesses was identified, which resulted in the development of an incentive program. The incentive program will be finalised and launched during the next reporting year.

During the reporting year:

- 80+ businesses supported with resource recovery advice
- 42 bins removed from permanent storage on the kerbside
- 14 business owners participated in a Council-run waste management roundtable.

Image: Cross-organisation team supporting businesses with resource recovery. Team members include Environmental Health Officers, Building Compliance Officers and Resource Recovery Officers.



Business Cardboard Recycling Precinct Pilot

The Business Cardboard Recycling service is a long-term and embedded program that commenced from a pilot program in 2002.

The program provides a weekly collection service where businesses can place small volumes of cardboard on the kerbside for collection and recycling by the City of Adelaide, separate to the yellow recycling bin. The service intent is small producer businesses, but in practice participation is much broader. Since the program was adopted city-wide, the program has largely maintained the same format except for consolidation of collection days from five to three days per week in 2020. This service is a value-add provision for participating businesses as there is no statutory requirement for council to deliver a dedicated cardboard collection.

The service is valued by the business community however, it continues to attract interest from various stakeholders because of presentation issues, which results in loss of street amenity, access, and public safety risks.

While there are no legislative drivers, the program remains important because it delivers on the city's commitment to Environmental Leadership and building Strong Economies where we will know we have succeeded "when more businesses think that the city is a good place to do business".

During the reporting year, a strategic and comprehensive review of the program to uncover opportunities for improvement was undertaken. This resulted in a pilot program which will ease collection amenity issues and support businesses in resource recovery through the installation of new infrastructure which will be accessible by several businesses in the pilot area. The pilot will be launched in 2022.

Improving Data Through RFID Technology Project

The delivery of the Resource Recovery Strategy relies on driving long-term and sustained improvement to resource recovery within the City of Adelaide. To inform these changes improved waste and resource recovery related data is needed. This data will assist to identify,

target, and improve existing and future resource recovery efforts and Council services. This is important to inform service delivery models, particularly for businesses where additional services may be proposed, as well as to provide data on contamination, bin asset tracking, and customer service support.

Therefore, a project plan was developed in support of the application of radio-frequency technology (RFID). RFID is a small tag that when applied to bins can provide information including inventory/asset details, servicing details, like streams and collection details, which is important for communication with residents and for City of Adelaide staff to perform day-to-day tasks more efficiently.

It is expected that the results of this project will see:

- Improved customer service
- A more responsive and equitable resource recovery system supported
- Improved evidence-based decision making in resource recovery
- Innovative methods in resource recovery supported

In the upcoming year, the project will be executed through a phased approach and more information will be communicated.



Target Area 4: Public Spaces

This Target Area aims to establish public space like streets and Park Lands as conduits for resource recovery.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 1: Eliminate food waste.					
1.4 Investigate the collection of organic materials in public spaces.	●	●	●	●	
1.4.1 Investigate and facilitate collection of food waste and compostable products (green organics) and dog waste in the public space.			●	●	Started New education material is in progress for dog park compostable liner dispensers. New pilot program is in place for Rundle Mall. See 'Rundle Mall Goes Green' for more details.
1.4.2 Facilitate the distribution of Australian certified compostable dog waste bags in the public space.		●	●	●	Complete Australian certified compostable dog waste bags have replaced plastic bags in the public space.
Priority Item 2: Engage, educate and inspire.					
2.4 Create a consumer-centric public space waste management system that is consistent with the three-stream system.	●	●	●	●	
2.4.1 Increase visibility and consistency of signage relating to waste, recycling, organics bins.		●	●	●	2022 Activity
2.4.2 Facilitate unique engagement and events to support public place waste education.		●	●		2022 Activity
Priority Item 3: Foster innovation, new technologies and data collection.					
3.4 Leverage opportunities in public spaces to drive resource recovery through lifecycle thinking and technological innovation.	●	●	●	●	
3.4.1 Investigate innovations in public places such as streets and the Park Lands and including City of Adelaide hire, lease, and rental spaces (i.e. pet waste, club, sporting organisation waste) through collaborations with industry and academia.			●	●	Started A pilot program implementing green organics collection in an innovative way for Rundle Mall is underway. See 'Rundle Mall Goes Green' for more details.
3.4.2 Execute regular data collection and auditing of innovation implementation to measure ongoing progress. Report progress publicly.		●	●	●	Complete A waste audit was conducted in Rundle Mall and will be shared in a report. See 'Rundle Mall Goes Green' for more details.
Priority Item 4: Prioritise and centralise resource recovery.					
4.4 Centralise waste management decisions in assets and infrastructure projects.	●	●	●	●	
4.4.1 Investigate building a consistent resource recovery system (residential, workplaces, public spaces etc..) to support a consumer centric approach.			●	●	Complete A pilot program implementing green organics collection in an innovative way for Rundle Mall is underway. See 'Rundle Mall Goes Green' for more details.
4.4.2 Prioritise projects and materials that utilise recycled content (for example, recycled roads).			●	●	Started A criterion for the materials used in the Rundle Mall organics pilot is to contain recycled materials.
Priority Item 5: Advocate and align policies, guidelines and practices to the circular economy.					
5.4 Drive the circular economy through collaboration.	●	●	●	●	
5.4.1 Facilitate collaboration with other councils to develop a consistent methodology for waste particularly in the public realm.	●	●	●	●	Started Ongoing discussions with other councils occur. More focus for public space resource recovery will occur as part of the Rundle Mall organics pilot.
5.4.2 Investigate place-based waste generation to assist with reduction at touch point (i.e. link between cafés and nearby public bins).			●		Started Considered as part of the Rundle Mall organics pilot. See 'Rundle Mall Goes Green' for more details.

Key Project

Rundle Mall Goes Green

Rundle Mall welcomes 22 million people each year. Approximately 47 tonnes of waste and recycling material is collected from the public space annually, with 17 tonnes of this being organic material that could be composted if separated. There is significant opportunity to reduce this material by diverting green organics from landfill and turning it into nutrient rich compost.

Following a successful application for Green Industries SA's (GISA) Council Modernisation Grant in February 2021, the City of Adelaide is leading a collaborative and co-funded initiative to pilot new infrastructure to improve resource recovery and enable collection and recycling of food waste and compostable materials in Rundle Mall.

The pilot program planning is underway and once the new system is installed in May 2022 it will run for 12 months. After 12 months of monitoring and review, improvements may be made and the findings will inform how to effectively manage organics recycling in public spaces, positioning the City of Adelaide as a leader in this realm.

During the reporting period, a 24-hour baseline audit was completed (complimenting the 2019 city-wide waste audit), a behavioural-change specialist was engaged to drive observation and public listening activities, and a design consultancy was engaged.

This project is well-timed with new legislation in place which is expected to result in a shift of waste material to compostable material which could be diverted from landfill. From 1 March 2021 single-use plastic straws, cutlery and stirrers were prohibited from sale, supply or distribution in South Australia. From 1 March 2022, expanded polystyrene cups, bowls, plates, clamshell containers and Oxo-degradable plastic products (for example dog waste bags) will also be prohibited. Oxo-degradable plastic products have additives which enable the plastic to break down into small fragments ('microplastics') which do not completely decompose. As the regulation evolves materials for inclusion will expand and integrate more products in future years.

The new bin system and infrastructure will include green organics, yellow recycling and red waste streams, and will:

- Consider aesthetics and litter control within the precinct.
- Consider waste audit data, public behaviours, 'informal recyclers', visitor flows within adaptable event spaces and connected lane ways, and maintenance/ collection systems to ensure durability, fit-for-purpose, longer-term flexibility, and suitability for the Mall.
- Leverage the Green Industries SA's 'Which Bin' branding to provide consistent messaging across 'Work, Play and Home' making it easier for the public recover resources and minimise contamination.
- Contribute to public space research and apply learnings to other City of Adelaide public spaces.
- Anticipate an increased diversion of waste from landfill and recover organic material for processing into soil improvement products (compost).

Image: Rundle Mall Audit



Target Area 5: City of Adelaide Own Operations

This Target Area aims to establish the City of Adelaide's own operations, businesses and facilities as a visible leader in exceptional waste management.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
Priority Item 1: Eliminate food waste.					
1.5 Mandate diversion of all food waste and compostable products from the City of Adelaide's own operations, buildings and tenants and provide support and services to achieve this.	●	●	●	●	
1.5.1 Facilitate and mandate diversion of all food waste from City of Adelaide's own operations, buildings and tenants		●	●	●	Started Back-of-house now includes organics collection for most City of Adelaide facilities. This will be expanded upon as part of the new resource recovery system. See "Binning it Better" City of Adelaide's Internal Resource Recovery Program' for more details.
1.5.2 Ban the use of single-use plastic serve-ware and replace with alternatives such as reusable containers and Australian certified compostable serve-ware.		●	●	●	Started Collaboration with the City of Adelaide events team resulted in the use of only compostable serve-ware at the Year End Lunch on the Green Employee event. Work continues in this space.
1.5.3 Measure, audit and assess food waste generation for food waste reduction opportunities.		●	●		Started City of Adelaide facilities will be audited as part of the resource recovery system installation. This will take place in 2022.
Priority Item 2: Engage, educate and inspire.					
2.5 Establish a resource recovery as part of workplace culture in City of Adelaide properties, rentals, leases, and facilities.	●	●	●	●	
2.5.1 Create an education program (including onboarding, ongoing training, program execution and maintenance) to support employees and visitors to improve waste avoidance, reduction and diversion.	●	●			Started New education and information in the organisation's intranet was created. Work continues to create an online training model for staff.
2.5.2 Install visible and consistent bins and bin signage on public place and event bins and internally in City of Adelaide operations and community centres.		●	●		Started New resource recovery system starting with CLC, EC and the depot has been launched. Other facilities will be installed soon. See "Binning it Better" City of Adelaide's Internal Resource Recovery Program' for more details.
2.5.3 Establish a waste management program and resource recovery plan for each City of Adelaide site and facility. (Modelling from the Workplace Safety Program.)	●	●	●		Started New resource recovery system starting with CLC, EC and the depot has been launched. Other facilities will be installed soon. See "Binning it Better" City of Adelaide's Internal Resource Recovery Program' for more details.
Priority Item 3: Foster innovation, new technologies and data collection.					
3.5 Establish data collection methods and ensure data is linked to key roles for sustained resource recovery.	●	●	●	●	
3.5.1 Investigate and implement innovative solutions for hard waste and illegal dumping.			●	●	2023–2028 Activity
3.5.2 Facilitate additional collection points for hard-to-recycle products for non-commercial users to access.		●	●	●	2022 Activity
Priority Item 4: Prioritise and centralise resource recovery.					
4.5 Review resource recovery programs annually and establish adequate funding and resources to support strategy goals.	●	●	●	●	
4.5.1 Develop protocols for City of Adelaide undertakings (internal operations, assets, infrastructure projects, capital projects, and procurement) to consider the effects of waste in all activities.			●	●	2023–2028 Activity
4.5.2 Execute regular data collection and auditing to measure ongoing progress. Report progress to internal staff.		●	●	●	2022 Activity Audit results from the internal resource recovery program will be shared with staff. Work has been undertaken to consolidate waste related data. A portal to share resource recovery related data will be developed in 2022.

Resource Recovery Action Plan 2020–2028					
Action Item	Quick Win	2020–2022	2023–2025	2026–2028	Status
4.5.3 Review Action Plan annually and budget for sustainability and continuity.		●	●	●	Complete The Strategy and Action Plan are reviewed and monitored closely throughout the year for program development and budget considerations.
Priority Item 5: Advocate and align policies, guidelines and practices to the circular economy.					
5.5 Review internal City of Adelaide policies and guidelines to ensure alignment to this strategy and long-term vision.	●	●	●	●	
5.5.1 Consolidate similar services for efficiency and best value and ensure that contracts require data collection. Review contracts regularly for fit for purpose.	●	●	●	●	Complete Consolidation of contractor services and a new contractor has been established to service City of Adelaide facilities and businesses.
5.5.2 Review City of Adelaide internal waste management guidelines, policies and by-laws.		●	●		Started Policy review is underway.
5.5.3 Develop protocols to ensure procurement avoids waste, is made sustainably, can be reused, recycled or composted at end of life. Favour companies that have product stewardship or extended producer responsibility policies in place.	●	●	●	●	Started Sustainability outcomes were integrated into the new Procurement Policy. Internal discussions surrounding integrating more sustainable materials in council procurements are ongoing.

Key Project

'Binning it Better' City of Adelaide's Internal Resource Recovery Program

A new resource recovery program has been developed for the City of Adelaide internal operations, businesses, and facilities. New, well-designed bins were purchased and a comprehensive back-end system developed to support successful and seamless diversion. Important elements to this back-end system which were addressed includes new contract for waste and recycling collections, engagement with cleaning contractors, renovation of waste rooms and reorder of kitchens. To support staff using the new system, education was developed and Ambassadors for every floor/area of each facility were recruited to help answer any staff questions or troubleshoot.

The launch of the new system began on 17 January 2022 at the Colonel Light Centre and Eagle Chambers and further City of Adelaide sites will be included over several months. An audit will take place several months after the launch to measure the impact of the new program. The results of the program will be shared in the next Annual Report.

- 8-Stream resource recovery program designed for the City of Adelaide
- 24 Ambassadors nominated from existing staff and trained to support staff recovery resources at work



Appendix: Program Milestones – Timeline

2020

January

Feedback provided to Green Industries SA regarding the Single Use Plastics and Other Plastic Products (Waste Avoidance) Bill.

June – September

City-wide Waste Audit (kerbside, residents, businesses, MUDS and 4x City of Adelaide Operations)

November 2019 to April 2020

City of Adelaide Waste program review research and structure development

March to June

Resource Recovery Strategy and Action Plan Drafted

August

Council Committee for endorsement for public consultation for draft Strategy and Action Plan

September

- Council endorsement for public consultation for draft Strategy and Action Plan
- City of Adelaide Provided feedback to Green Industries SA regarding their new 'South Australia Waste Strategy 2020–2025' and the 'Valuing Our Food Waste' consultation drafts.

September to October

Community engagement for draft Strategy and Action Plan

10 November

Council Adoption – Resource Recovery (Organics Recycling and Waste) Strategy and Action Plan

November to December

Internal and external announcement and communications of resource recovery for Resource Recovery Strategy and Action Plan adoption

February to December

Coromandel Place Pilot (Supporting businesses in resource recovery and compliance with City of Adelaide Waste Management Bylaw)

December

- Newly Designed residential recycling and Waste Calendars booklet delivered
- Recruitment of Waste and Recycling Education Coordinator
- Development of Resource Recovery Advisor Roles

2021

January

- Recruitment/onboarding new Waste and Recycling Education Coordinator Role
- Onboarding new Education Officer contractor role
- Success in application for GISA Grant Kitchen Caddies

April

- Recruitment/onboarding new resource recovery Advisor #1 role
- New Educative flier completed for residents

May

- Recruitment/onboarding new Resource Recovery Advisor role #2
- Recruitment/onboarding new Resource Recovery Advisor role #3
- Low Carbon and Circular Economy Team Tour to recycling facilities
- New Kitchen Caddy Kit completed with new caddy design and liners and education

June

Plan and Purchase of equipment for City of Adelaide internal resource recovery system complete

July

- Recruitment/onboarding new waste and recycling education coordinator role
- Successful grant application for GISA Council Modernisation Funding
- MUDS development process cross-org task-force meeting held

August

New and updated multi-lingual resource recovery web pages

August to November

2x Multi-stakeholder workshop for Rundle Mall

September

- Online ordering system of delivery for Kitchen Caddy Kits Live
- First of several and ongoing) education sessions delivered to MUDS residents
- Waste audit conducted in Rundle Mall
- Cross-team business roundtable facilitated for businesses regarding waste management
- Residents Forum – Resource Recovery presentation delivered
- RFID project business plan drafted

October

Resource Recovery reference group kick-off meeting

November

- Inaugural Talkin' Trash Trivia Night for community in support of National Recycling week
- New educational videos explaining the green organics and composting system in SA completed
- Cardboard project business plan created

December

- New residential recycling and waste calendars with more education delivered
- Additional educational fliers developed
- Development of resource recovery initiatives program for businesses

2022

January

- Roll out of new City of Adelaide Internal Resource Recovery System
- Green organics in Rundle Mall – media announcement





**Adelaide.
Designed for Life.**

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