



Fraser Coast Regional Council

K'GARI (FRASER ISLAND) WASTE MANAGEMENT STRATEGY

COMMUNITY ENGAGEMENT & EVALUATION

**REPORT – Stage 1: Community Survey, Dec 2021-
Jan 2022**

Stage 2: Community Forums, Feb-Mar 2022





Remit: encourage residents and visitors to contribute towards the development of the strategy to ensure that project aims align with stakeholder expectations for waste management and resource recovery on K’gari (Fraser Island).



Fraser Coast Regional Council is developing a holistic and coordinated Waste Management Strategy for K'gari (Fraser Island), with the underlying objective to maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management in collaboration with the Butchulla people.

It is important to Council that visitors to and residents living on K’gari (Fraser Island) and within the broader Fraser Coast region have an opportunity to provide feedback on what they believe is important in managing waste on the island.

This project received funding from the Australian Government.

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1. EXECUTIVE SUMMARY

1.1 OVERVIEW – ENGAGEMENT

The K’gari (Fraser Island) Waste Management Strategy will maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management on K’gari (Fraser Island).

Fraser Coast Regional Council (the Council) has secured funding under the Australian Heritage Grants Program 2020-21 for the development and implementation of a Waste Management and Resource Recovery Strategy for K’gari (Fraser Island) (the Project). The underlying objectives of the Project are to maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management in partnership with the Butchulla people.

The Project aims to apply waste management and resource recovery principles that align with the Butchulla first lore “what is good for the land comes first.” The Strategy will provide clear direction to ensure waste is managed in a sustainable way, minimising environmental impact, and protecting the natural assets of K’gari (Fraser Island).

This aim will be achieved through:

- The identification of suitable sites.
- Infrastructure upgrades.
- Changes to waste management processes.
- Extensive community engagement and education.
- Resolving any legacy issues identified.

Community Engagement

It’s important to Council that visitors to, and residents living on K’gari (Fraser Island) and within the broader Fraser Coast region were given an opportunity to provide feedback on what they believe is important in managing waste on the island.

Engagement occurred with stakeholders and the community from inception of the project strategy development, to implementation and operation. All stakeholders were encouraged to contribute towards the development of the strategy and were provided more information on waste management matters including the use and operation of new services.

The community engagement occurred in several stages:

- 1. Community survey** to gain both quantitative and qualitative insights into expectations of the strategy, and what stakeholders would like to see in the strategy
- 2. Community forums and workshops** for more in-depth, qualitative insights. These were to be held on the island and virtually for residents and ratepayers on the island, and on the mainland with the Butchulla people at their request. However, the in-person and virtual community forums for residents were re-scheduled and then cancelled due to flooding events, and each person who registered for the events was contacted by a consultant, by telephone, and interviewed.

This project has received funding from the Australian Government.



1.2 STAGE 1 (SURVEY) ENGAGEMENT KEY FINDINGS SUMMARY

This survey received an adequate response rate, with stakeholder responses providing a sample size of 329 to provide a 95% confidence level and a 5.38% margin of error¹, indicating that this sample represents the views of stakeholders who are interested in waste management on K'gari (Fraser Island).

The respondents identified that they would like to see at least the same level of waste services on the island as on the mainland, and if not, at least recycling services in addition to current level of service.

Fraser Coast residents on the mainland did not respond in high proportion to the survey, and the comments on Council's Facebook posts indicated they did not want mainland residents to pay increased rates to increase any level of waste of the island.

However, visitors to the island indicated they wished for a high level of waste services to be provided, and for the island to be treated with the "respect due to a heritage listed site".

1.3 STAGE 2 (COMMUNITY FORUMS) KEY FINDINGS SUMMARY

For the second phase of this engagement plan which initially planned for a number of in-person workshops and one virtual group workshop for more in-depth, qualitative insights, formal submissions were encouraged from the stakeholders who felt they were not provided enough time to respond to the survey. None were received. These were to be held on the island and virtually for residents and ratepayers on the island, and on the mainland with the Butchulla people at their request. However, the in-person and virtual community forums for residents were re-scheduled and then cancelled due to flooding events, and each person who registered for the events was contacted by a consultant, by telephone, and interviewed.

1.3.1 Butchulla Workshop

The workshop for the Butchulla people, which included representatives from both the Butchulla Aboriginal Corporation (BAC) and the Butchulla Native Title Aboriginal Corporation (BNTAC), was held on 19 February. There were 12 representatives from the Butchulla community, as well as five from the Fraser Coast Regional Council, and the facilitator, John Briggs.

The main points made at this forum were:

- 1. Identification of potential new sites:** The forum stated clearly, they do not want any new sites ("no new poison to country") to be explored and are happy to use the current site options provided, however want these sites upgraded and updated to reflect more modern waste collection and distribution services.
- 2. Upgrade of existing facility at Eurong:** The philosophy of FOGO (Food Organic and Garden Organic) was well supported by the community. Further consideration was given to the recycling and green waste process. Want to see a "Container refund scheme" based on reverse vending. Want to see the transfer of green waste off the island for mulching, chipping and composting.
- 3. The introduction of recycling and resource recovery opportunities:** Butchulla LORE - What's good for the land comes first was put forward from the forum. It is a benchmark for the Butchulla community according to traditional LORE. Care for country, sustainable low impact. Opportunity for traditional language usage. Concerns about compliance and law enforcement. Butchulla Waste management contractor to create economic opportunities. The community want economic opportunities that lead to long term employment. The community wants to see more streamlined compartments for waste disposal such as specific bins – Recycling, Green waste, Glass, Oil, General waste

¹ Confidence level indicates the level of confidence or certainty that the data collected for this project is representative of the entire population. Most researchers strive for a 95% confidence level, meaning that there is a 95% certainty that the results reflect the opinions of the entire population

¹ The margin of error is a statistic expressing the amount of random sampling error in the results of a survey. The larger the margin of error, the less confidence one should have that a poll result would reflect the result of a survey of the entire population.



4. A program for the sustainable management of green waste: The philosophy of FOGO (Food Organic and Garden Organic) was well supported by the community. Further consideration was given to the recycling and green waste process. Want to see a “Container refund scheme” based on reverse vending.

5. The development of improved educational material and signage: The forum wants to see Butchulla Culture embedded into the signage and education points on the island. Bi-lingual and/or most common languages i.e., common overseas visitors’ language. Picture and visual references to enhance key messages. Healthy Country portrayed in signage. Butchulla Lore to be shared. No contamination/illegal dumping. Ideas to educate were suggested (see notes further in report). The Butchulla want the general community to know, understand and respect they are still connected spiritually, culturally, physically and emotionally to the island (K’gari).

1.3.2 Community Forums

The community forum scheduled for 26 February at Eurong was delayed due to the flood event, as was the virtual event scheduled for the 2 March (members of the panel and attendees were unable to access technology). Initially, both were re-scheduled for a virtual event; however, this also was cancelled due to second flood event. Facilitator Megan Savill, from Lioness Business Development, personally contacted all those who registered for either event by telephone and interviewed them to obtain their feedback.

Through these discussions it became apparent that the management of waste and resource recovery on K’gari is a complicated matter. Stakeholder needs vary, and in some situations oppose each other.

1.4. NEXT STEPS - SUMMARY

The results of this engagement strategy will feed into the drafting of the Fraser Coast K’gari (Fraser Island) Waste Management Strategy. Council officers will draft the strategy and will seek external expert review to ensure it meets best practice and governance standards. This draft is expected to be submitted to Council for consideration in July 2022, for adoption by August 2022.



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2 INTRODUCTION

2.1 ENGAGEMENT STRATEGY OUTLINE

Council is developing a K'gari (Fraser Island) Waste Management and Resource Recovery Strategy which aspires to protect and conserve the world-heritage and cultural values of the island, through sustainable waste practices.

Council will draft the strategy and has engaged external consultants to assist the in-house Community Development & Engagement team to plan and implement the Community Engagement strategy.

The engagement process (Stage 1 Survey) occurred between 12 December and 25 January 2022. An additional two weeks to the standard four-week engagement period was added to account for the Christmas holiday period.

Stage 2: Community Forums occurred between 19 February and 15 March 2022. This phase was extended by two weeks due to several flooding events.

This report has been provided to the Wide Bay Water and Waste Services team to summarise the results of the Stage One of the Community Engagement strategy. The Draft Strategy will be presented to the Reference Committee and Council in March/April. The final strategy is expected to be presented to and adopted by Council in August 2022.

2.2 ENGAGEMENT OVERVIEW

Remit: encourage residents and visitors to contribute towards the development of the strategy to ensure that project aims align with stakeholder expectations for waste management and resource recovery on K'gari (Fraser Island).

Council's objective is to provide residents with opportunity to be involved in the process of developing a strategy that will align with community expectations and Council requirements in the coming 10 years.

2.2.1 Engagement Scope

Inclusions:

- All matters relating to waste management and resource recovery on K'gari (Fraser Island) incl:
 - Technical
 - To develop a coordinated strategy for the provision of upgraded, sustainable and efficient waste services on K'gari (Fraser Island).
- Safety
 - To create a safe environment for members of the public (tourists, visitors, ratepayers, residents) to dispose of waste and recyclables; and,
 - Ensure that legacy waste issues at the current transfer stations are remediated to prevent further environmental or human harm.
- Environment
 - To protect the natural environment of K'gari (Fraser Island) through the implementation of sustainable waste practices.
- Community Impact
 - Improved waste management facilities, providing the community with the opportunity to dispose of waste and recyclables responsibly and sustainably.



- Reputation
 - To enhance Council's reputation through a proactive and coordinated approach to improve waste management and resource recovery on K'gari (Fraser Island).

Exclusions:

Anything covered by management of waste generated by visitors to National Parks, by Queensland Parks and Wildlife Services (QPWS) or DES. On-ground management of K'gari (Fraser Island), guided by the Great Sandy Region Management Plan and activity-specific management plans for K'gari (Fraser Island).

2.2.2 Engagement Timeline

Engagement Stage 1: the survey process began on Friday 12 December 2021 when the Engagement Hub page was published and the survey opened. The process was launched via media releases and on Council's Facebook page and concluded on Tuesday 25 January 2022 when the survey closed.

Engagement Stage 2: the community forums process began on 19 February with the Butchulla community forum, and concluded on 17 March 2022 with final interviews with those people who had registered for the residents' community forums.

Phase One: planning and pre-engagement – November 2021

Phase Two – Engagement Stage 1 public survey seeking input into the strategy December 21 - January 22

Phase Three – Engagement Stage 2 – community forums February – March 2022

Phase Four – Post engagement – analysis of responses to survey and feedback via other mechanisms – February-March 2022

Draft Strategy – March-April 2022

Final draft for approval by Council – July-August 2022

2.3 BACKGROUND AND CONTEXT

Fraser Coast Regional Council is developing a holistic and coordinated Waste Management Strategy for K'gari (Fraser Island), with the underlying objective to maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management in collaboration with the Butchulla people.

This is the first time Council has developed a comprehensive waste management strategy for the island, and it was expected to generate considerable interest from residents and tourists.

3 METHODOLOGY

3.1 THEMES AND CATEGORISATION

The Waste Services team identified a number of themes which were important to collect data around in drafting the K'gari (Fraser Island) Waste management and Resource Recovery Strategy to meet the requirements of residents, visitors, the Department of Industry, Science, Energy and Resources (Australian Heritage Grants funding body), Queensland Parks and Wildlife Services (QPWS) of DES which manages the tourist visitation to the island and the Butchulla people.

These were summarised and included in the Community Engagement survey:

- Expected levels of waste services on the island – frequency, locations, type
- Expectations for services available at the waste facilities on the island
- Expectations for recycling and re-use facilities on the island

Not included in the survey, but explored during the literature review and through community feedback:

- Comparing what is delivered currently with best practice on other sand islands



- Cost of expanded service delivery

Key messages included:

- A Waste Management and Resource Recovery Strategy for K'gari Fraser Island is being developed by the Fraser Coast Regional Council.
- The strategy will guide the allocation of funds and the timing of projects to improve waste management and recycling on the island.
- The new strategy will align with both Butchulla Lore (what is good for the land comes first) and the Fraser Coast Waste Strategy 2019-2029.
- Council is calling for feedback from visitors and Fraser Coast residents.
- Residents can help shape the new strategy by completing a survey or speaking to Council officers during community forums, throughout the region over the next month
- The new strategy will provide a framework for how we deliver waste management services on K'gari (Fraser Island) over the next decade and help us balance community expectations with the available financial resources.
- Council will review the strategy regularly.

3.2 LIMITATIONS

3.2.1 Survey

This stage of the Community Engagement was held over the Christmas holiday period. There was very little support from the Council Communication team, or the Community Engagement team from 24 December until 10 January 2022. The length of the engagement period was extended by two weeks to account for this.

However, the flood event which occurred on 8 January 2022 further exacerbated the ability of the Council Communications team to promote the survey. All efforts were focused on disaster management for the 10 days after the flood, and the engagement team was conscious of being sensitive to residents' perceptions that the main focus should be on the flood recovery, and not on a waste management strategy engagement project.

Further, only two Councilors shared the link to the survey on their official pages, and those who did, received very little interaction or engagement on the post.

A request to extend the engagement period a further week, or a few days to the end of the week was rejected by the CEO after one of the Councilors raised concerns regarding the prevalence of promotional corflutes around the region.

These limitations reduced the active participation of the target community – residents and ratepayers on the island and visitors to the island. The target sample was subsequently not achieved. Nevertheless, a 95% confidence level and a 5.38% margin of error was achieved with the sample obtained of 329 respondents.²

3.2.2 Community forums

The Butchulla peoples' forum proceeded as planned, on Saturday 19 February. However, the K'gari residents community forums (face-to-face and virtual) did not proceed due to a second flood event in late February. Although every effort was made to contact the people who registered for those events,

² Confidence level indicates the level of confidence or certainty that the data collected for this project is representative of the entire population. Most researchers strive for a 95% confidence level, meaning that there is a 95% certainty that the results reflect the opinions of the entire population

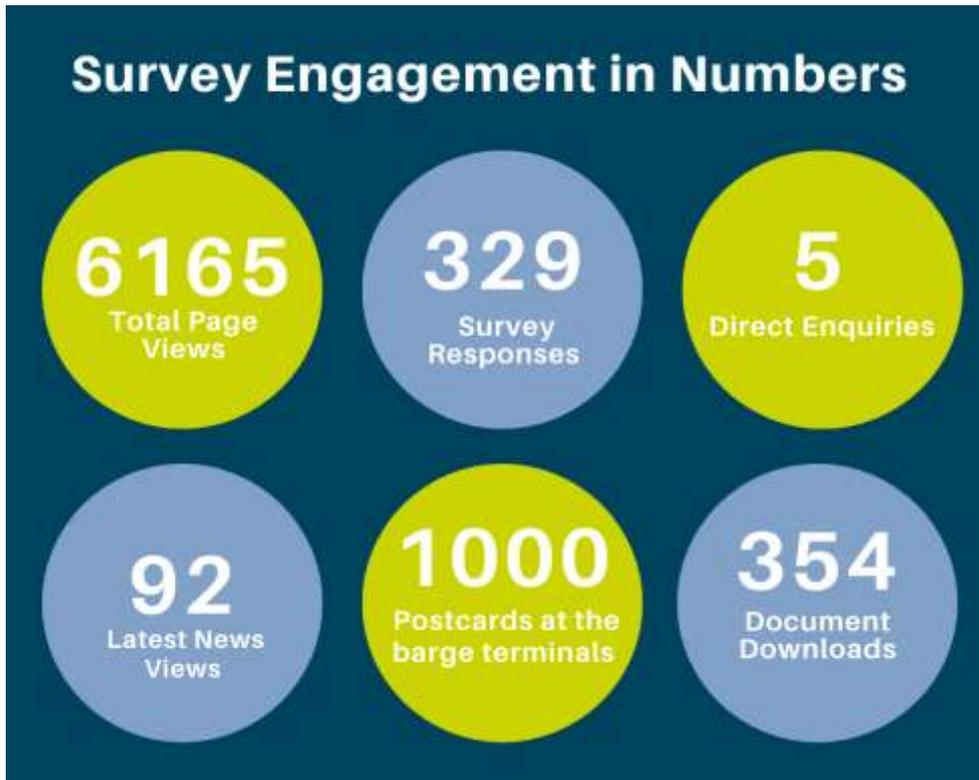
² The margin of error is a statistic expressing the amount of random sampling error in the results of a survey. The larger the margin of error, the less confidence one should have that a poll result would reflect the result of a survey of the entire population.



some may not have been contacted and others may not have felt informed enough to provide meaningful feedback.



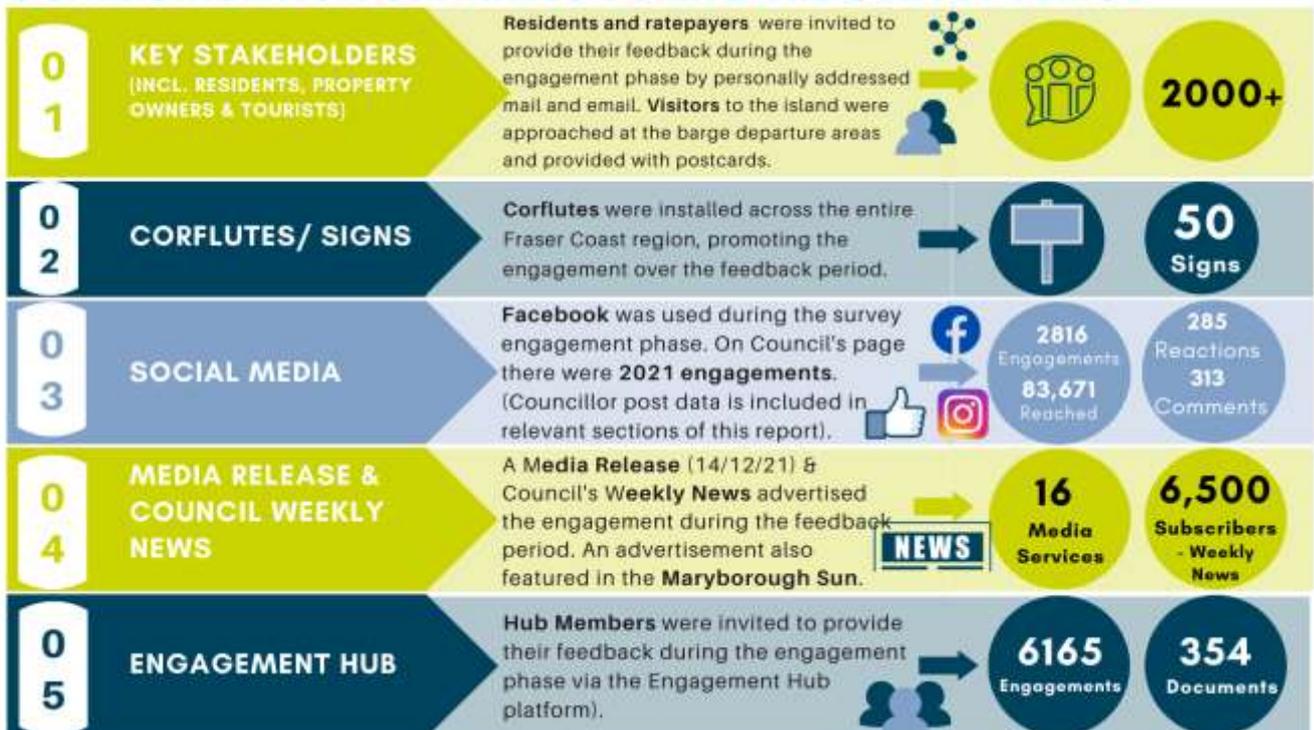
3.3 COMMUNICATION CHANNELS – Phase 1: Survey



3.4 ENGAGEMENT ACTIVITIES DURING SURVEY PERIOD

3.4.1 Communication Channels used for survey period

COMMUNICATION CHANNELS DURING THE SURVEY PERIOD





3.4.2 Survey

There were 329 surveys successfully submitted, and 42 started but not submitted, giving a ratio of 88.7% completion rate. Reminders were sent to 40 of these to complete their survey.

This ratio is similar to previous surveys run on Engagement Hub.

See **Appendix One** for detailed analysis of the survey.

3.4.3 Submissions

No official submissions were received from representative organisations during the survey period.

Only one additional submission was received during Stage 1.2 Community Forums; however, this was from a concerned visitor to the island and not from a representative organisation.

3.4.4 Social media

Council shared the survey link to its main Facebook page three times, and to its other 28 social media accounts over the period of the four-week engagement.

Approx 2816 people “engaged” with the Facebook posts, meaning they reacted, commented or shared the post. Approx 83,671 people were reached during the four-week period, meaning they saw the post on their feed.

The engagement team shared the details of survey and the link to 12 other Facebook pages. Some of the administrators indicated they would share the posts, about half did not respond.

See [Engagement Findings 4.1](#) for the social media reports.

3.4.5 Other Feedback

There were several comments which were not related to K’gari waste management and resource recovery strategy. These were made directly to the Engagement Team via phone during the course of attempting to assist people to fill in the survey, or on Facebook. These were not analysed in detail.

3.4.6 Postcards at barge ramps

The Community Engagement Officer, and members of the Waste Management project team attended both barge ramps at River Heads and Inskip Point on several occasions to hand out information postcards about the survey, and merchandise.

Almost 1000 postcards were personally handed out, along with a considerable amount of merchandise such as wooden cutlery, pens, re-usable shopping bags, keep cups and water bottles.

3.4.7 Emails, eNews from the Council and the Engagement Hub

Notifications of the survey were sent to 6,500 emails on the Council’s eNews list, and 1464 of the 1662 registered users on the Engagement Hub list. The newsletters were sent once to the Council email list and three times to the Engagement Hub list.

3.4.8 Media release

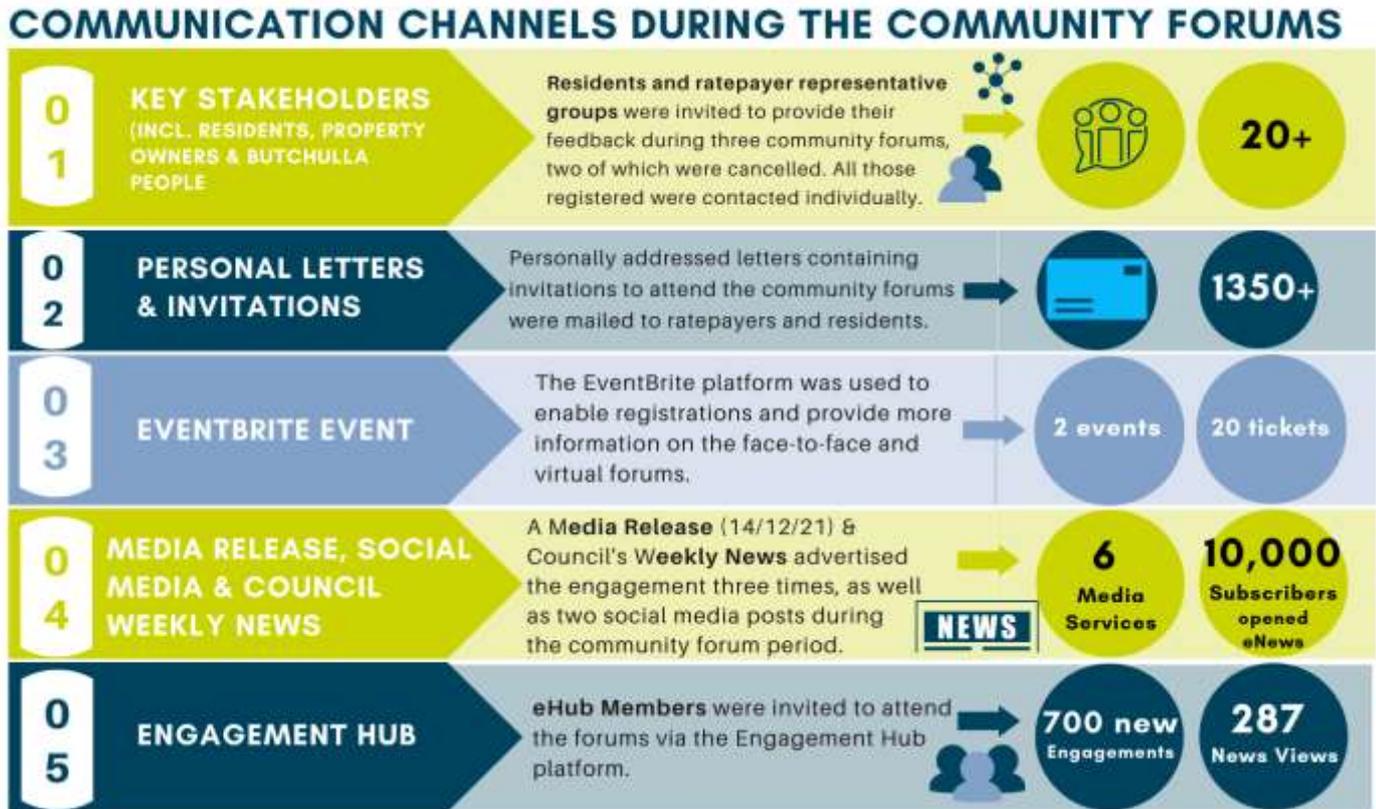
A media release was distributed on the day the Engagement Hub page was launched and the survey was made available to the public. It was accompanied by a photo of the first meeting of the Reference



Group, held the day prior. This article ran in the local newspaper, Hervey Bay Advertiser. One person who responded to the survey said they saw it in the 'newspaper'.

3.5 ENGAGEMENT ACTIVITIES DURING COMMUNITY FORUM PERIOD

3.5.1 Communication Channels during Community Forums



3.5.2 Community Forums

a) Butchulla peoples' forum: The workshop for the Butchulla people, which included representatives from both the Butchulla Aboriginal Corporation (BAC) and the Butchulla Native Title Aboriginal Corporation (BNTAC), was held on 19 February. There were 12 representatives from the Butchulla community, as well as five from the Fraser Coast Regional Council, and the facilitator, John Briggs. A full report of issues and comment made during the forum are in Appendix Two.

b) Residents' and ratepayers' forums: A face-to-face community forum was scheduled for Saturday 26 February at Eurong and was delayed due to the second flood event. All registrants for this event were encouraged to re-book for the virtual event scheduled for Wednesday 2 March and were also invited to attend in person at the Council Chambers. However, this virtual event was also cancelled as members of the panel and attendees were unable to access technology. Facilitator Megan Savill, from Lioness Business Development, personally contacted all those who registered for either event and interviewed them to obtain their feedback.

Unfortunately, 27% of the total registrants (6 of 22) could not be contacted. However, two of these attended the Butchulla workshop earlier in the month, and one was a relative, and their views were captured then, reducing the uncaptured views to three of 22, or 13.6%.



A brief summary of the residents and ratepayers interviews showed that:

- There was an overwhelming belief that tourists and commercial waste generators were the key problem for K'gari.
- Many recognised the difficulty of providing waste management and recycling services at K'gari
- Many people believe that whilst the waste transfer facilities were somewhat problematic, each site needed better management. Supervision to be provided but only at peak “camping” times only, i.e., Christmas and Easter.
- Owners of holiday homes advised that there were no peaks and troughs, with back-to-back bookings being made months in advance
- It was suggested that FCRC develop two waste plans. One for residents and businesses and a second plan that focusses on tourism generated waste.

A full report of issues and comments made to the facilitator are in Appendix Three.

3.5.3 Submissions

Only one additional submission was received during Stage 1.2 Community Forums; however, this was from a concerned visitor to the island and not from a representative organisation.

3.5.4 Social media

Council shared the community forum link to its main Facebook page twice. See below for post.

Approx 1490 people “engaged” with the Facebook post, meaning they reacted, commented or shared the post. Approx 45,096 people were reached during the four-week period, meaning they saw the post on their feed.

See [Engagement Findings 4.1](#) for the social media reports for Stages 1.1 and 1.2.

3.5.5 Other Feedback

There were several comments which were not related to K'gari waste management and resource recovery strategy. These were made directly to the Engagement Team via phone during the course of assisting people to register for the event.

3.5.6 Emails, eNews from the Council and the Engagement Hub

Notifications of the community forums were sent to 6,500 emails on the Council's eNews list for three weeks, resulting in 10,000 opens of the story, and 68 click-throughs to the link the Engagement Hub.

3.5.7 Media release

A media release was distributed on the day the Engagement Hub page was launched and was accompanied by a photo of the first meeting of the Reference Group, held the day prior. This article ran in the local newspaper, Hervey Bay Advertiser. One person who registered for a community forum said they saw it in the ‘newspaper’.

3.5.8 Personally addressed letters to ratepayers and residents

More than 1,350 letters were mail merged and sent individually to owners of properties on the island. Considerable time was spent attempting to communicate with other property owners and managers, but this proved very difficult, as many are managed by the Kingfisher Bay Resort or by property agents. Due to postal delays, many owners did not receive the invitation until a few days prior to the survey deadline; however, they were encouraged to register for the virtual event. Approx 30 return mails were received (incorrect addresses).



Fraser Coast Regional Council

Published by Jaclyn Kiorgaard · 51m ·



YOU ARE INVITED to an Online Community Engagement Forum to discuss managing waste on K'gari (Fraser Island).

Date: Wednesday 2 March 2022

Time: 6pm to 8pm

Where: Online via Zoom

Find out more and RSVP here: <http://www.eventbrite.com.au/.../kgari-ratepayers-and...>

The workshop will involve you breaking into groups to discuss several themes which may include:

1. Waste management practices, past & current - What works and what doesn't?
2. What resource recovery and recycling services would you like to see introduced?
3. What level of service are you expecting from Council? For example: What days & times should the facilities be open? Should the facilities be supervised? Where should the facilities be located?

For more details on this project, please visit: <https://frasercoast.engagementhub.com.au/kgari-waste...>

You can call or email the Fraser Coast Community Engagement team on 1300 794 929 or communitydevelopment&engagement@frasercoast.qld.gov.au



YOU ARE INVITED TO ATTEND

Online Community Engagement Forum

When: Wednesday 2 March 2022

Where: Online via Zoom

Time: 6pm to 8pm

RSVP your attendance on the Eventbrite link



3.6 CONSTRAINTS AND ISSUES

3.6.1 Island residents experienced some difficulty with internet quality

There were two complaints made to the Contact form that the survey “glitched out” prior to successfully submitting it. These people were both contacted and emailed a PDF version of the survey.

3.6.2 Notification of successful submission:

Only one person asked if their survey had successfully submitted as they were not notified by email. The explanatory note at the beginning of the survey explained why people may not receive a confirmation notification, and this largely prevented this issue arising.

3.6.3 Contacting resort property owners

It was very difficult to reach the owners of property managed by Kingfisher Bay Resort. A google search revealed one or two email addresses, most were directed through the Kingfisher Bay Resort booking service. Both the project team and the engagement team tried several times to engage with Kingfisher Bay management, but had little response. One manager which an engagement officer spoke to in person promised to fill in the survey as did the receptionist and several staff in the resort itself. It is possible that some of mailing addresses were sent to these property owners; however, mail was hampered by delivery issues due to the pandemic and the holiday period.



4 ENGAGEMENT FINDINGS

4.1 SOCIAL MEDIA

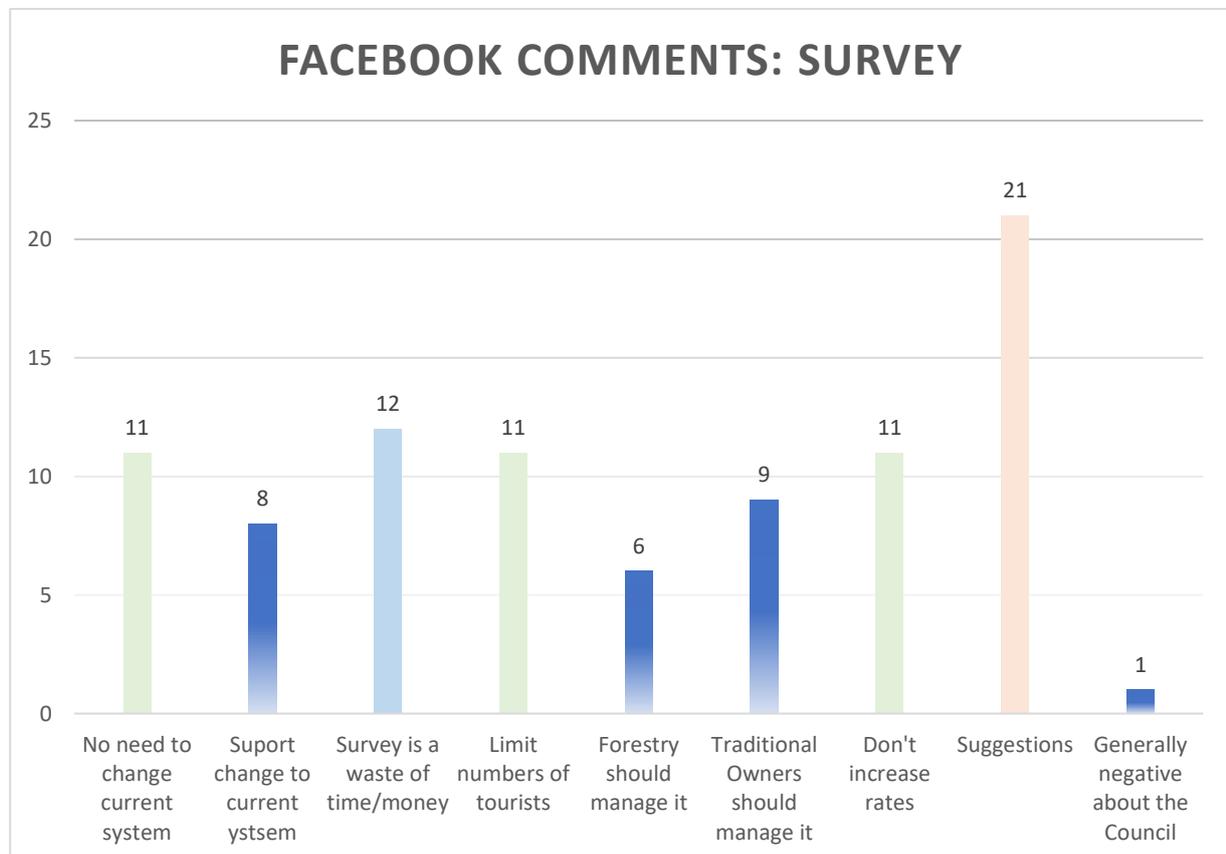
There were three posts to Fraser Coast Regional Council Facebook page encouraging people to fill in the survey, as well as another two encouraging residents to register for the community forums. Approx. 2816 people “engaged” with the three survey Facebook posts, meaning they reacted, commented or shared the post. Approx. 83,671 people were reached during the six-week survey period, meaning they saw the post on their feed. This indicates that only three percent of the people who saw the post in their feed engaged with it.

There were 348 comments on the three survey Facebook posts. Comments to the Facebook page were wide-ranging. Of these, 196 were unique comments relating to the topic of waste management on K’gari (Fraser Island). The rest were repeat comments by the same users, or unrelated to the topic, such as querying why the name was now K’gari, complaints about rates in general, the brumbies that used to be on the island or feeding the dingoes.

The two Facebook posts encouraging people to register for the community forums achieved 97,928 ‘impressions’ (number of people Facebook shared it with) and was seen by 45,096 (reach). There were 848 engagements, and 48 people commented. These comments were not analysed, as most were people asking how much the forums were costing and who was paying for them.

The report generated from the Facebook posts has not been included in this report for privacy reasons.

4.1.1 Facebook comments (survey) graph





4.1.2 Suggestions included:

Topic	Suggestion
Remove off the island	<ul style="list-style-type: none"> Put the waste in shipping containers and ship back to the mainland If the resort is privately leased do they pay for removal of their waste? If not, why not? Maybe visitors should be required to take their rubbish with them when the return to the mainland. What goes over returns from island put thru high temp furnace to produce power for area you could always make it that all waste is brought back to the mainland. All campers need to be self-contained. If you take it there . Then take it home with you . We travel to FRASER ISLAND every year and do a rubbish run . Don't be a grubby mother fu ker take your shit . And memories will last a lifetime . FRASER ISLAND RULES if you take rubbish, bring it back. Have waste stations at the ramp to encourage this practise So much negativity ,its easy pick up your rubbish take it with you, everyone loves to go there and then they winge, because of the waste, if all your energy of negativity was put in to keeping K'gari a beautiful paradise, Respect, remove your own rubbish.
Use to feed the Dingoes	<ul style="list-style-type: none"> One thing that could be done; have a dingo proof collection point for fish scrapes and have them taken to locations away to somewhere the dingos can feed off them Great idea
Recycling stations	<ul style="list-style-type: none"> I must say... I was very disappointed that there is no recycling option on K'Gari. We are all so used to separating our waste, and yet no recycling bins available? Seems a bit crazy We were talking to the residents about doing this. I reckon it's a great idea. At least someone can benefit from our hydration habits. there used to be, but everyone just throws everything in either bin. There is talk of setting up a collection for cans in happy valley so the funds can go towards the fire brigade or some other good cause
Burn it	<ul style="list-style-type: none"> Burn what you can and dig a big hole and bury the rest. Easy digging in sand. Just burn it on site like they do at all the other remote communities.
General ideas:	<ul style="list-style-type: none"> Do what they do in Florence, have already given my picies to Council just a little will power and creative thinking. The biggest waste on Fraser Island, is the waste of beautiful fresh water that pours into the ocean, whilst in drought time we all suffer on the mainland level 3 water restrictions Modify toilets at Lake McKenzie as they stink we love our time at K'gari, last time we stayed at happy valley though, I was stunned at how full the bins were, to the point of overflowing and flies all over it, and no sign of being emptied, if someone was sent to check them thought out the afternoon maybe, instead of waiting for the majority to go to bed and changing only at night, it may help to mitigate this? What about doing 6 monthly pickups for people who pay rates. Then maybe mattresses rubbish chairs etc would not be dumped Water would be good, without water there be no people, so you won't need a waste management. They could start by removing all the industrial rubbish that are scattered all over the island The rubbish tip at Happy Valley is a bloody I saw and a joke and has been that way for many years I'm sure multiple government departments make enough money out of all the permits on Fraser that they could actually put some more collection points around the island



Images of the Fraser Coast Regional Council's social media accounts:

Accounts



Fraser Coast Regional Council
Facebook page



Fraser Coast Disaster Coordination Centre
Facebook page



Fraser Coast Animal Pound
Facebook page



Maryborough Aquatic Centre
Facebook page



Our Fraser Coast
Facebook page



Fraser Coast Council
Twitter



Maryborough Open House
Facebook page



Hervey Bay Regional Gallery
Facebook page



Maryborough Showgrounds & Equestrian Park
Facebook page



Fraser Coast Adoption Centre
Facebook page



Fraser Coast Libraries
Facebook page



Brolga Theatre and Convention Centre
Facebook page



Hervey Bay Aquatic Centre
Facebook page



Wetside Water Park
Facebook page



Fraser Coast Regional Council Business and Investment Team
Facebook page



Hervey Bay Botanic Gardens
Facebook page



Gatakers Artspace
Facebook page



The Story Bank Maryborough
Facebook page



Fraser Coast Beachfront Tourist Parks
Facebook page



Hervey Bay Regional Gallery
Instagram



Bond Store Maryborough
Facebook page



Wetside Water Park
Instagram



The Story Bank Maryborough
Instagram



Fraser Coast Regional Council
YouTube



Fraser Coast Regional Council
Instagram



Fraser Coast Regional Council
LinkedIn



Fraser Coast Discovery Sphere
Facebook page



Hervey Bay Aquatic Centre
Instagram



4.2 SURVEY

For a comprehensive report, a copy of the questionnaire and list of specific comments, see [Appendix One](#).

4.2.1 Who participated

It is important to note that 33% of respondents to this survey live outside the Fraser Coast region (see next question), so a representative demographic sample of the Fraser Coast region was not sought.



The most common respondent was aged between 55 and 74 years, with 44%. The 55+ age group make up 41.6% of the Fraser Coast population, compared to 26.9% in Queensland generally (Australian Census 2011). The second most common age group was 40-54 years, with 28%. This age group makes up 18.4% of the Fraser Coast population.

There were 6% of respondents who identified as Aboriginal or Torres Strait Islander. Aboriginal and Torres Strait Island population makes up 4.2% of the Fraser Coast population, so this sample is a good representation.

The largest portion of people responding used a mobile device to access the survey. In addition, the largest portion of people were referred to the survey through a Facebook link (30%), followed by a Council email or newsletter (25%).

The most popular method to travel to the island is by barge from River Heads (67%), followed by barge from Inskip Point (41%). Interestingly, 5% said they sometimes used their own boat, and 1% flew. (Numbers tally greater than 100% due to multiple options permitted.)

*"We wanted to take the campervan, so we used the barge."
"Jet ski."*

An overwhelming majority of respondents practice recycling generally (98%).

4.2.3 Summary of answers:

1. What level of waste services do you expect on K'gari (Fraser Island)?:

Largest portion answered "The same level as the Fraser Coast mainland (same waste facilities' range of services, weekly domestic waste bin collection, fortnightly domestic recycling collection)" (40%).

Followed by "No change to current level of waste management services" (23%).

Smallest portion was "Visitors remove own rubbish" (3%):

Followed by: "other" (too varied to detail here), and "Same, but with recycling options" (10%)

The median response was "a higher level than the Fraser Coast mainland" (19%)

*"K'Gari is a unique, fragile environment."
"There needs to be a higher level of waste management to remove waste & especially recycling from the waste stations on K'gari"
"It is probably not realistic to match the mainland but more than current would be good."*



2. Would you be able to bring back your waste and recyclables from your visit?

Largest portion answered “yes” (55%).

3. Have You ever disposed of waste on K’gari (Fraser Coast)?

Largest portion answered “yes” (75%).

4. Where did you dispose of the waste? (select as many as apply)

Largest portion answered Queensland Parks & Wildlife Services waste facility (42%), followed by Fraser Coast Council waste transfer station (35%)

5. Which waste transfer station have you been to? (select as many as apply)

Largest portion of respondents answered Eurong (40%), followed closely by Happy Valley (39%).

6. How did you find (hear about) the waste facilities? (select as many as apply)

Largest portion answered “Signage” (41%), followed by “word of mouth” (34%). A large portion of “other” (13%) said they were residents or had local knowledge (18% of the total sample).

7. What time of day did you visit the waste facility?

Largest portion of people who visited a waste facility went between 8:00am and 12:00pm (30%).
Followed by 12:00-4:00pm (22%)

8. Was the transfer station easy to locate and access?

Largest portion said “Yes” (62%).

9. Was the transfer station easy to use?

Largest portion said “Yes” (61%).

10. Have you been satisfied with the condition of the transfer station?

Largest portion said “Yes” (41%).

However, a high portion said “no” (29%). Comments on why included “messy, smelling, overflowing” (43% of the ‘no’ answers).

11. Did the services available at the waste facility meet your expectations?

Highest portion said “yes” (43%).

Of those who said “no” (26%), the highest portion mentioned lack of recycling (27% of the “no” answers).

12. Were there enough waste facilities/bins on the Island?

Highest portion said “yes” (46%).

Those who answered “no” (40%) requested more bins during peak period (17% of the “no” answers) and at more locations (13% of the “no” answers).

13. Have you used mainland waste facilities for waste types not accepted at the Island waste facilities?

Largest portion answered “yes” (36%).

Most popular waste facility on the mainland was for recycling (8% of “yes” answers). Followed by general waste and building waste (both 6% of those who answered “yes”).

However, it is noteworthy that 35% of respondents answered “no” to this question.

14. Which waste types would you like to dispose of on K’gari (Fraser Island)? (multiple selection)

Most popular answer was “household waste” (82%), followed by Household recyclables and food waste (both 76%).



Of the comments, 14 people said bring bulky goods back to the mainland, and 11 people said all waste should be removed.

15. If recycling services were available, would you utilise them (e.g. sorting and separating)?

Highest response was “yes” (93%).

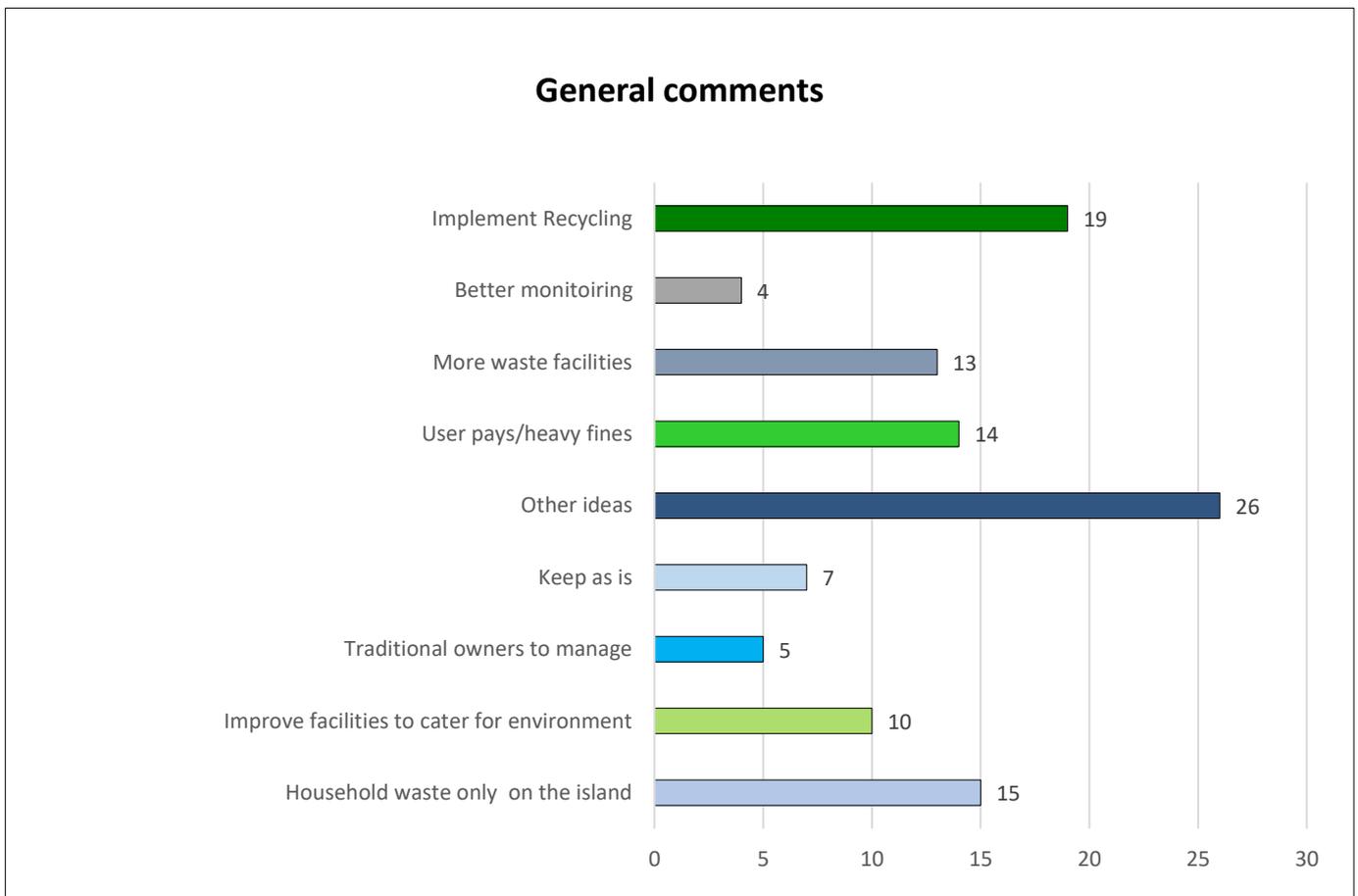
16. Would you like to see other waste streams accepted at the waste facilities on K’gari (e.g. recyclables, used oil, paint, batteries etc)?

Highest response was “yes” (62%).

17. Please add any further comments you would like made which council should take into consideration when developing the K’gari Waste Management Strategy

An analysis of the comments showed that the most concern was around recycling (19 people), and a wish to have only household waste catered to on the island (15 people).

The “other” comments ranged quite widely, and none were common enough to warrant a separate entry. See the detailed report for specific details.





4.2.4 Table: Question and Answers Summary:

Question	Most common/ uncommon answer	Percentage/ number
What level of waste services do you expect on K'gari (Fraser Island)?	The same level as the Fraser Coast mainland (same waste facilities' range of services, weekly domestic waste bin collection, fortnightly domestic recycling collection)"	40%
	Followed by "No change to current level of waste management services"	23%
	Smallest portion was "Visitors remove own rubbish"	3%
	The median response was "a higher level than the Fraser Coast mainland"	19%
Would you be able to bring back your waste and recyclables from your visit	Largest portion answered "yes"	55%
Have You ever disposed of waste on K'gari (Fraser Coast)?	Largest portion answered "yes"	75%
Where did you dispose of the waste? (select as many as apply)	Largest portion answered "Queensland Parks & Wildlife Services waste facility"	42%
	followed by "Fraser Coast Council waste transfer"	35%
Which waste transfer station have you been to? (select as many as apply)	Largest portion of respondents answered "Eurong"	40%
	followed closely by "Happy Valley"	39%
How did you find (hear about) the waste facilities? (select as many as apply)	Largest portion answered "Signage"	41%
	followed by "word of mouth"	34%
	A large portion of "other" said they were residents or had local knowledge	13%, and 18% (of the total sample).
What time of day did you visit the waste facility	Largest portion of people who visited a waste facility went between 8:00am and 12:00pm	30%
	Followed by 12:00-4:00pm	22%
Was the transfer station easy to locate and access	Largest portion said "Yes"	62%
Was the transfer station easy to use?	Largest portion said "Yes"	61%
Have you been satisfied with the condition of the transfer station?	Largest portion said "Yes"	41%
	high portion said "no"	29%
	Comments on why included "messy, smelling, overflowing"	43% of the 'no' answers
Did the services available at the waste facility meet your expectations?	Highest portion said "yes"	43%
	High proportion said "no"	26%



	The highest portion of “no” mentioned lack of recycling	27% of the “no” answers
Were there enough waste facilities/bins on the Island?	Highest portion said “yes”	46%
	High proportion said “no”	40%
	Requested more bins during peak period	17% of the “no” answers
	At more locations	13% of the “no” answers
Have you used mainland waste facilities for waste types not accepted at the Island waste facilities?	Largest portion answered “yes”	36%
	Most popular waste facility on the mainland was for recycling	8% of “yes” answers
	Followed by general waste and building waste	both 6% of those who answered “yes”
	Almost equally high proportion said “no”	35%
Which waste types would you like to dispose of on K’gari (Fraser Island)? (multiple selection)	Most popular answer was “household waste”	82%
	Followed by “household recyclables and food waste”	both 76%
	<ul style="list-style-type: none"> • Comments included bring bulky goods back to the mainland • all waste should be removed 	14 people 11 people
If recycling services were available, would you utilise them (e.g. sorting and separating)?	Highest response was “yes”	93%
Would you like to see other waste streams accepted at the waste facilities on K’gari (e.g. recyclables, used oil, paint, batteries etc)?	Highest response was “yes”	62%

4.3 SUBMISSIONS

Who contributed

There were no formal submissions received for the survey. However, there were two individual forms sent through the Contact Us form on the Engagement Hub page. These were around issues accessing the Engagement Hub and the survey, which were answered by the Engagement Officer.

4.5 SURVEY RESULTS SUMMARY

The sample size of the survey response of 329 was significant enough to provide a 95% confidence level and a 5.38% margin of error in the survey results. This means that Council can feel confident this sample represents the views of stakeholders vested in waste management on K’gari (Fraser Island), particularly island residents, and visitors to the island.

The respondents identified that they would like the same level of waste services as on the mainland, and if not, at least recycling services in addition to current level of service.



Fraser Coast residents on the mainland did not respond in high proportion to the survey, and the comments on Council's Facebook posts indicated they did not want mainland residents having to pay an increase in rates to increase any level of waste of the island.

However, visitors to the island indicated they wished for a high level of waste services to be provided, and for the island to be treated with the "respect due to a heritage listed site".

5 COMMUNITY ENGAGEMENT CONCLUSIONS

Stage 1: Survey

Although the survey received an adequate number of responses to provide a valid sample, the number of responses was lower than expected. The main explanation is that it was conducted over the Christmas period, and during the flood event in early January.

Of the communication channels used, the Facebook posts resulted in the most engagement and the highest number of surveys being filled in, followed by a Council newsletter or email. The most common method for filling it in was on a mobile device.

Stage 2: Community Forums

The second phase of this engagement plan provided for several in-person workshops and one virtual group workshop, including a Butchulla people face-to-face workshop, a residents' face-to-face workshop and a virtual workshop. Formal submissions were encouraged from the stakeholders who felt they were not provided enough time to respond to the survey; however, none were received.

The Butchulla peoples are passionate about protecting the island from further degradation due to poor waste management practices, and yet are keen to continue sharing the island with anyone who wishes to visit. They wish for the Butchulla Lore of "what's good for the land comes first" to underwrite all aspects of the waste management strategy. They are also very keen to jointly oversee the implementation of the new strategy, and to be afforded the opportunity to tender for any business opportunities which may develop as part of this strategy.

6 NEXT STEPS

This is Phase One of the engagement process, and the results will feed into the drafting of the Fraser Coast K'gari (Fraser Island) Waste Management Strategy. Council officers will draft the strategy and will seek external expert review to ensure it meets best practice and governance standards. This draft is expected to be submitted to Council for consideration in July 2022, for adoption by August 2022.



7 ENGAGEMENT EVALUATION OVERVIEW

IAP2 CORE VALUES	
1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making process.	This is evident through the community engagement commitments of this project (particularly the community's input via the survey seeking input into the survey questionnaire about level of service expected) and commitment for the future phases, as well as Council's overall commitment through Council's Community Engagement Policy and Framework.
2. Public participation includes the promise that the public's contribution will influence the decision.	This has been displayed through the community engagement processes and activities, highlighted by inclusion of the community's ideas, feedback and concerns in the detailed report from the survey. This will be continued in the future phases of this project in developing the strategy.
3. Public participation promotes sustainable decisions by recognising and communicating the needs and interests of all participants, including decision makers.	The needs and interests of all stakeholders (including Council) were considered during the project thus far and this approach will be continued in all future phases. Analysis was also performed during the planning phase to make sure that all key stakeholders continue to be identified and engaged.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.	This has been highlighted through the process of engaging with key stakeholders of K'gari (Fraser Island) and the wider community. This commitment will be carried out as part of all phases in developing the strategy.
5. Public participation seeks input from participants in designing how they participate.	Council will utilise a variety of community engagement activities through the process, which will enable the stakeholder community a choice in how they want to be involved in the process and which activities they want to participate in. This included social media and a survey and will also include a direct submission via a Contact Us form, and in-person and virtual workshops.
6. Public participation provides participants with the information they need to participate in a meaningful way.	The community were provided with various pieces of information throughout the survey period of engagement to enable them to participate in the process in a meaningful way. For example, for the survey, the community had access to (but not limited to) websites, factsheets, images and posters etc. in relation to information about waste management on the Fraser Coast and the objectives of the new K'gari waste management strategy.
7. Public participation communicates to participants how their input affected the decision.	This initial engagement report indicates how the community's input has been an important part of the development of the strategy. It is also important to note that the intention is to communicate the findings from this process with the community once endorsed by Council. This commitment will be carried out as part of all phases in developing the strategy.



8 APPENDICES

8.1 SURVEY

8.1.1 Questionnaire

Community Consultation Survey K'Gari (Fraser Island) Waste Management Strategy

Fraser Coast Regional Council is developing a holistic and coordinated Waste Management and Resource Recovery Strategy for K'gari (Fraser Island). The underlying objectives are to maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management and resource recovery in collaboration with the Butchulla people.

It's important to Council that visitors to and residents living on the island have an opportunity to provide feedback on what they believe is important in the K'Gari (Fraser Island) Waste Management and Resource Recovery Strategy.

Firstly, please tell us a bit about you.

1. How did you hear about this survey? (tick as many as are appropriate)

- | | |
|---|---|
| <input type="checkbox"/> Through Facebook | <input type="checkbox"/> Postcards |
| <input type="checkbox"/> Read a news story | <input type="checkbox"/> Fraser Coast Regional Council website |
| <input type="checkbox"/> Heard about it on the radio | <input type="checkbox"/> Fraser Coast Regional Council Engagement Hub |
| <input type="checkbox"/> Was alerted by a Council newsletter or email | <input type="checkbox"/> Signage |
| <input type="checkbox"/> Spoke to a Council officer on the River Heads barge | <input type="checkbox"/> On hold message service |
| <input type="checkbox"/> Spoke to a Council officer on the Inskip Point barge | <input type="checkbox"/> Other (please comment): |
| <input type="checkbox"/> Spoke to a council officer at Kingfisher Bay | _____ |
| <input type="checkbox"/> A friend or colleague told me | _____ |

2. How did you fill in this survey?

- Mobile device
- Desktop or laptop
- Other



3. What is your age? (select the appropriate box)

- 15-24
- 25-39
- 40-54
- 55-74
- Above 74
- I'd prefer not to say

4. Do you identify as Aboriginal or Torres Strait Islander?

- Yes
- No
- Prefer not to say

5. Why do you travel to and from the island? (select as many as apply)

- Resident
- Visitor
- Business operator
- For work
- Not applicable
- Other, please specify:

6. If you answered visitor, how often do you visit?:

- Not applicable
- more than monthly
- monthly
- more than yearly
- yearly
- every few years
- once or twice before
- first time

7. Please tell us where you are from:

- Country:
- If Australia, State & postcode: -----



8. Please tell us your home postcode if you from within Australia: _____

9. How do you travel to and from the island? (select as many as apply)

- Barge from River Heads
- Barge from Inskip Point
- Other – please specify: _____

10. Do you practice recycling generally?

- Yes
- No

Now, please tell us about your waste expectations for K’gari (Fraser Island)

This project aims to apply waste management and resource recovery principles that align with the Butchulla first lore “what is good for the land comes first”. The Strategy will provide clear direction to ensure waste is managed in a sustainable way, minimising environmental impact, and protecting the natural assets of K’gari (Fraser Island). The strategy will guide the allocation of funds and the timing of projects to improve waste management and recycling on the island.

11. What level of waste services do you expect on K’gari (Fraser Island)?

- No change to current level of waste management services.
- The same level as the Fraser Coast mainland (same waste facilities’ range of services, weekly domestic waste bin collection, fortnightly domestic recycling collection)
- A higher level than the Fraser Coast mainland – please specify:
- Other – please specify:

12. Would you be able to bring back your waste and recyclables from your visit?

- No, because: - please specify: _____
- Yes, if there were a waste facility near the barge.
- Other – please specify: _____

13. Have You ever disposed of waste on K’gari (Fraser Coast)?

- Yes (continue with Question 10)
- No (if no, go to Question 20)

IF YES to Q9

14. Where did you dispose of the waste? (select as many as apply)

- Not applicable
- Queensland Parks and Wildlife Services waste facility
- Fraser Coast Regional Council waste transfer station
- Other- please specify: _____



15. Which waste transfer station have you been to? (select as many as apply)

- Not applicable
- Eurong
- Happy Valley
- Orchid Beach
- Queensland Parks and Wildlife Services
- Other: _____

16. How did you find (hear about) the waste facilities? (select as many as apply)

- Not applicable
- Signage
- Online
- Word of mouth
- Council Enquiry
- Other – Please Specify: _____

17. What time of day did you visit the waste facility?

Please tell us approximate times of whenever you have visited a waste facility on K’gari (Fraser Island)

18. Was the transfer station easy to locate and access?

- Yes N/A
- No – please comment: _____

19. Was the transfer station easy to use?

- Yes N/A
- No – please comment: _____

20. Have you been satisfied with the condition of the transfer station?

- Yes N/A
- No – please comment: _____

21. Did the services available at the waste facility meet your expectations?

- Yes N/A
- No – please provide details: _____

22. Were there enough waste facilities/bins on the Island?



Yes

N/A

No

23. Have you used mainland waste facilities for waste types not accepted at the Island waste facilities?

Yes

N/A

No

24. Which waste types would you like to dispose of on K'gari (Fraser Island)? (multiple selection)

Household waste

Household recyclables

Green Waste

Food waste

Bulky Waste such as furniture

Steel

Other- please specify: _____

25. If recycling services were available, would you utilise them (e.g. sorting and separating)?

Yes

No

Other: _____

26. Would you like to see other waste streams accepted at the waste facilities on K'gari (e.g. recyclables, used oil, paint, batteries etc)?

Yes – Please Specify

No

Comment: _____

27. Please add any further comments you would like made which council should take into consideration when developing the K'gari Waste Management Strategy.

Thank you for your valuable time to complete this survey. Please register on Engagement Hub to stay up to date with this and other Fraser Coast Regional Council projects at <https://frasercoast.engagementhub.com.au/> .

Please forward this survey to:

- Mail: Attn: K'gari Waste Management Strategy, PO Box 1943 Hervey Bay QLD 4655
- Or drop off at 77 Tavistock Street, Urangan or 211-213 Adelaide Street, Maryborough
- Or scan and email to: communitydevelopment&community@frasercoast.qld.gov.au attn: K'gari Waste Management Strategy



8.1.2 Summary of findings

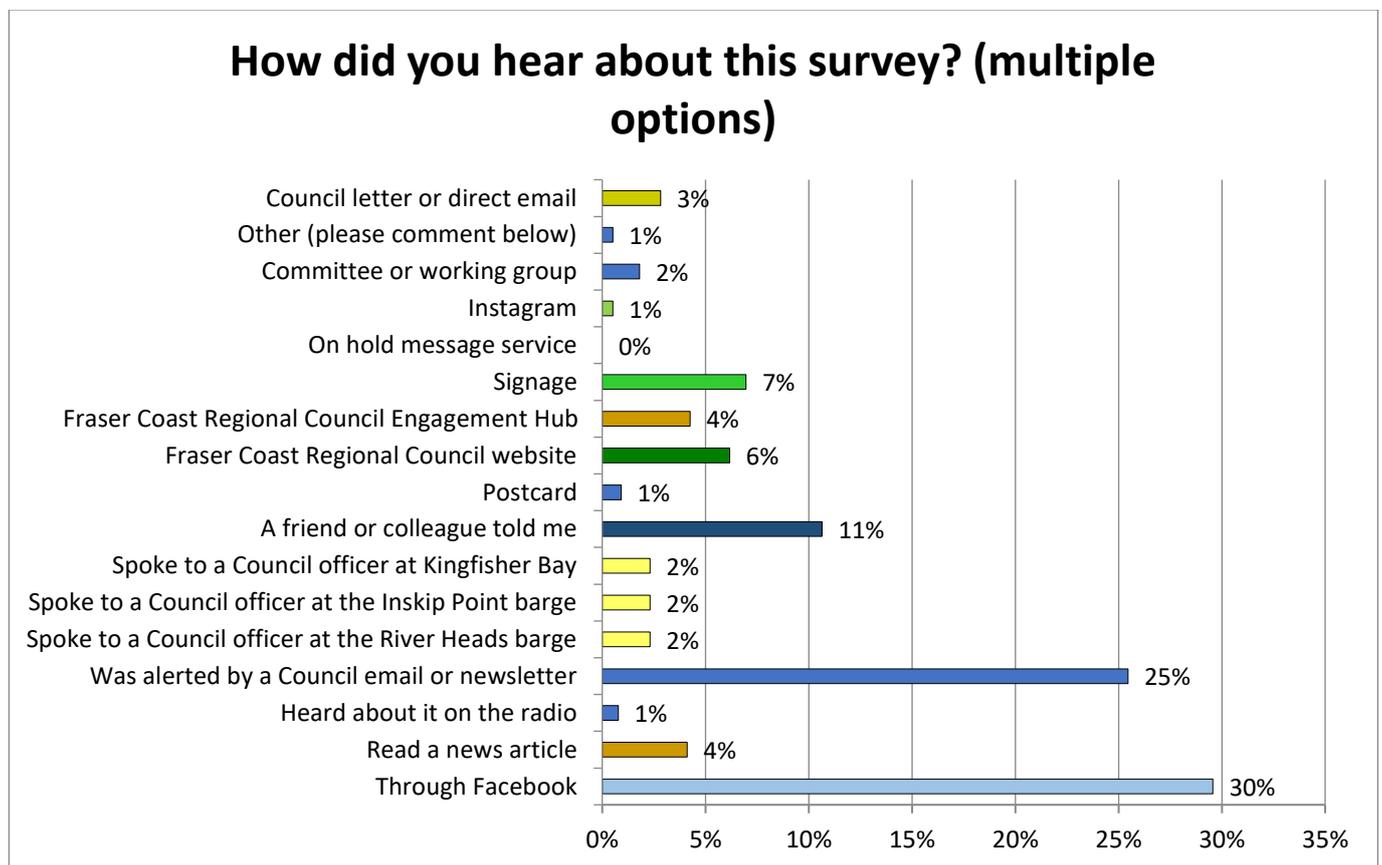
The most common respondent was aged between 55 and 74 years, lived on the Fraser Coast (66%) and travel to island by barge (93%). More than half travelled to the island as a visitor (58%) – this may have included some Fraser Coast residents.

A wide range of comments and ratings were received. The majority were positive, with suggestions on how services could be improved. A large number of people said there was not enough bins on the island (40%), and that they would like to see household waste (82%), food waste (76%) and household recyclables (76%) waste facilities provided on the island.

In the general comments section, 113 out of the 389 respondents left additional comments. A significant portion repeated their support for recycling (19 people), that household waste only should be catered for on the island (15) and it should be a user pays system with heavy penalties for those who don't follow the rules.

8.1.3 Detailed responses

Q1. How did you hear about this survey? (tick as many as you wish)

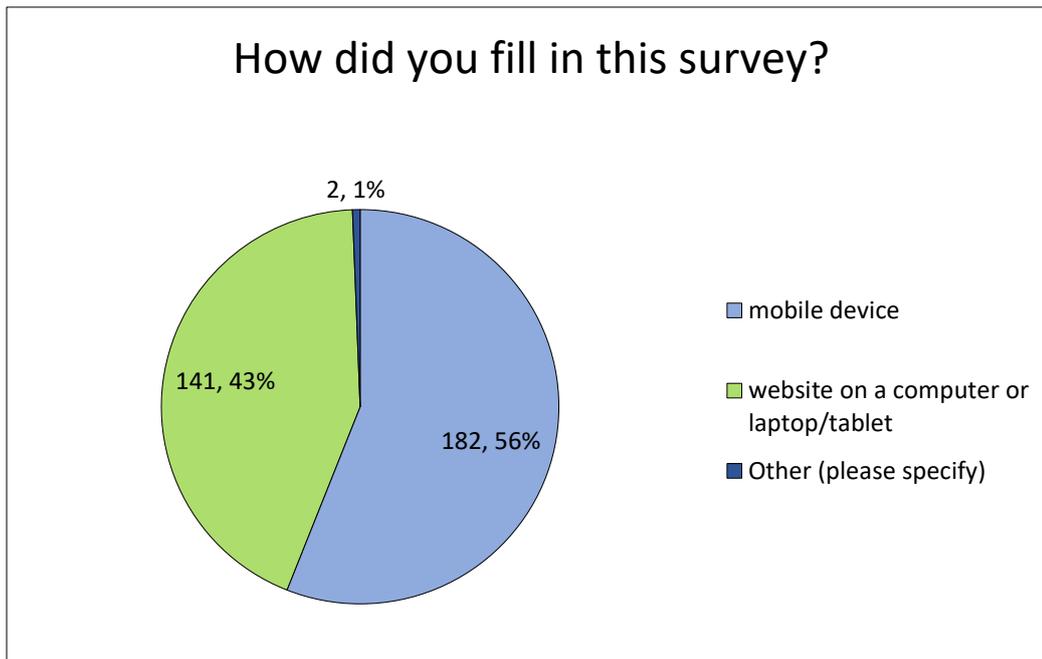


The two “other” comments were: saw a TV news update, and a comment about how friendly a staff member at Inskip Point was.

Facebook was the most prevalent, followed by Council’s emails and newsletters. Word of mouth (a friend or colleague) was also very important, followed by signage and then the Council’s website. Combined, the Council officers handing out postcards at the barge departure points and at Kingfisher Bay resort totalled 6%, significantly contributing to the awareness of the survey.



Q2. How did you fill in this survey?

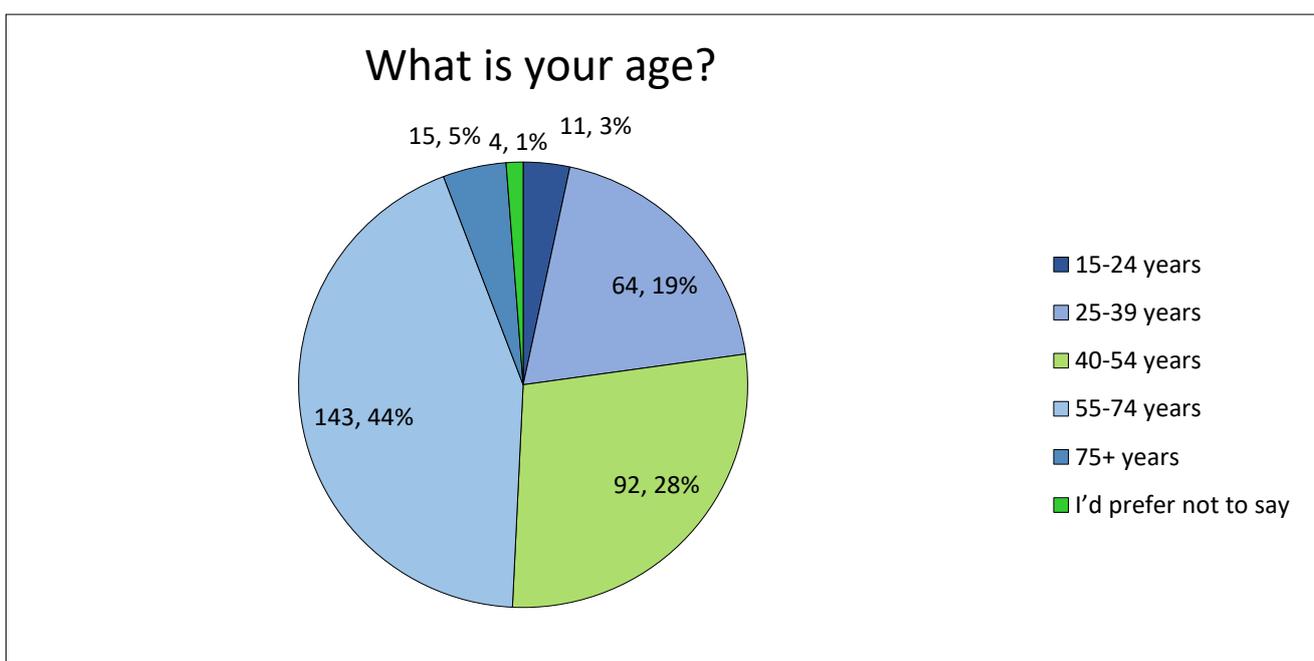


The two other comments were: from a printed survey

Q3. What is your age? (Tick the appropriate box)

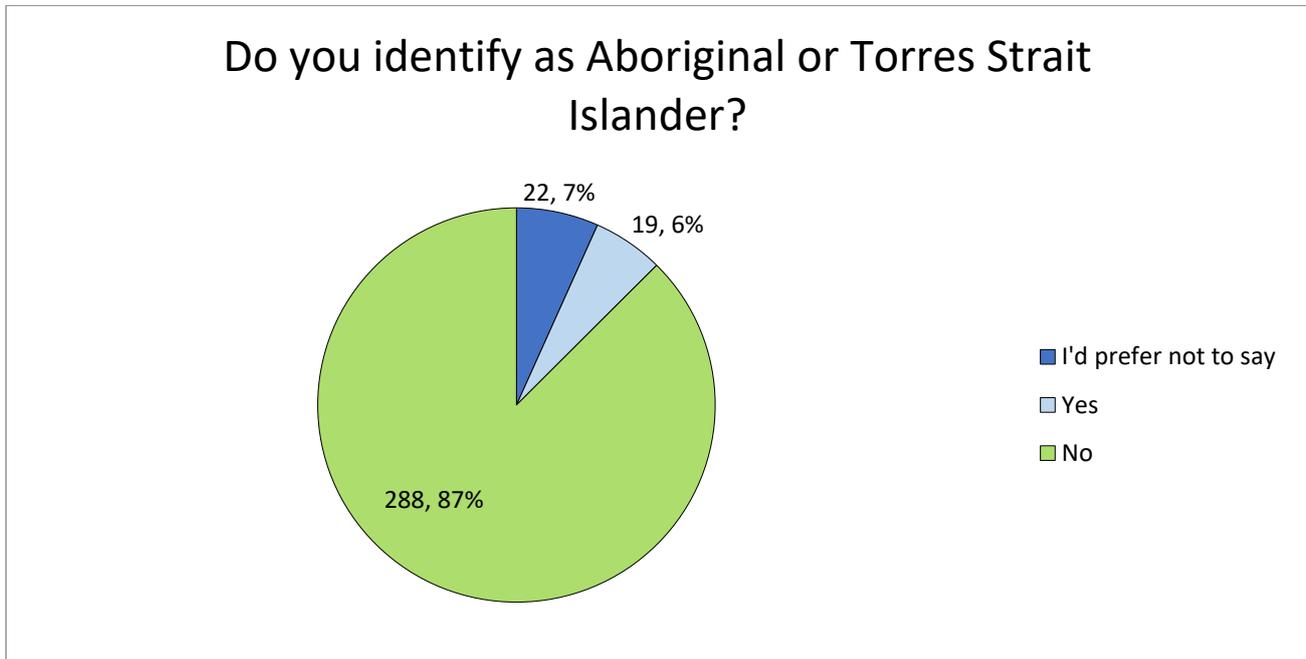
The most common respondent was aged between 55 and 74 years, with 44%. The 55+ age group make up 41.6% of the Fraser Coast population, compared to 26.9% in Queensland generally (Australian Census 2011). The second most common age group was 40-54 years, with 28%. This age group makes up 18.4% of the Fraser Coast population.

It is important to note that 33% of respondents live outside the Fraser Coast region (see next question), so a representative demographic sample is not necessary for this survey.



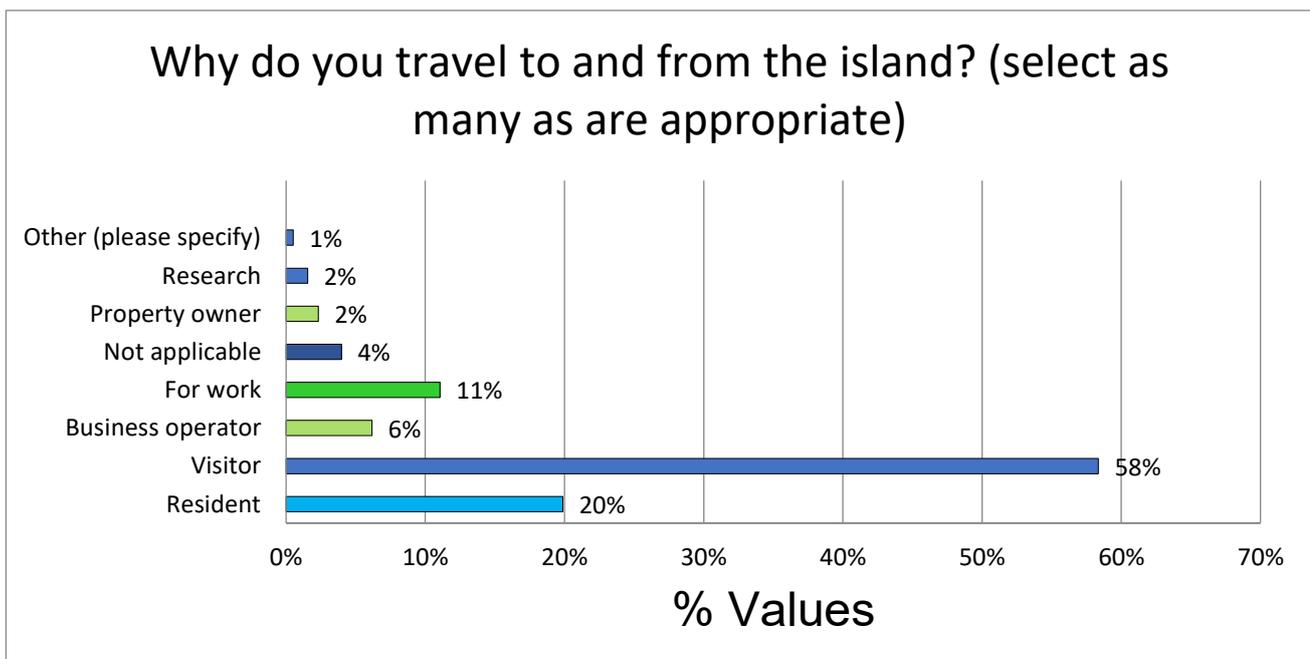


Q4 Do you identify as Aboriginal or Torres Strait Islander?



Aboriginal and Torres Strait Island population makes up 4.2% of the Fraser Coast population, so this sample is a good representation. In addition, the Butchulla people will be provided an additional opportunity “have their say” during a workshop with the Butchulla Aboriginal Corporation (BAC) and the Butchulla Native Title Aboriginal Corporation (BNTAC) in February.

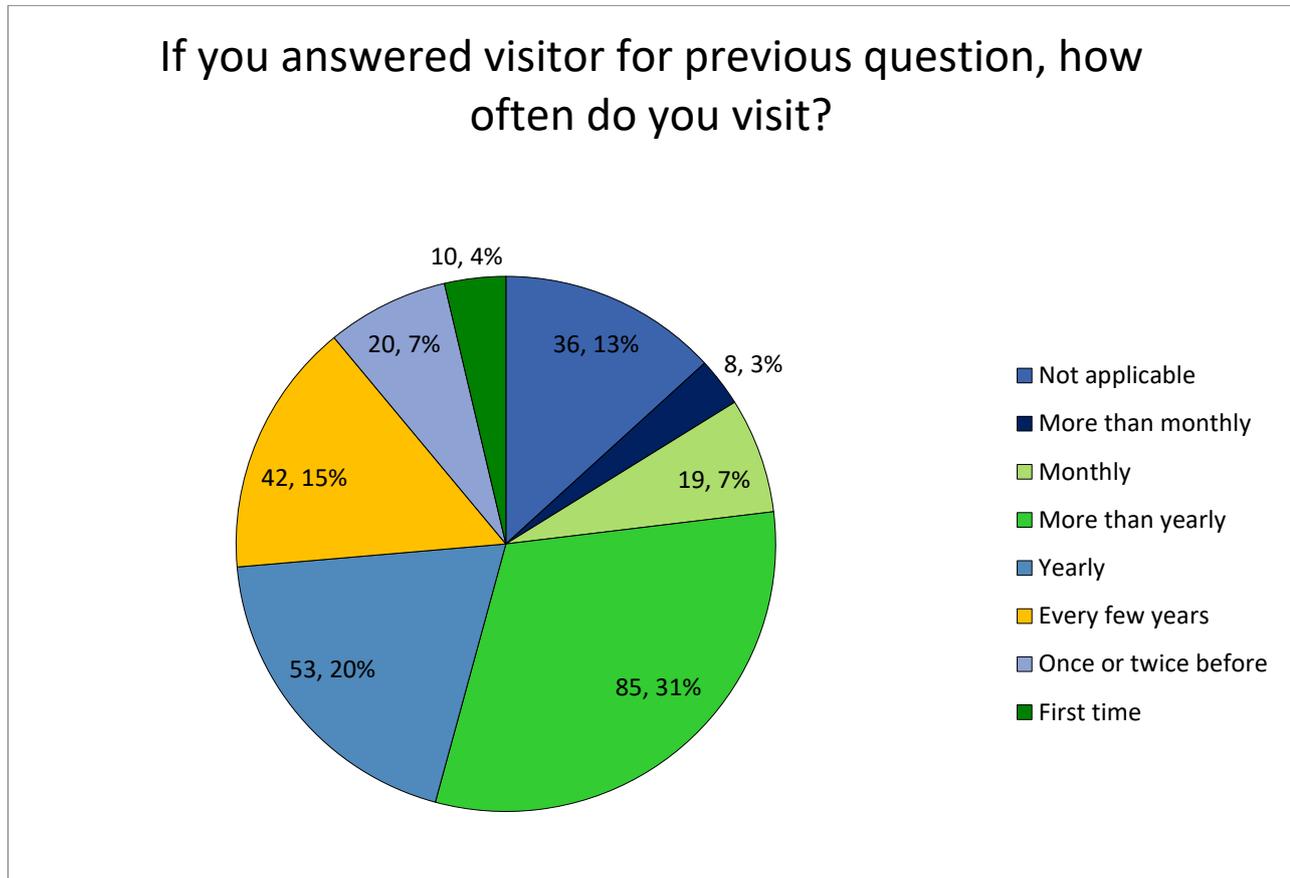
Q5. Why do you travel to and from the island?



The two “other” comments were: Traditional owner and Custodian; during a school camp, we cleaned the beach.



Q6. If you answered 'yes' as a visitor, how often do you visit?

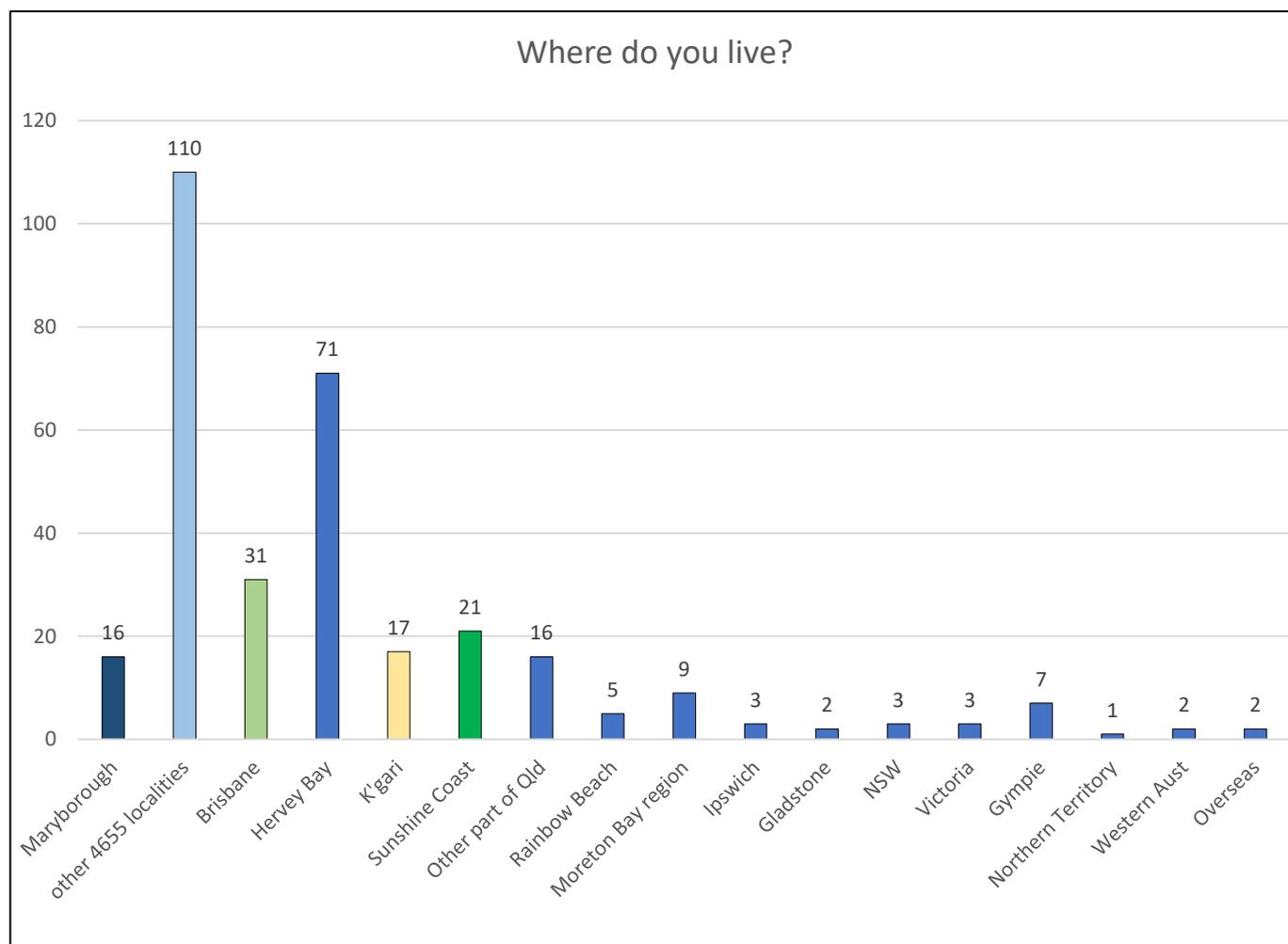


Highest numbers of visitors are those who visit “more than yearly” (31%), followed by yearly (20%) and then “every few years” (15%).

People who visited more than monthly and monthly totalled 27 (10%).



Q7&8. Where do you live?



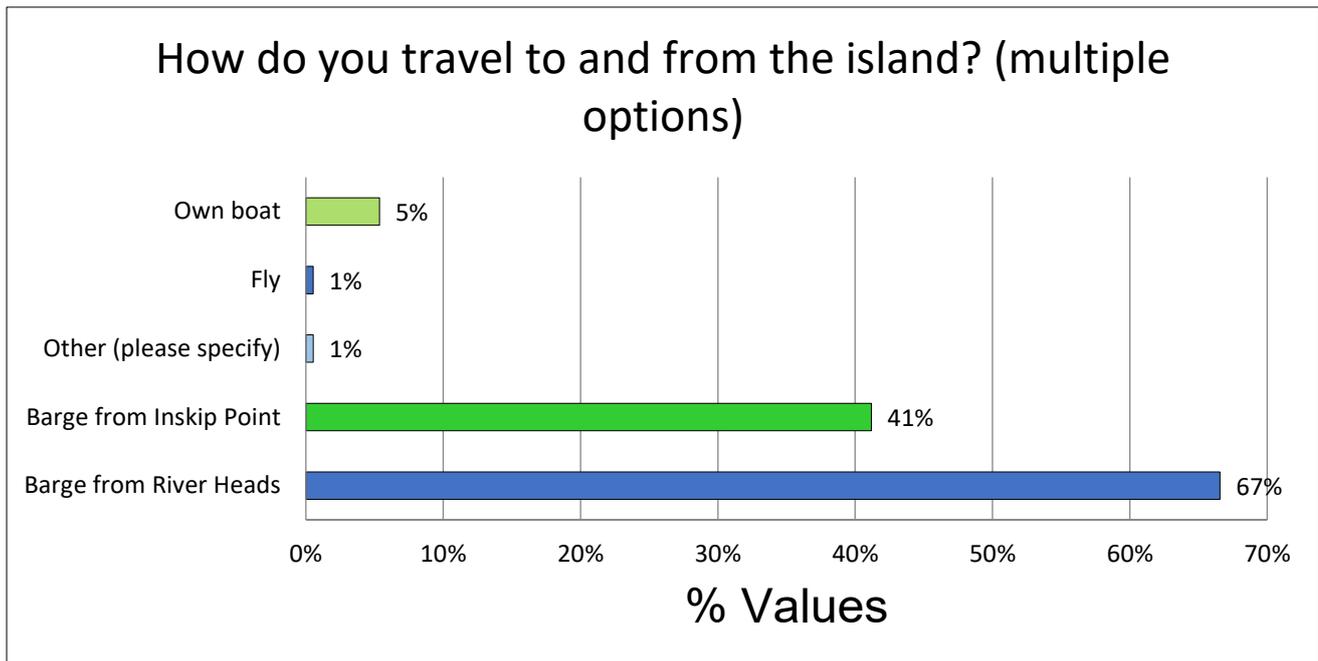
Nine people chose not to answer this question. Of those who did:

- Highest number of people responding were from:
 - a. Other 4655 localities (which may have included Hervey Bay and Maryborough) (110, 34%)
 - b. Hervey Bay (71, 22%)
 - c. Brisbane (31, 9.7%)
- Worth noting is that 105 respondents (33%) lived outside the Fraser Coast region and could be classed as “visitors” or tourists.

Residents and ratepayers on K'gari (Fraser Island) were provided an additional opportunity to “have their say”, initially with workshops to be held on the island and virtually in late February and early March; however, these were cancelled and every registrant was contacted personally via telephone and interviewed.



Q9. How do you travel to and from the island?



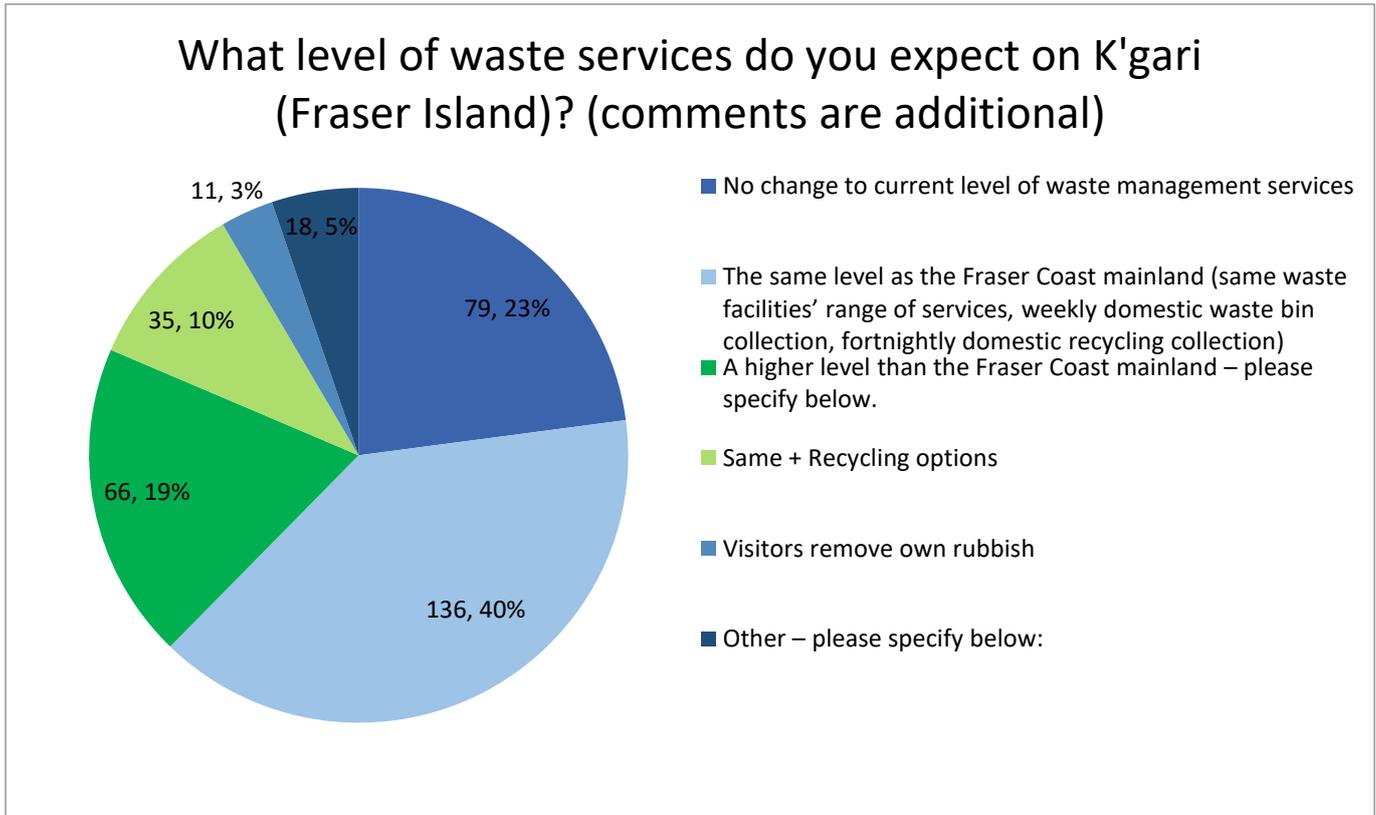
Only 232 people answered this question. The two “other” comments were: jetski and have not yet visited the island.

Q10. Do you practice recycling generally?





Q11. What level of waste services do you expect on K'gari (Fraser Island)?



The highest number of responses were “the same level as for the Fraser Coast mainland”, 136 (41%).

The next highest was “no change”, 79 (24%).

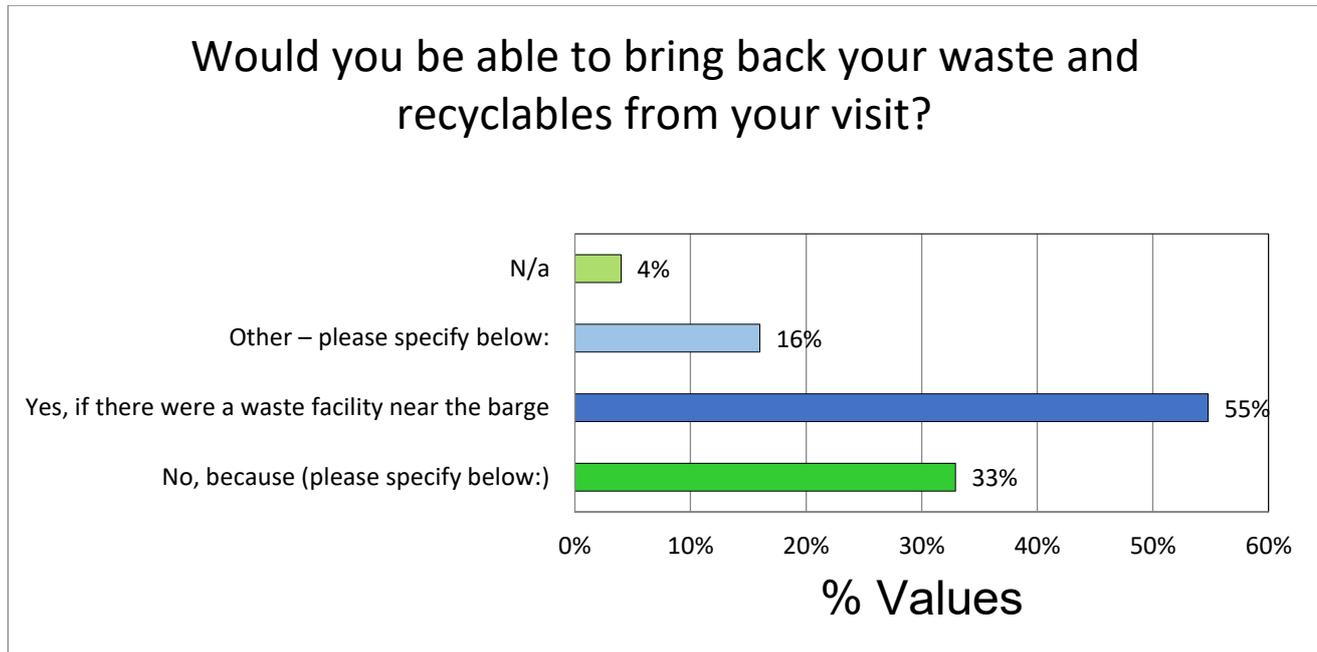
This was closely followed by “a higher level than the Fraser Coast Mainland”, 66 (20%). 33 of these people provided additional explanatory notes, most of which mentioned ‘pristine’ environment’, ‘fragile eco-system’ or ‘it’s more important than the Mainland’.

Other comments were:

- Needs more frequent servicing, especially at peak holiday periods (x13)
- More information on where to dump rubbish and what can be dumped (1)
- Less reliance on the resorts’ internal rubbish collection services (x2)
- Clean up ocean//beach rubbish (x2)



Q12. Would you be able to bring back your waste and recyclables from your visit?



Of those who made a comment, 125 related to those who had said no.

The responses included:

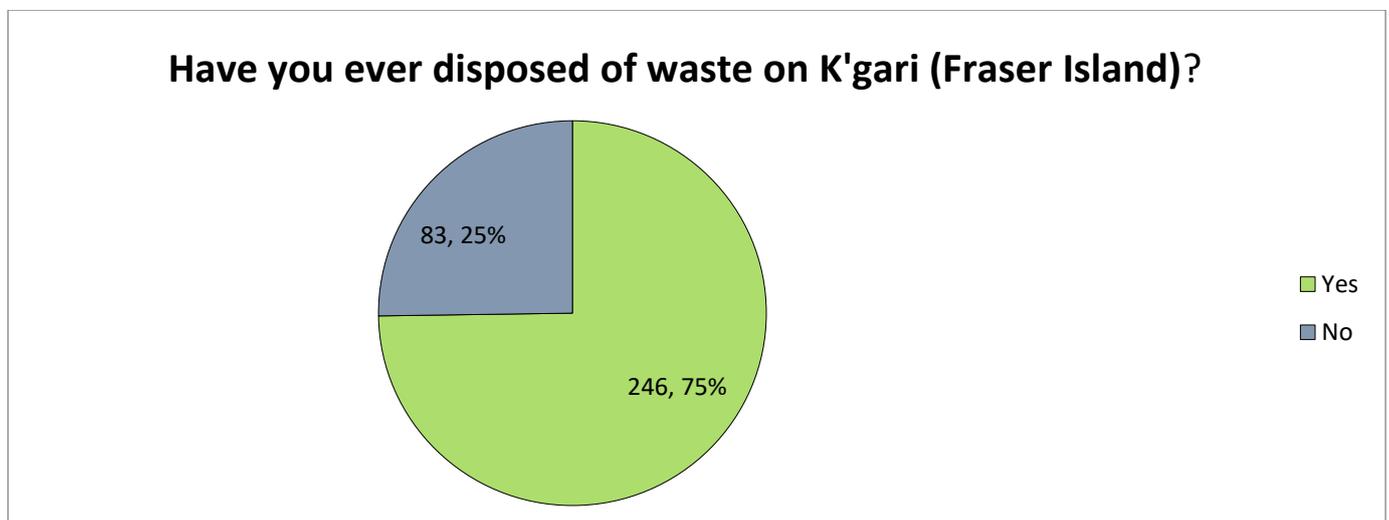
- I live here, I don't go to the mainland very often
- The number of permanent residents deserves a proper rubbish service
- We stay here for a week or more and cannot keep our perishable rubbish for more than a few days
- There is no room in our vehicle to bring rubbish back
- People are lazy so even though they should take their rubbish with them, they won't.

31 comments related to those who said yes.

The responses included:

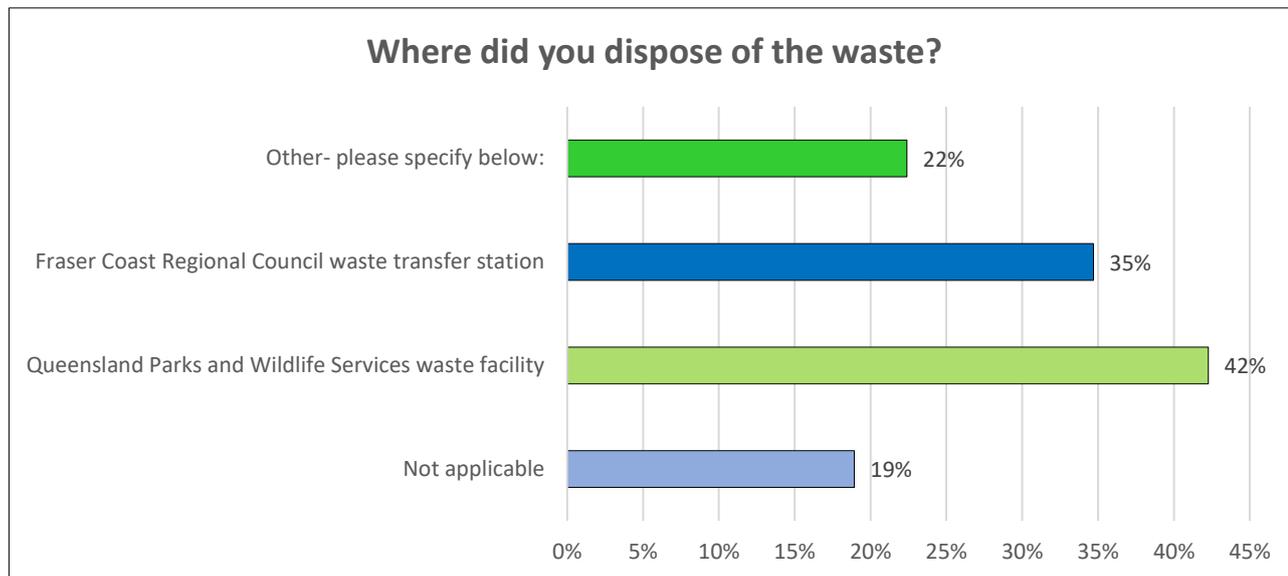
- I always take my rubbish with me when I leave the island
- Treat it like any national park and take your rubbish with you

Q13. Have you ever disposed of waste on K'gari?





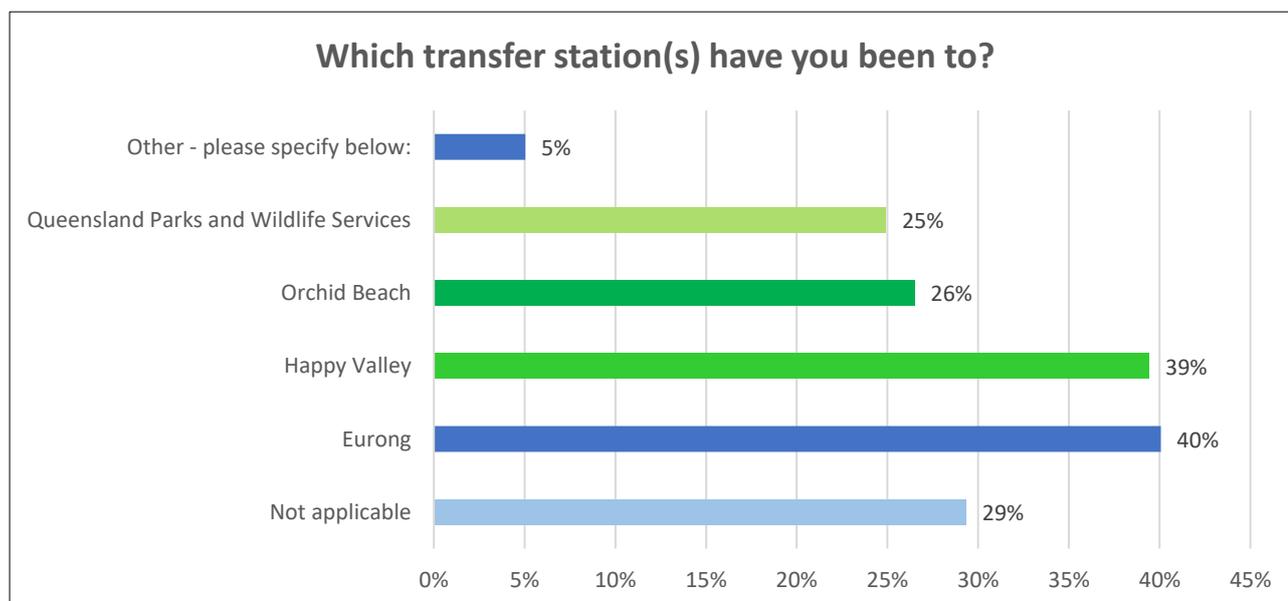
Q14 Where did you dispose of the waste?



Of the comments in 'other':

- 28 used resort waste facilities
- 19 used their own household bins or those of the houses they were staying in
- 24 used council-provided facilities at the townships or QPWS facilities at camping grounds
- 15 took it off the island
- 2 buried it
- 1 general comment about keeping the bins tidier

Q15. Which transfer stations have you been to?



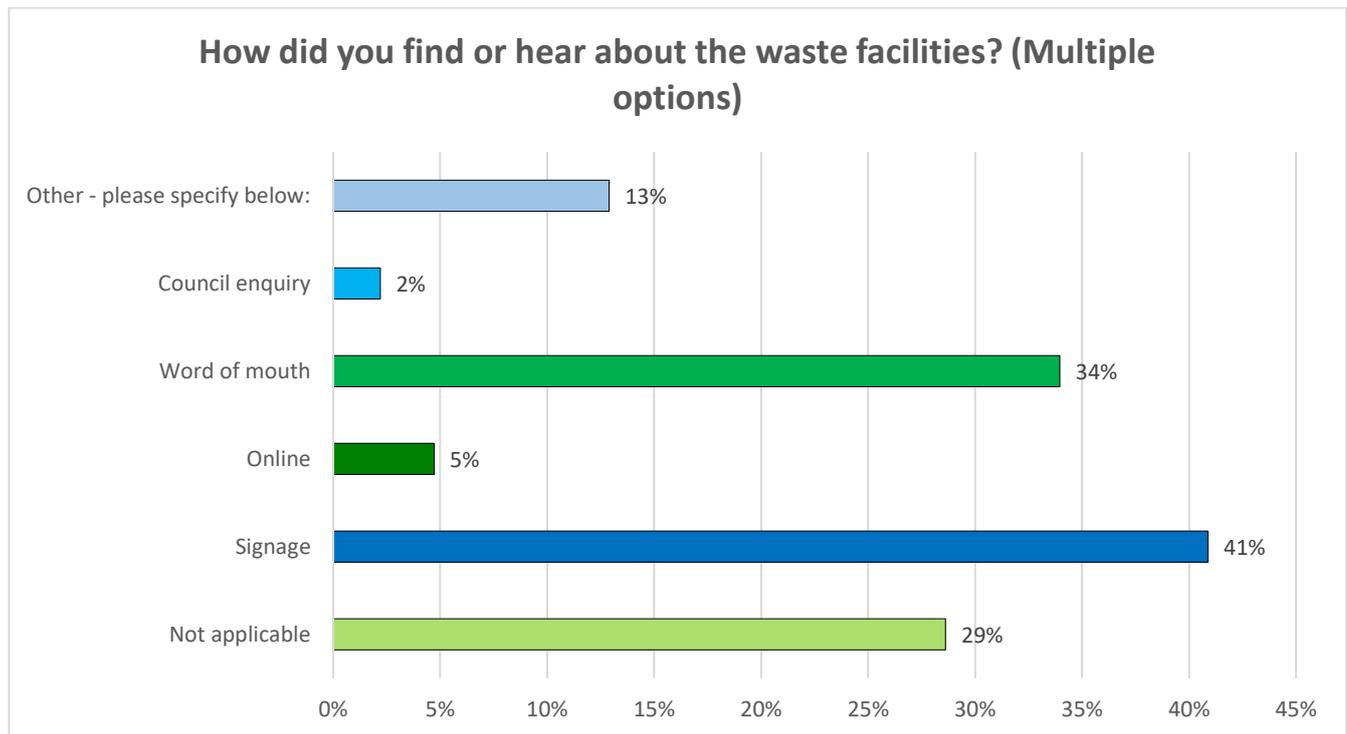
Not applicable	Eurong	Happy Valley	Orchid Beach	Queensland Parks and Wildlife Services	Other - please specify below:
93	127	125	84	79	16



Other waste locations included:

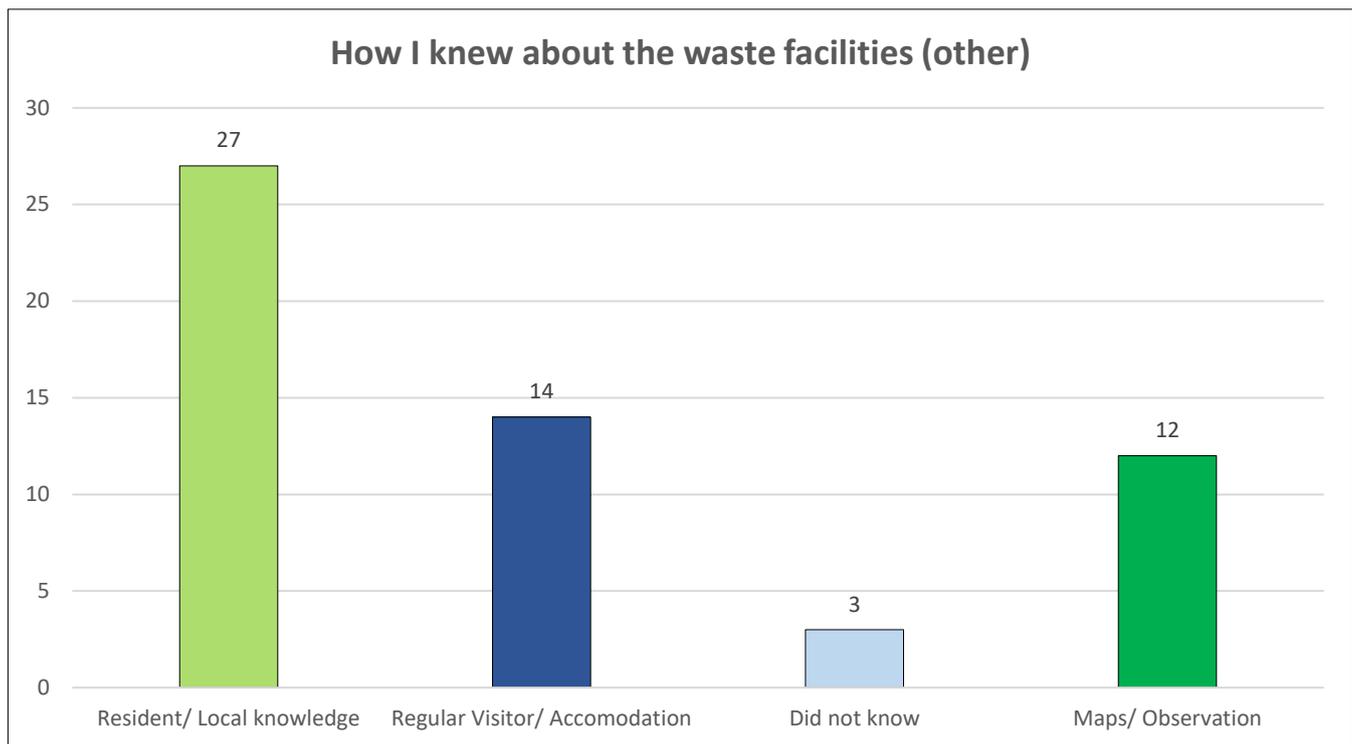
- Dundaburra
- Central Station
- Waddy Point
- Bins in the barge
- Bins near the Maheno
- Yidney
- None

Q16. How did you find (or hear about) the waste facilities? (Multiple options)



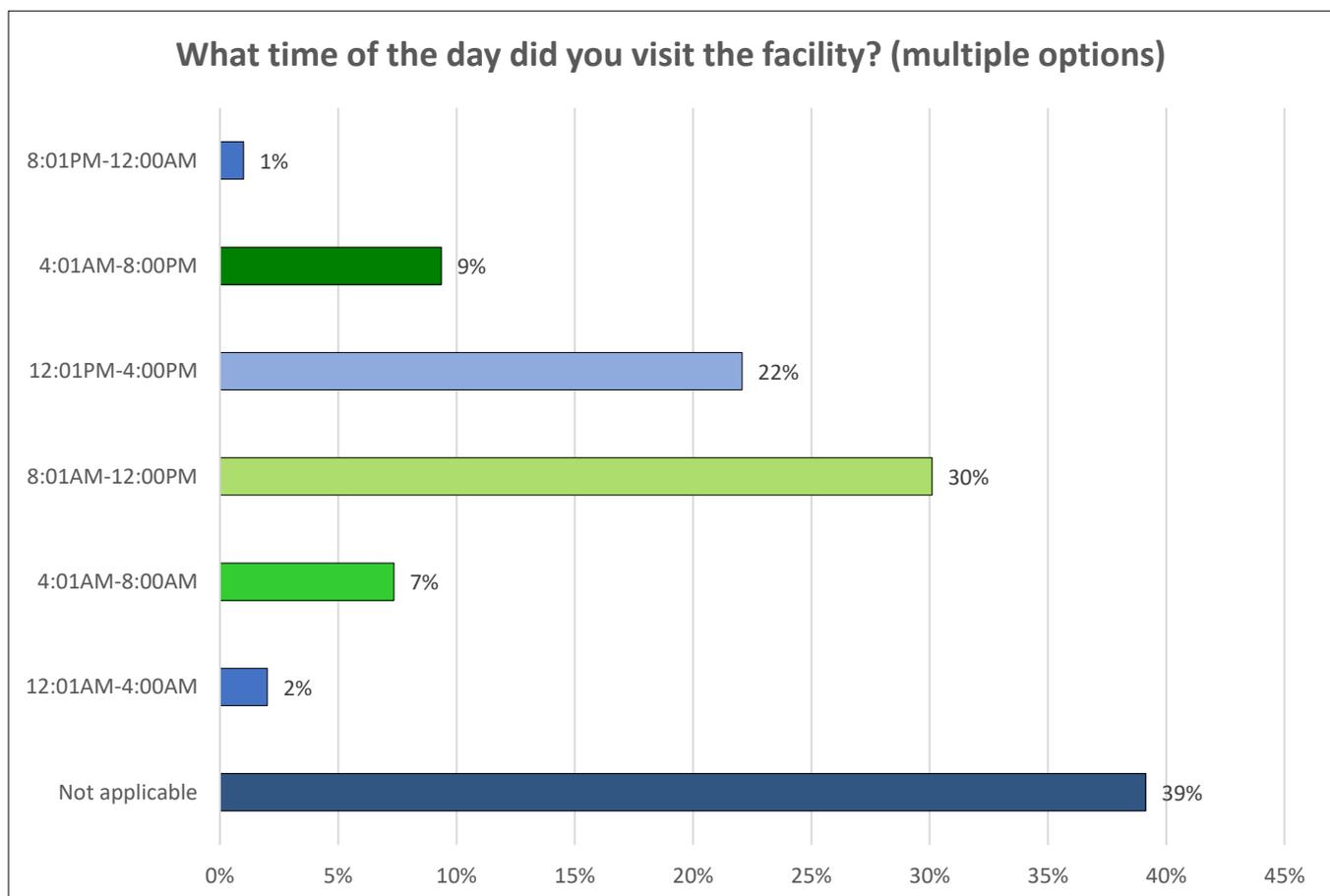
Not applicable	Signage	Online	Word of mouth	Council enquiry	Other - please specify below:
91	130	15	108	7	41

See graph below for a breakdown of 'other' responses. The most common 'other' response was 'local resident or local knowledge'.



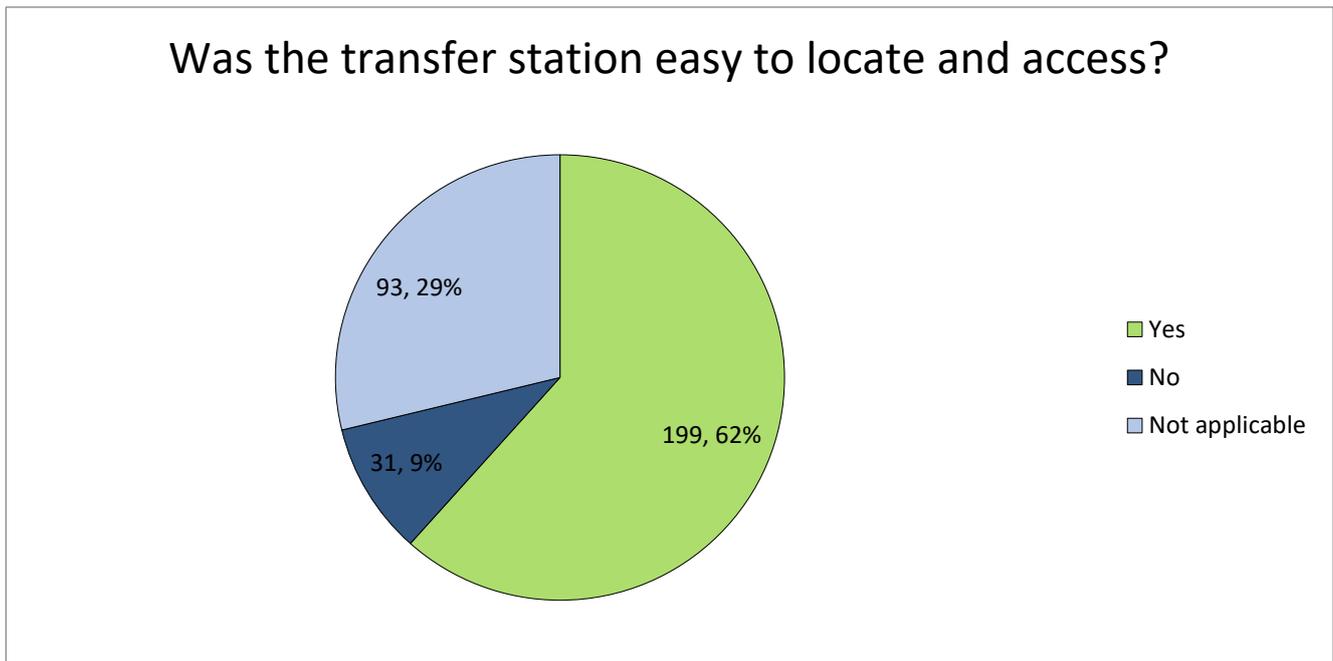
Q17. What time of day did you visit the waste facility?

Please tell use approximate times of whenever you have visited a waste facility on K'gari (Fraser Island)

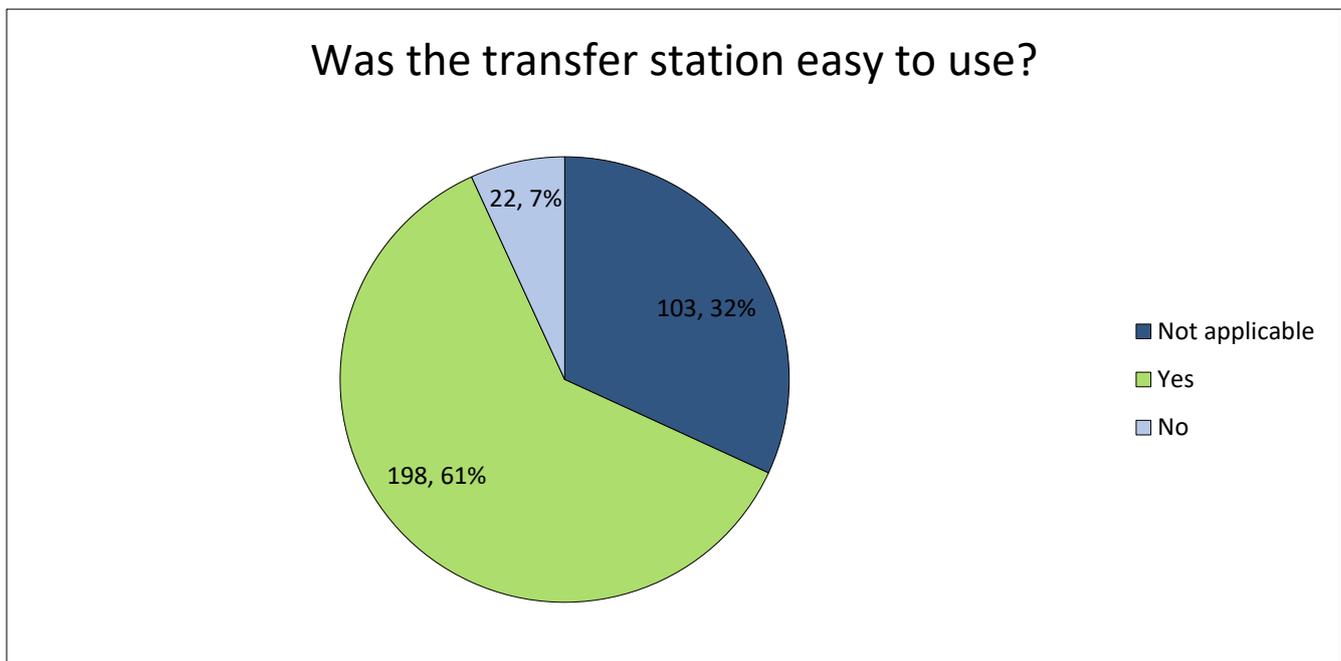




Q18. Was the transfer station easy to locate and access?



Q19. Was the transfer station easy to use?

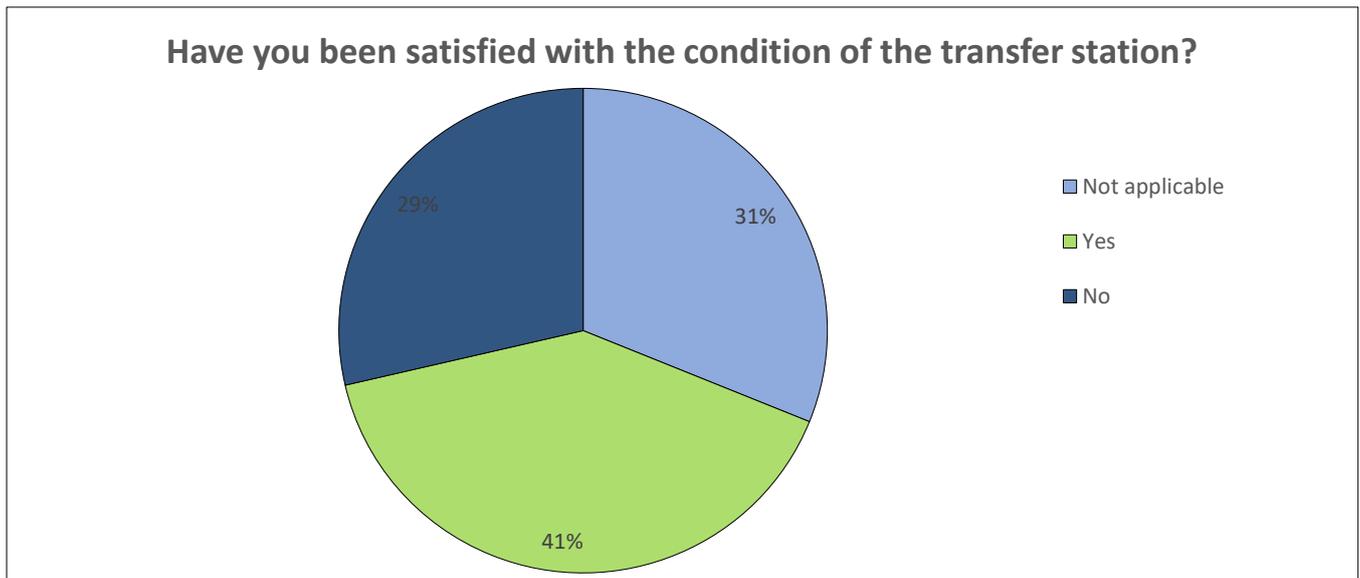


Comments included:

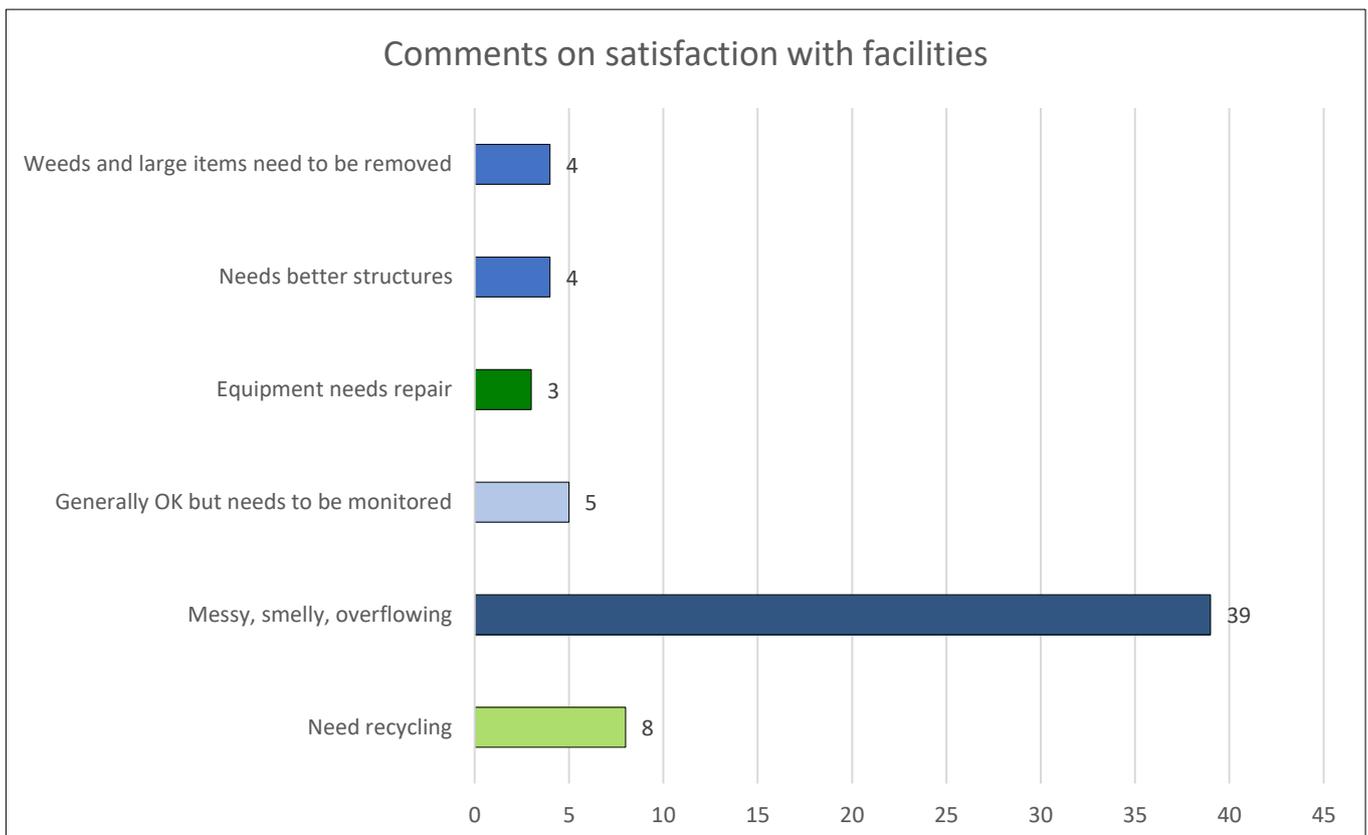
- Equipment is heavy or needs fixing, including gates (4)
- Sites are messy and unsupervised (10)
- No recycling options (4)
- Satisfactory or did not use (5)



Q20. Have you been satisfied with the condition of the transfer station?



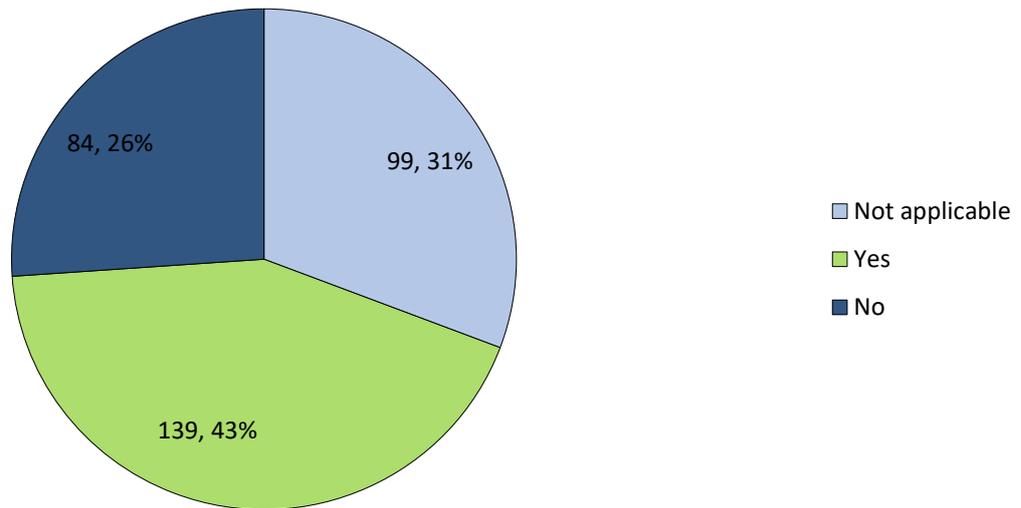
Comments on satisfaction with facilities:



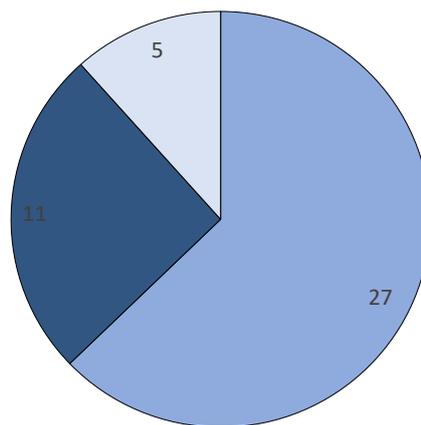


Q21. Did the services available at the waste facility meet your expectations?

Did the services available at the waste facility meet your expectations?



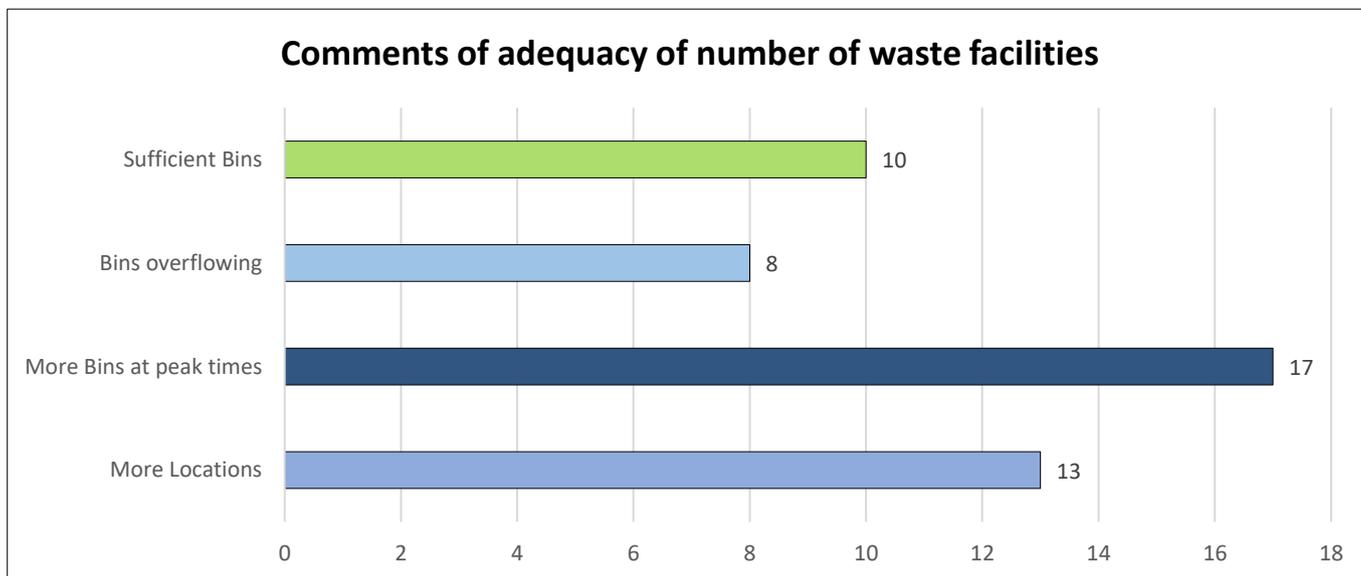
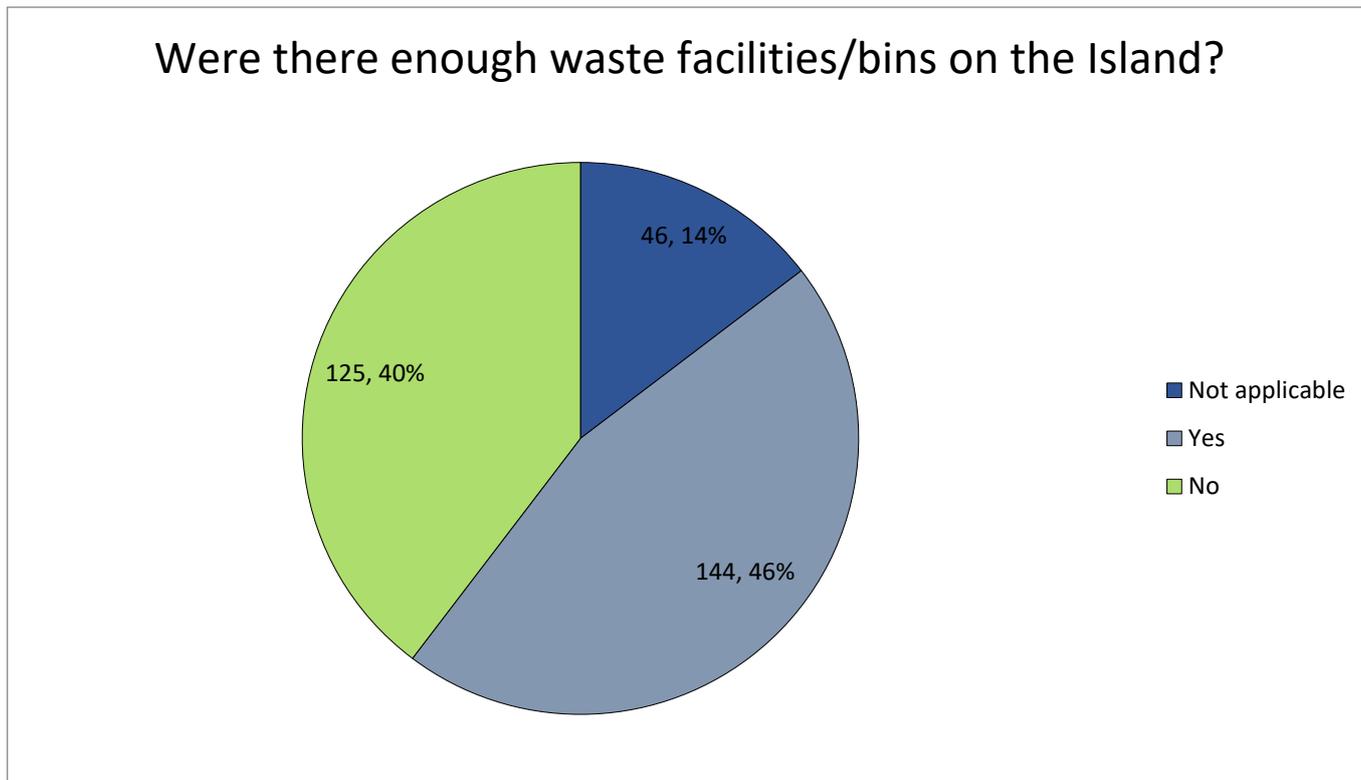
Comments for no, did not meet my expectations



■ Recycling Options ■ Upkeep and additional bins □ Had no expectations

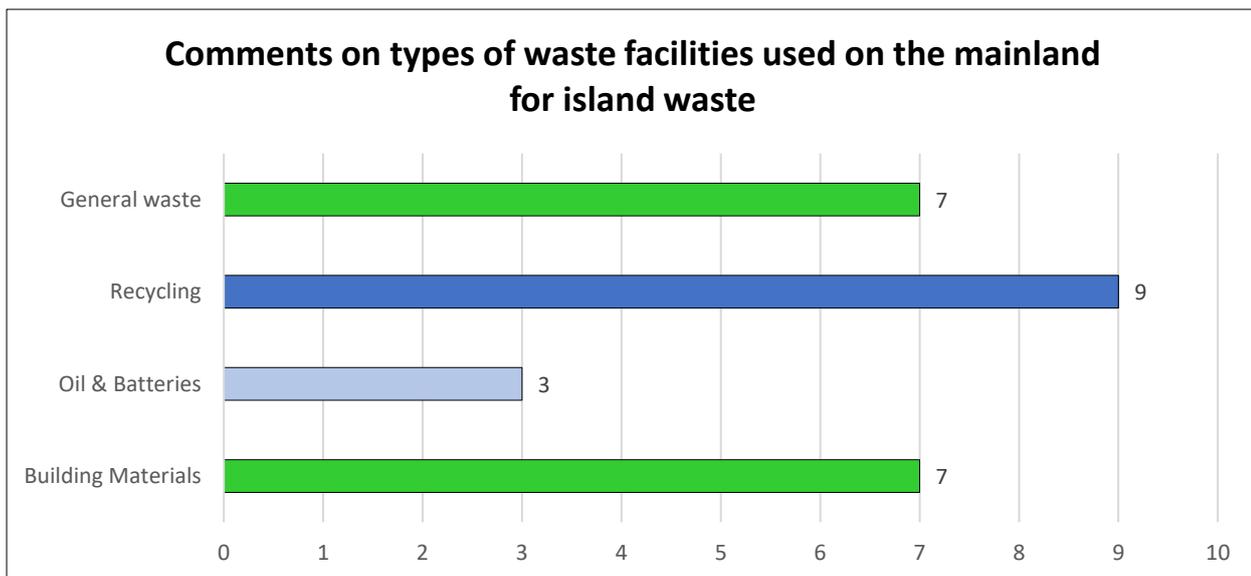


Q22. Were there enough waste facilities/bins on the Island?



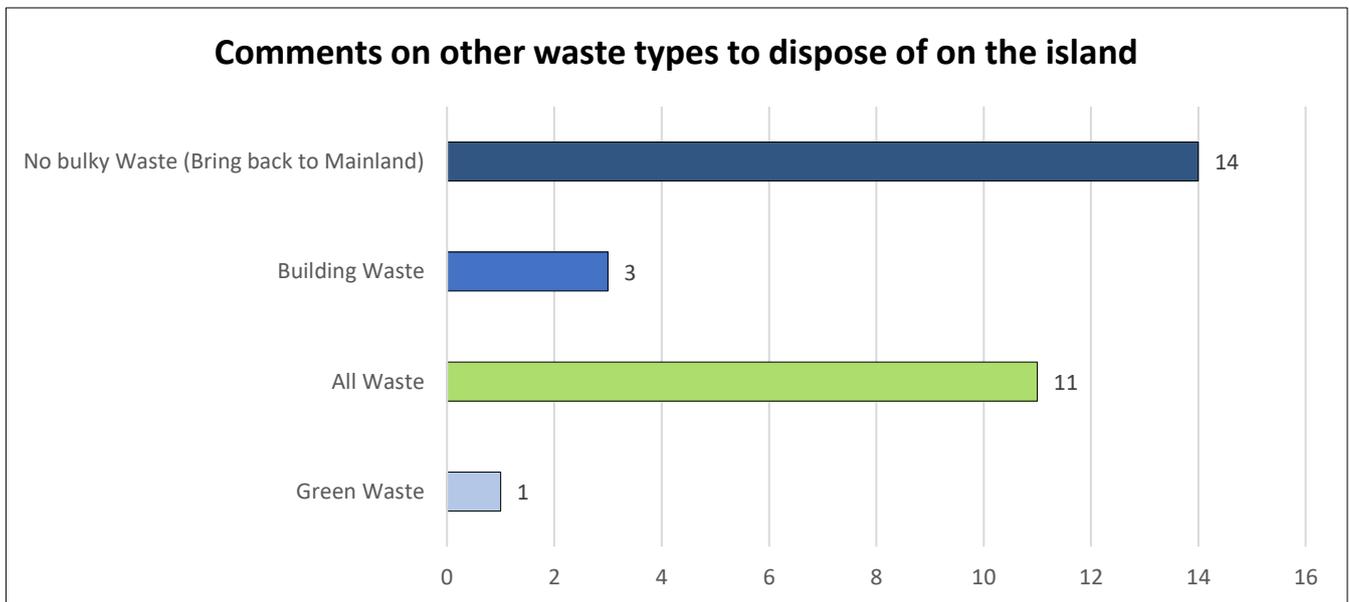
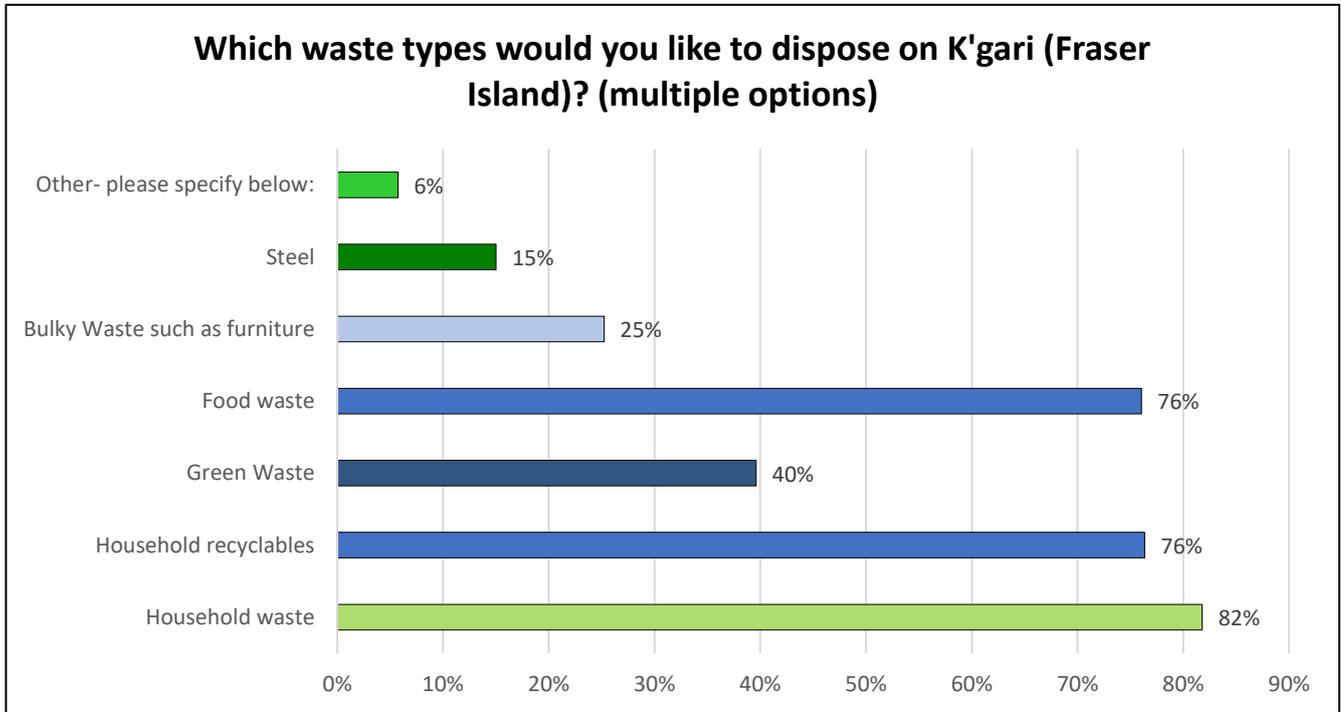


Q23. Have you used mainland waste facilities for waste types not accepted at the Island waste facilities?





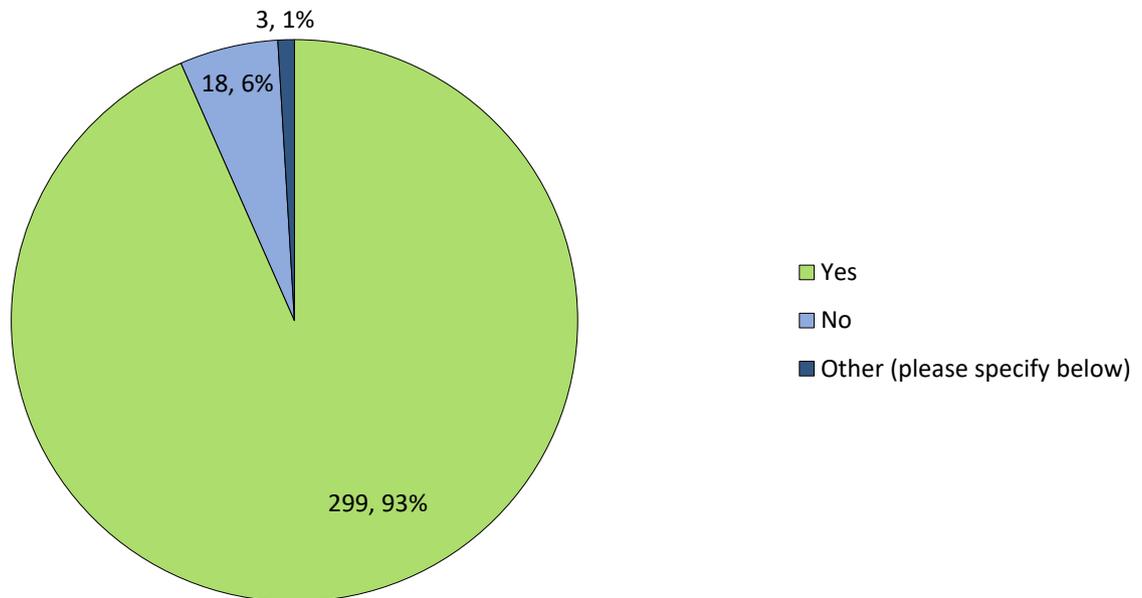
Q24. Which waste types would you like to dispose of on K'gari (Fraser Island)? (multiple selection)



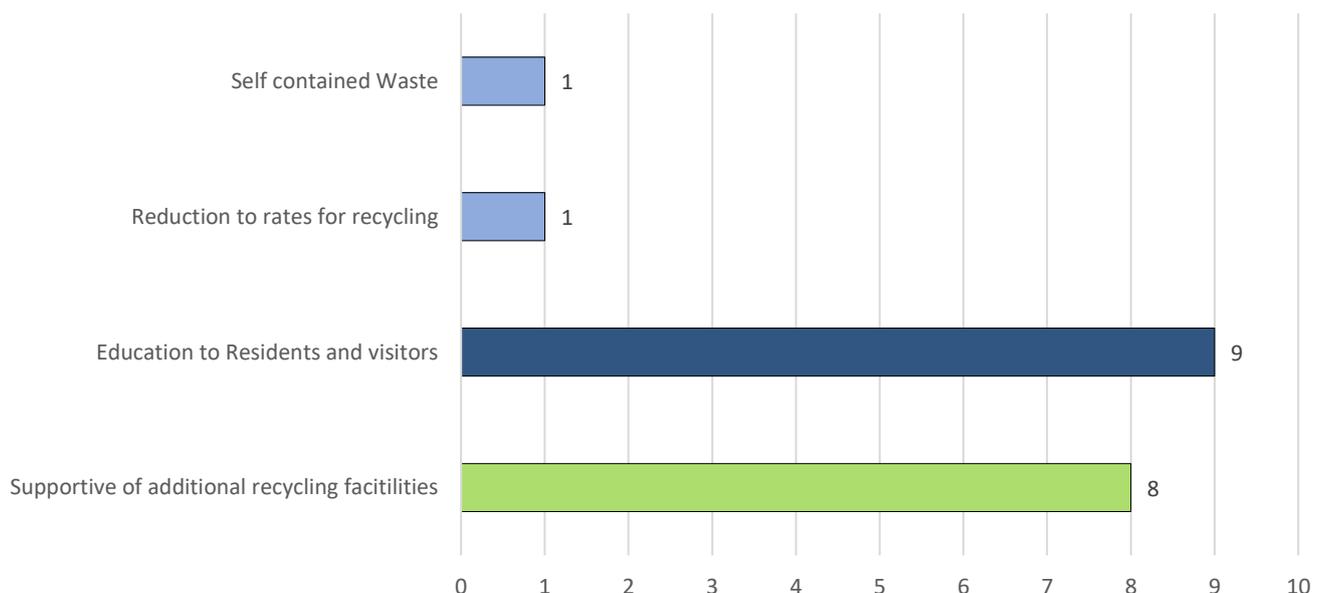


Q25 If recycling services were available, would you utilise them (e.g. sorting and separating)?

If recycling services were available, would you utilise them (e.g. sorting and separating)?

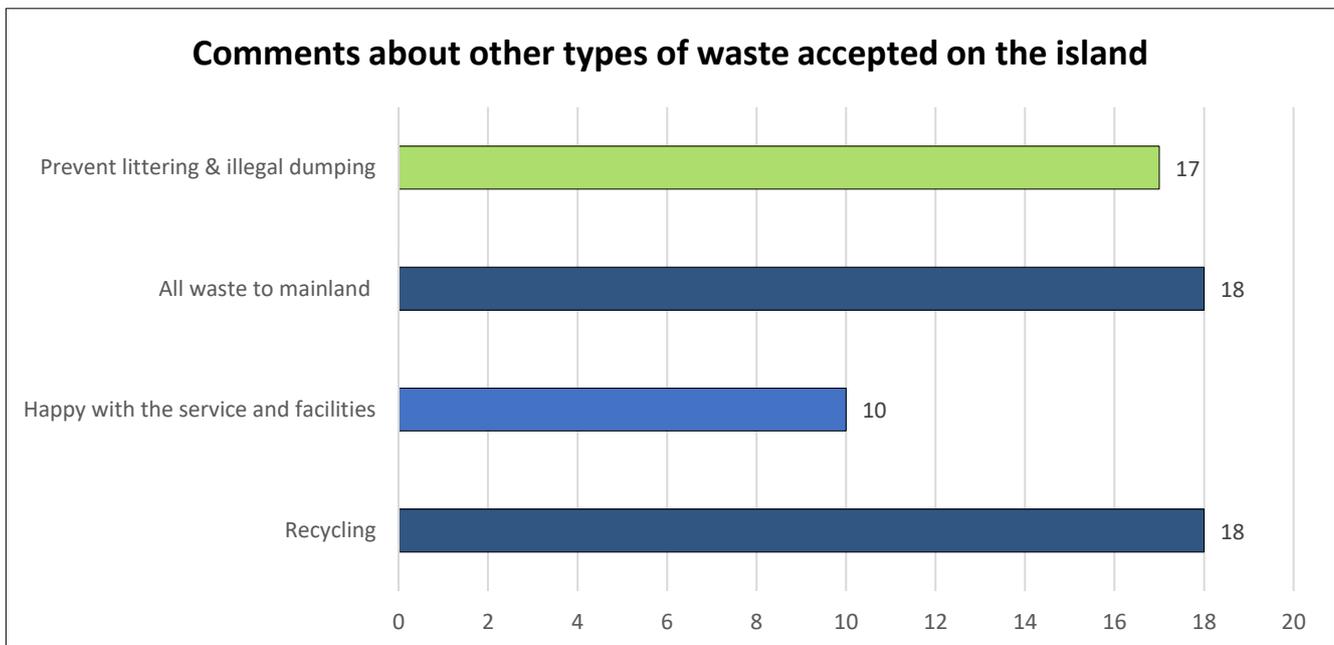
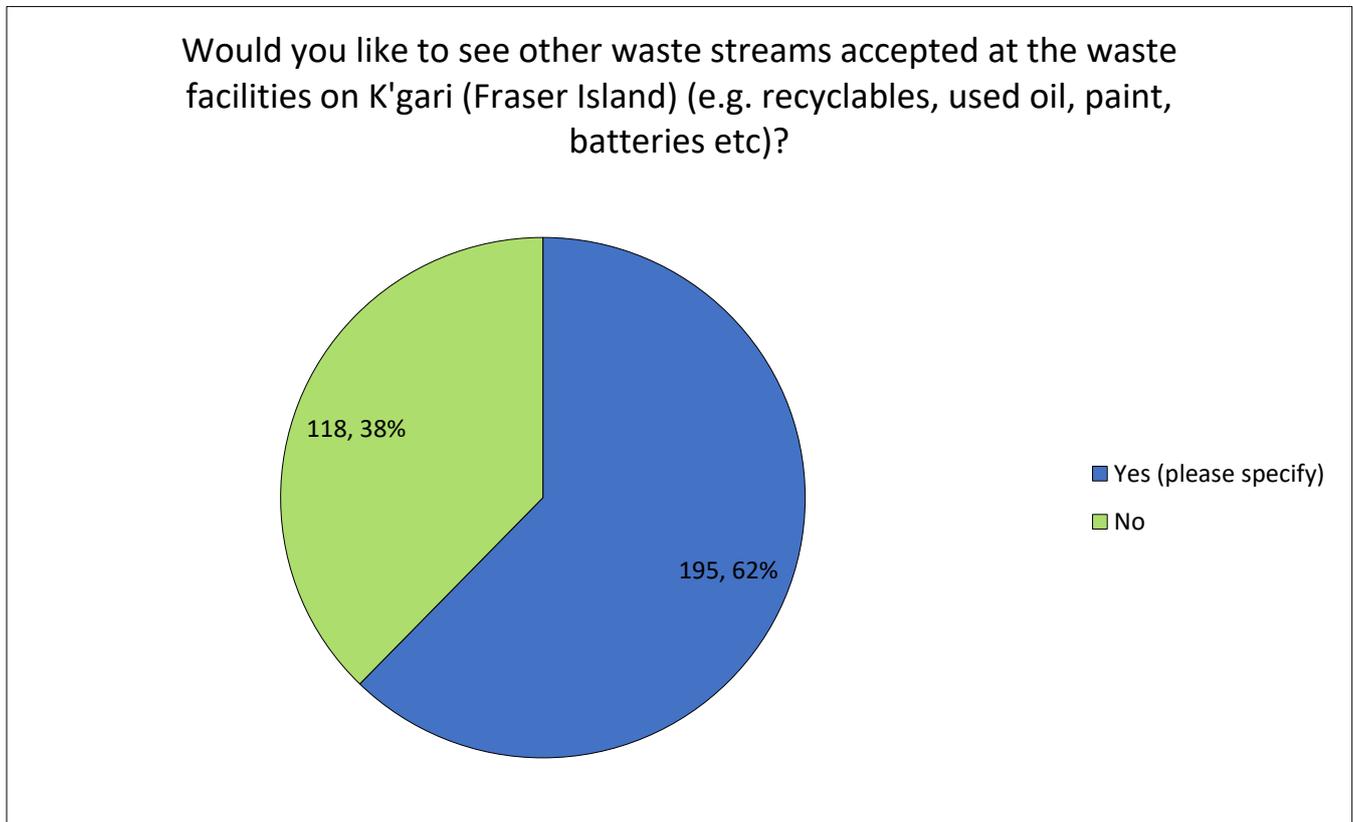


Other types of services desired



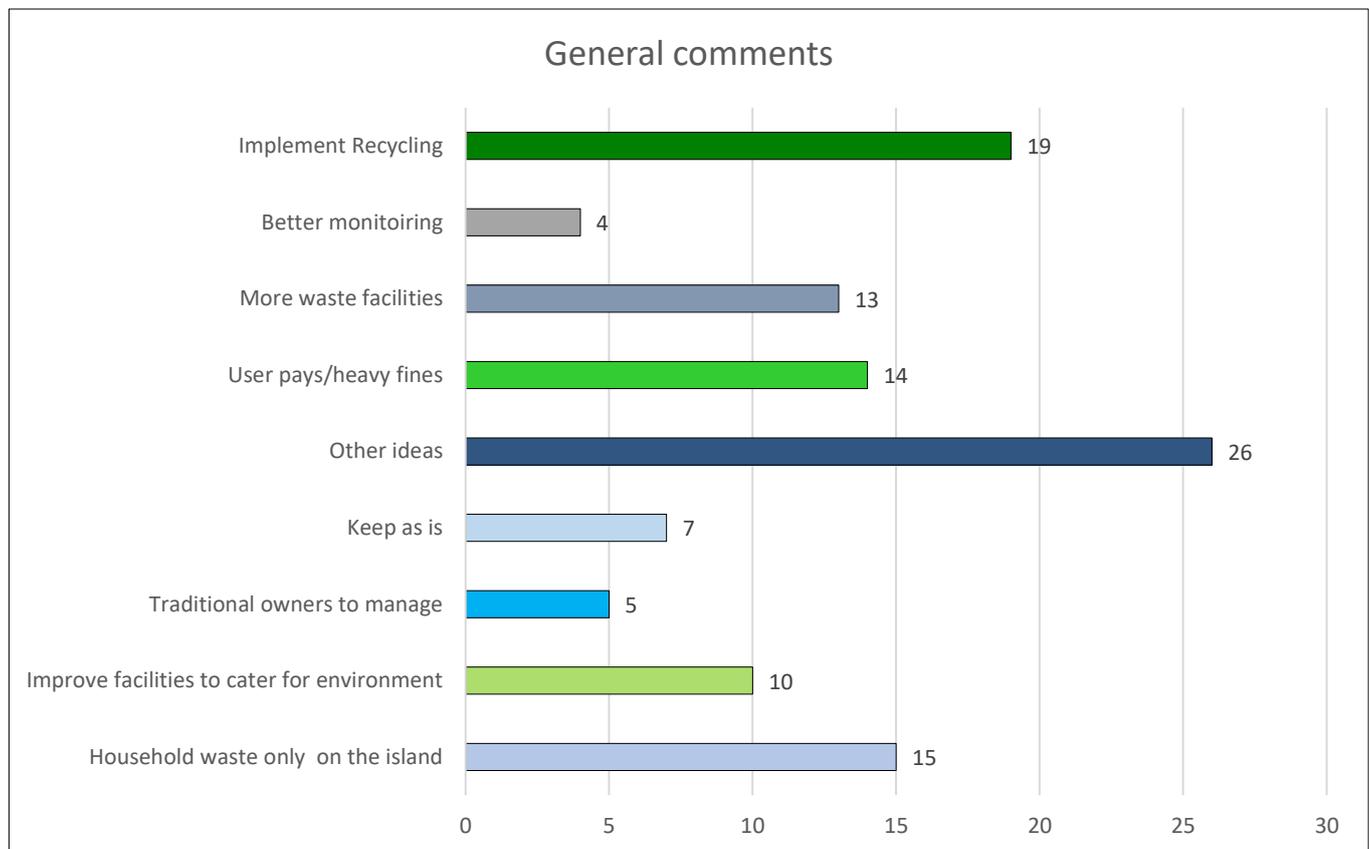


Q26 Would you like to see other waste streams accepted at the waste facilities on K'gari (e.g. recyclables, used oil, paint, batteries etc)?





Q27. Please add any further comments you would like made which council should take into consideration when developing the K'gari Waste Management Strategy



Other ideas/comments included:

- Complaints that they were not notified in enough time – did not see signage, did not receive owner letter or email until a few days prior to survey closing (3)
- Difficulty filling in the survey online (1)
- Refer to FINIA reports (1)
- Better education and signage at waste transfer facilities (2)
- Better management of weeds at waste facilities (2)
- Commercial facilities should have their own mini-skip and pay for removal (2)
- No waste facilities for householders – remove ALL waste (1)
- Restrict visitor numbers (2)
- Keep dingoes away from waste (1)
- Kingfisher Bay owners were unable to input into the survey (2)
- Use volunteers to clean up the plastic on the beaches (1)
- Proper sewerage for households on the island (1)
- Proper toilet facilities for tourists (1)
- Campers to have own portable toilets (1)
- I have a Bachelor of Environmental Science and would like to contribute to making K'Gari more sustainable (1)
- Happy Valley facility is too close to town (3)
- Use K'gari as a pilot for sustainable waste practices for the entire Fraser Coast
- Ask Gympie to pay for some of the waste removal because many tourists leave from Inskip Point (1)
- QPWS is not doing a very good job with tourist areas (2)



8.2 SUBMISSION FORM

There was one submission received via the Contact Us form (see below).

Three people rang the Community Engagement Officer to request assistance as they had difficulty signing into the Engagement Hub or filling in the survey. These were all assisted through email.

K'gari (Fraser Island) Waste Management & Resource Recovery Strategy

12 February 2022

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Message: I recently stayed at Fraser Island for a few days. I hadn't been to the island in over 30 years. I was appalled at the number of 4x4 vehicles roaring along the beach . Only seeming to stop to have a few beers or bundies and to yell loudly at other 4x4 drivers. In such a pristine environment it was nothing short of grotesque. Whilst we were there, we noticed large amounts of rubbish on the beach. Whether it was washed up or discarded by visitors was unclear. Overall, the management of this heritage site seems disrespectful. This is an amazing, ancient, unique and fragile place. Its future is in your hands. This is a huge responsibility. Political opportunism should not guide decisions made regarding its management. Fraser Island belongs to the world and future generations. Please take steps to ensure this precious environment is protected.

Response:

15 February

Dear [REDACTED]

Thank you for your interest in the environmental protection of K'gari (Fraser Island).

Council has noted your comments for consideration in the drafting of the Waste Management and Resource Recovery Strategy.

Your enquiry has also been forwarded to the World Heritage Team at Department of Environment and Science for their consideration.

Kind regards

Christine Kelly

Community Engagement Officer – Major Projects

Community and Culture

Fraser Coast Regional Council

8.3 FACT SHEETS

The Fraser Coast Waste management Strategy 2019-2029 was included as a fact sheet, along with a number of Frequently Asked Questions and printable PDF of the survey.



Frequently asked questions: K'gari (Fraser Island) waste management strategy

What will the K'gari (Fraser Island) Waste Management and Resource Recovery Strategy (the Strategy) cover?

In a holistic approach, the Strategy will address all waste streams generated on K'gari from residents, visitors and commercial operators. It will assess current practices and explore opportunities for increased resource recovery and sustainable waste management.

How often will it be reviewed?

The Strategy actions will be reviewed annually and integrated into yearly service delivery plans.

A comprehensive review of the strategy will be carried out at the halfway milestone in 2024 to ensure ongoing alignment with the Fraser Coast Waste Strategy and National and State Strategies.

What are the current waste services on K'gari?

FCRC manages three (3) waste transfer facilities on K'gari (Fraser Island), located at Eurong, Happy Valley and Orchid Beach. All three (3) sites are currently accessible by the public 24/7. The sites are fenced to minimize the spread of rubbish and prevent dingos from entering the facilities. General waste is disposed of in bulk bins at the facilities, and there are designated areas for bulky items, steel and green waste. Regulated waste items such as tyres, liquid wastes and hazardous wastes are not accepted at the sites.

These sites are regularly serviced by a contractor who transports the waste back to the mainland for processing/disposal.

Queensland Parks and Wildlife Service (QPWS) has general waste bulk bin compounds that are distributed throughout the national parks and beaches to cater for visitors to the island. There are approximately 45 bins located throughout the parks zoned areas on K'gari (Fraser Island). These bins are also serviced by a contractor with waste transported back to the mainland.

Who are the identified stakeholders?

During the development of the Stakeholder Engagement Plan, the following stakeholders were identified:

- Butchulla Aboriginal Corporation (BAC)
- Butchulla Native Title Aboriginal Corporation (BNTAC)
- Commonwealth Government – Department of Industry, Science, Energy and Resources (Australian Heritage Grants funding body)
- Commonwealth Government – Department of Agriculture, Water, and the Environment
- Queensland Parks and Wildlife Services (QPWS) of DES
- Department of Environment & Science (DES)
- Queensland Fire and Emergency Service (QFES)
- Department of Natural Resources, Mines and Energy (DNRME)
- Department of Education
- Gympie Regional Council
- Tourism Operators



- Barge Operators
- Visitors/Tourists
- Ratepayers
- Residents
- Commercial and Industrial Businesses
- World Heritage Committee
- Local Environment Groups
- Local Recreational Groups

What is the time frame for the development of the strategy?



Will there be Recycling on K'gari (Fraser Island)?

Increasing resource recovery on K'gari is a key concern, with investigations being conducted to ascertain the most sustainable and suitable recycling practices to service the needs of users on the Island.

How long does the survey take to complete?

The survey is designed to be quick and simple and should take no longer than 10 minutes to complete. The survey is a mixture of multiple-choice questions and options to provide feedback/comment. The survey comprises seven key focus areas that each have a suite of questions tailored to review the community's appetite, wants and needs in relation to these topics.

What if I don't have internet access?

Council staff will be present at the Fraser Island barges at River Heads and Inskip Point on 15-16 December and will have hard copy surveys for members of the community to complete if this is their preference. Hard copies of the survey will also be available at our Customer Service Centres and Community Libraries. Customers are able to take these hard copies and return during the consultation period specified. Please note that surveys returned after the consultation period (25 January 2022) will not be accepted.



8.4 ENGAGEMENT HUB (PROJECT WEBPAGE)

<https://frasercoast.engagementhub.com.au/kgari-waste-strategy>

8.5 SOCIAL MEDIA

See [section 4.1](#) of report.

8.6 MEDIA RELEASE

Fraser Coast is developing the K'gari (Fraser Island) Waste Management and Resource Recovery Strategy. Fraser Coast Regional Council is developing a Waste Management and Resource Recovery Strategy for K'gari (Fraser Island), which aspires to protect and conserve the world-heritage and cultural values of the island, through sustainable waste practices.

The Strategy will be developed in partnership with key stakeholders such as the Butchulla elders and island tourism operators to ensure a holistic and co-ordinated approach is taken.

“The strategy will guide the allocation of funds and the timing of projects to improve waste management and resource recovery from the island. It’s about providing clear direction to ensure waste is managed to minimise environmental impact, and to protect the island,” Councillor David Lee said.

“The island is a major tourism and recreation hotspot and we don’t want it smothered under a layer of rubbish. “Waste services for the residents in the villages are co-ordinated by Council while the Queensland Parks and Wildlife Service looks after services for the thousands of tourists who flock to the island each year.

“The new strategy aspires to achieve a fit for purpose waste and resource recovery service that will improve on current practices and align with both Butchulla Lore (what is good for the land comes first) and the Fraser Coast Waste Strategy 2019-2029.”

This project received grant funding from the Australian Government under the Australian Heritage Grants Program 2020-21.

A consultation group, which includes representatives from the Butchulla people, residents, the tourism industry, groups providing services, operations, or maintenance of the island has been formed and met for the first time on Monday 13 December.

It is anticipated that the final strategy will be presented to Council for adoption in August 2022.

Photo: the consultation group as they met on Monday 13 December (some by Teams Meeting).





8.7 BUTCHULLA PEOPLE'S WORKSHOP REPORT



Butchulla Community Engagement and Consultation
K'gari Waste Management and Resource Recovery Strategy
Potential changes to current waste management services on K'gari
19/2/22

Butchulla Community Engagement Forum at the Hervey Bay and District Senior Citizens Hall, Hervey Bay, in collaboration with BAC, BNTAC and FCRC.

Butchulla Lore 'What's good for the land comes first'

Workshop Materials: Workbooks or Worksheets, butcher's paper, pens

Methodology: Power Point, Small Group Activities, Professional and Reflective Conversations

Start: 10:00am

Acknowledgement/Welcome to Country – Butchulla and Facilitator

Welcome and Introductions Facilitator

Building Cultural Safety – Introduction of Key stakeholders
Working Agreement for the day – Facilitator

Why are we here? FCRC Representative - Edward Brown

Provide clear direction to maintain and protect the National, World Heritage and cultural value of K'gari through coordinated and sustainable waste management practices.

Project overview – FCRC Representative – Kate Pfrunder

Workshop Vision Statement –
Group Activity Key words for vision development (15 mins)



10:45am

**Workshop Vision Statement –
Group Activity Key words for vision development (15 mins)**

11.15am

Project details – scope, impact, community engagement – Facilitator

- 1. Identification and development of suitable sites to replace the existing waste facilities at Orchid Beach and Happy Valley**
- 2. Upgrade of the existing waste facility at Eurong • implemented controls for legacy disposal issues, including the presence of Asbestos Containing Material (ACM)**
- 3. The introduction of recycling and resource recovery opportunities for residents, visitors and businesses**
- 4. A program for the sustainable management of green waste**
- 5. The development of improved educational material and signage to support best practice waste management and promote protection of K'gari's natural values.**

1.00 pm Lunch Break

1.30pm – Facilitator

Understanding how culture can influence the project and actions moving forward
Co Design – Reflective Group activities focused on consultative outcomes and local Indigenous perspectives.

2.00pm – Facilitator

Actions Moving forward – Summary and final comments

2.15 pm Finish

Appendix One: Notes from Forum

The consulting forum participants listed in the attendance register expressed the following considerations under each heading. The feedback is based on a consensus of comments recorded during the consultation meeting.



1. Identification and development of suitable sites to replace the existing waste facilities at Orchid Beach and Happy Valley

The forum stated clearly, they do not want any new sites (“no new poison to country”) to be explored and are happy to use the current site options provided, however want these sites upgraded and updated to reflect more modern waste collection and distribution services. The forum feels the current sites are outdated and not reflective of a more sophisticated mainland waste site.

There is also concern regarding land tenure of these sites.

Happy Valley – Sacred site, Not manned, Needs organized bins, Tip shop.

Orchid Beach – Same as Happy Valley however considered good location particularly for northern communities.

2. Upgrade of the existing waste facility at Eurong • implemented controls for legacy disposal issues, including the presence of Asbestos Containing Material (ACM)

- The philosophy of FOGO (Food Organic and Garden Organic) was well supported by the community.
- Further consideration was given to the recycling and green waste process.
- Want to see a “Container refund scheme” based on reverse vending.
- Want to see the transfer of green waste off the island for mulching, chipping and composting.
- Butchulla Contractor for the waste management. Economic opportunity for Butchulla.
- Specific bins – Recycling, Green waste, Glass, Oil, General waste.
- Bulk Waste – reuse, recycle, resource recovery. Remove from island.
- More signage.

3. The introduction of recycling and resource recovery opportunities for residents, visitors and businesses

Butchulla LORE - What’s good for the land comes first was put forward from the forum. It is a benchmark for the Butchulla community according to traditional LORE.

- Care for country, sustainable low impact.
- Opportunity for traditional language usage.
- Concerns about compliance and law enforcement.
- Butchulla Waste management contractor to create economic opportunities.
- The community want economic opportunities that lead to long term employment.
- The community wants to see more streamlined compartments for waste disposal such as specific bins – Recycling, Green waste, Glass, Oil, General waste

4. A program for the sustainable management of green waste

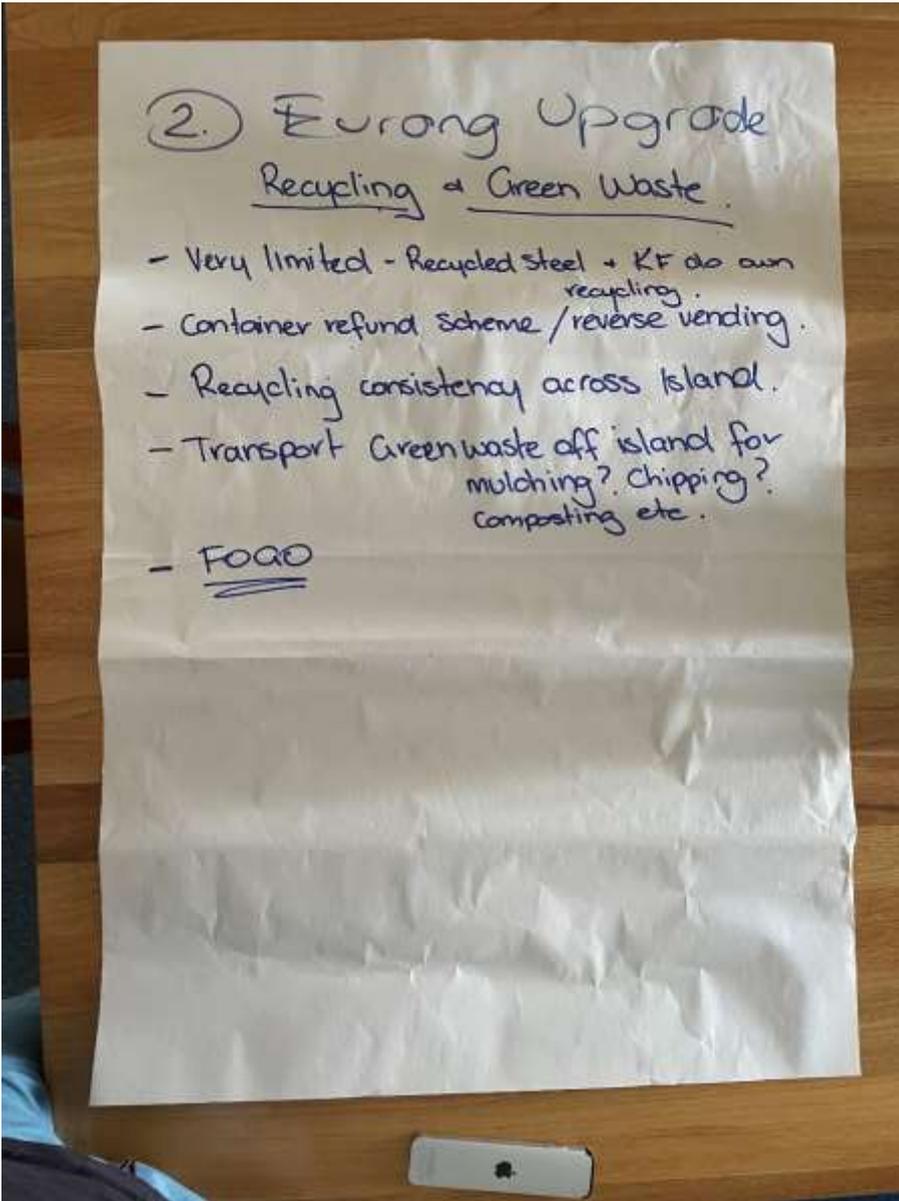
- The philosophy of FOGO (Food Organic and Garden Organic) was well support by the community.
- Further consideration was given to the recycling and green waste process.
- Want to see a “Container refund scheme” based on reverse vending.
- Want to see the transfer of green waste off the island for mulching, chipping and composting.



- Butchulla Contractor for the waste management. Economic opportunity for Butchulla.

5. The development of improved educational material and signage to support best practice waste management and promote protection of K'gari's natural values.

- The forum wants to see Butchulla Culture embedded into the signage and education points on the island.
- Bi-lingual and/or most common languages i.e., common overseas visitors' language.
- Picture and visual references to enhance key messages.
- Healthy Country portrayed in signage.
- No Contamination/illegal dumping.
- Butchulla Lores to be shared.
- Do not overdo the signage (visual pollution)
- Pre visit induction program i.e., 4x4, on the barge, before island entry
- Acknowledgement for caring for country – thanks for caring
- Virtual information stations – language, cultures, maps, law/lore, licenses, permits.
- Education on general importance of island preservation.
- The Butchulla want the general community to know, understand and respect they are still connected spiritually, culturally, physically and emotionally to the island (K'gari).



2. Eurong Upgrade

Recycling & Green Waste

- Very limited - Recycled steel + KF do own recycling.
- Container refund scheme / reverse vending.
- Recycling consistency across island.
- Transport Green waste off island for mulching? Chipping? Composting etc.
- FOOD



② Vision Statement

LORE / Language

Respect the Land

Connection / Balance

Spirituality / Flora & Fauna

Responsibility

Caring / Seasons

Sharing / Carbon Footprint

Pack-in Pack-out.

Sustainability.

Cultural Engagement

Elements

Tradition

Diversity

Sacred sites

Relationship

FCRC

Align - Stakeholders

Lead - Best Practice - Initiatives

Value





② Eurong Upgrade

EDUCATION & SIGNAGE

- Support Butchulla Culture.
- Bilingual a/ov most common languages
- Picture references ie Chinese
- 'Healthy Country' portrayed in Signage
- No contamination / illegal dumping
- Preservation of country for generations
- Consistent messaging
- Butchulla Lore
- Do Not over do signage (visual pollution)
- Pre visit education program ie. induction process for Lark, Borge activities.
- Dos + Don'ts Braucher
- Acknowledgement for caring for K'gari
'Thanks for caring'
- Virtual 'Information Stations' - Languages
- Promotion in schools (Primary)
 - Children holding parents to account.
 - maps
 - Laws/Lore
 - Licences/permits
- Education on generational importance.



② Eurong Upgrade Recycling + Green Waste

- Very limited - Recycled steel + KF do own recycling.
- Container refund scheme / reverse vending.
- Recycling consistency across island.
- Transport Green waste off island for mulching? Chipping? Composting etc.
- FOOD



② Furong Upgrade

- Mulch green waste
 - separate green waste
 - return to Island
 - may cause biohazard.
- Butchulla Contractor for green waste
- More signage needed.
- Site management.
- Specific Bins - Recycling, green waste, glass, oil, paper, general waste etc.
- Bulk waste - reuse, recycle & Taken off island
 - resource recovery
-



1. Site Selection

- Keep locations the same? Relocate?

Happy Valley

Sick to Poisons

* Sacred Site

Land Tenure

Not manned

Funds to Clean

Good Location

Organised Bins needed

Recycling - Tip Shop

Upgrades

* Distribution Point

Alternate Site: X No ✓ Yes

Orchid Beach

Sick to Poisons

Land Tenure

Not Manned

Funds to Clean

Good location

Organised Bins needed

Recycling - Tip Shop

Upgrades

* Distribution Point

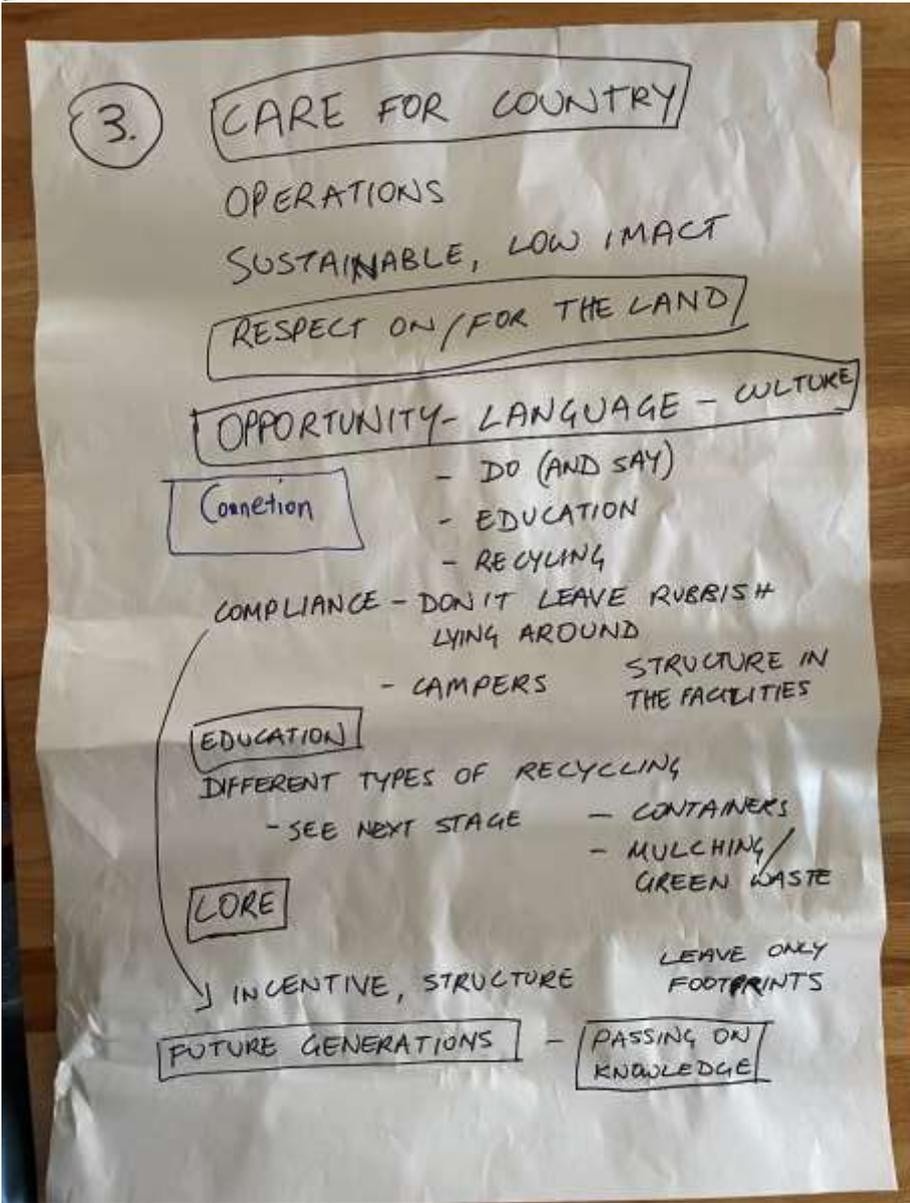
Lock of Compliance

Northern Communities

X Yidney Site - Sacred Site = Previous Dump

✓ Eurong - One Site TS
- Frequency of Site Service - Collection & removal
- Site management
- Central Collection from Distribution Point

? State Financial Obligation?





Appendix Three: Notes from meeting.

Consultant Report for the K'gari Waste Management & Resource Recovery Strategy. Butchulla Community Consultation Workshop - 19 February 2022

Details

Scribe: Christine Kelly, Community Engagement Officer – Major Projects, Community and Culture, Fraser Coast Regional Council

In attendance: (clockwise from top of U-table)

Veronica Bird, General Manager, Butchulla Aboriginal Corporation (BAC), Wondunna
Josey Bonner, Project Liaison Officer, BAC, family of Annie Morris/Brown
Karen Hall, Aldridge/Blackman families
Dywayne (Bob) Broome, Wondunna
Russell Simkins, BAC, Wondunna
Karrile Doak, Eleanor's carer,
Chris James, BAC, Owens family
Shayne Walker, Butchulla Native Title Aboriginal Corporation (BNTAC), Owens family
Kalaiyah Walker, married into the Butchulla, Owens family
Conway Burns, BAC director, Aldridge/Blackman families
Eleanor Currie, BNTAC, Owens family
Shereene Currie, BNTAC, Wondunna, Owens family

From the Fraser Coast Regional Council (clockwise from top of the table):

Kate Pfrunder, Technical Officer, Fraser Coast Waste
Edward Brown, K'gari Waste Strategy Project Officer, Fraser Coast Waste
Umur Natus-Yildiz, Executive Manager, Waste Services
Christine Kelly, Community Engagement Officer – Major Projects, Community and Culture
Roslyn Rielly, Community Engagement Officer – Strategy, Community and Culture

Consultant/facilitator: John Briggs, Managing Director, JB Consultancy

Proceedings

John Briggs (JB) introduced himself, and then then asked Veronica Bird to provide an Acknowledgement of Country.

Welcome to Country

Veronica Bird (VB) acknowledged the Butchulla people, past, living and future, and welcomed everyone.

Cultural Safety and Agenda

Everyone was invited to introduce themselves, who they represented and in what capacity, and something personal about themselves (a hobby or interest).³



8.8 REPORT FROM RESIDENTS' INTERVIEWS

8.8.1 Fact Sheet sent to registrants who were interviewed, via email



Fact Sheet

Community Engagement Forum

K'gari (Fraser Island) Waste Management & Resource Recovery Strategy

What is good for the land comes first

Project Overview

Council has secured funding under the Australian Heritage Grants Program for the development and implementation of a Waste Management and Resource Recovery Strategy for K'gari (the "Project").

The objectives of the Project are to maintain, protect, and conserve the World Heritage and cultural values through sustainable approaches to waste management, in partnership with the Butchulla people.

The Project aims to apply waste management and resource recovery principles that align with the Butchulla first lore "what is good for the land comes first." The Strategy will provide clear direction to ensure waste is managed in a sustainable way, minimising environmental impact, and protecting the natural assets of K'gari.

This will be achieved through:

- Investigating the suitability of existing and potential sites.
- Upgrades to infrastructure.
- Changes to waste management processes.
- Extensive community engagement and education.
- Resolving legacy issues.

Current Waste Management Practices

Council waste transfer facilities are located at Eurong, Happy Valley and Orchid Beach. There is concern that these facilities potentially may adversely affect the unique K'gari environment. Also, there are land tenure issues associated with the Happy Valley and Orchid Beach sites.



K'gari (Fraser Island) Waste Transfer Stations





Other Current Practices Include

Council	<ul style="list-style-type: none"> • Stockpiling and burning green waste. • Limited recycling opportunities (bulk waste and steel). • Transferring general waste (including food organics) to the mainland for disposal at landfill. • Prohibiting the disposal of regulated wastes.
Queensland Parks & Wildlife Service	Approx. 45 general waste bulk bins are provided in national parks and beaches, for use by visitors to K'gari.
Kingfisher Bay Resort	Waste managed in-house with recyclables being separated and food waste and organics composted for reuse.
Eurong Beach Resort	Recyclables taken to Kingfisher Bay Resort and general waste taken to the Eurong Transfer Station.

Potential Waste Management Options

Council is in the process of conducting an “options assessment”. This involves investigating a range of possible waste practices and determining those that are most appropriate. This is done by:

- Collecting waste audit data and gathering waste generator information.
- Researching and reviewing waste practices at other locations similar to K'gari.
- Considering your contribution.
- Identifying the suitable practices and scoring them to determine the priority practices for each stream.

Options for Investigation

Green and Food Waste	<ul style="list-style-type: none"> • Transporting to Maryborough landfill for disposal. • Chipping the greenwaste for reuse as woodchip. • Composting the greenwaste on-site for reuse as mulch. • Installing an aerobic digestion system to compost food waste. • Commencing a worm farming operation to compost food waste.
Comingled Recycling	<ul style="list-style-type: none"> • Providing bulk bins for recycling. • Establishing a Container Refund Scheme collection point or reverse vending machine. • Opening a 2nd hand goods shop at the upgraded Eurong Waste Transfer Station. • Establishing a small Materials Recovery Facility.
General Waste	<ul style="list-style-type: none"> • Waste to energy. • Landfill.
Regulated Waste	<ul style="list-style-type: none"> • Limited acceptance (e.g., waste motor oil and tyres).
Collaboration and Partnerships	<ul style="list-style-type: none"> • New infrastructure and services may provide employment and partnership opportunities.

Council Wants Your Thoughts About ...

1. Waste management practices, past and current. What works and what doesn't?
2. What resource recovery and recycling services do you want introduced?
3. What level of service are you expecting? For example, what days and times should the facilities be open? Should the facilities be supervised? If so, by who? Where should the facilities be located? How far, or how long, would you expect to travel to a facility?
4. How would you prefer FCRC to contact you with future communication about the Project, and waste related awareness and education campaigns?





8.8.2 Summary of interviews with registrants

Key Issues

Ratepayer & Resident Engagement

K'gari (Fraser Island) Waste Management and Resource Recovery Strategy

Background

Lioness Business Development (Lioness) was approached by Fraser Coast Regional Council (FCRC) to provide a quotation to conduct a community forum and field trip to a Transfer Station at Orchid Beach township on K'gari. These community engagement activities were being held in relation to the development of a Waste Management and Resource Recovery Strategy (the "Project") for K'gari, as guided by the Project's Stakeholder Engagement Plan.

Due to internet connectivity and COVID restriction concerns, the location was altered from Orchid Beach to Eurong. It was then decided to offer separate in person and virtual forums, to eliminate the risk of poor internet connectivity. These forums were later cancelled, due to the flood impacts felt by the Region.

Purpose

The purpose of this key issues paper is to provide a brief overview of the resident and ratepayer engagement regarding the Project.

The information collected in this paper has been derived from discussions with residents and ratepayers that registered their interest in attending the forums, as well as some professional judgement based on similar projects.

It is envisaged that the information provided by this paper will be used for internal purposes only and potentially guide FCRC in their decision making.

General Comments about the Project

- Many people whilst disappointed that forums were cancelled, were impressed that they were being contacted individually for their input about the Project.
- Some suggested that a summary of key issues be emailed to participants.
- Participants were also encouraged that FCRC was seeking the opinion of locals. Some expressed frustration that previous engagement activities had led to inaction.
- There was an overwhelming belief that tourists and commercial waste generators were the key problem for K'gari.
- Many recognised the difficulty of providing waste management and recycling services at K'gari due to:
 - Sparse population
 - Low resident population
 - High but short-term tourism population (resulting in lack of "ownership" of waste management issues)
 - High cost of services for Fraser Coast Regional Council)

Current Council Services

- Council has three unsupervised waste transfer facilities located on the eastern side of K'gari (Eurong, Happy Valley and Orchid Beach). The reported state of these transfer facilities varied amongst participants. Some key points included:
 - They were generally well located for eastern side residents and holiday makers.
 - The western side having no facilities results in unacceptable levels of illegal dumping.
 - Whilst residents use these facilities well, tourists treat it as a dump.
 - One suggestion was that these sites be cleaned at the conclusion of each school holiday period.
 - The general feeling is that these sites need more attention.
 - It was repeatedly mentioned that the FCRC facilities offer limited resource recovery options, and that this requires exploration.
 - There was concern that green waste and scrap steel piles were frequently contaminated by other waste.



- There is no collection service on K’gari. Some businesses are using Rainbow Recovery Services. FCRC may wish to consult with businesses to gain an improved understanding of how they may be able to widen their service offering.
- It was noted by some residents that food waste, particularly fish, was both an environmental and odour problem at these sites.
- Many people believe that whilst the waste transfer facilities were somewhat problematic, each site needed better management. This includes but not limited to:
 - Asbestos inspection and removal
 - Regular cleaning and maintenance
 - Signage
 - Improved sorting and recycling

Resource Recovery

- Residents felt that transporting recyclable materials to a common location would be cumbersome and labour intensive.
- A resident spoke in support of a Tip Shop but explained that others may be upset if expected to pay for materials (that they currently remove for free).
- The majority believed that a Container Refund Scheme program would be well supported, but there was concern as to how the program would work.
- It was suggested that funds raised through a Container Refund Scheme program could be donated back to the K’gari community.
- There is currently a business that is active in the Container Refund Scheme. It was suggested that FCRC, with business support, engage with COEX more proactively in terms of making it easier for business and the local community. This business has collected over 150,000 containers over the past few years and donated the monies to charity.
- Note: Kieran has placed a call with COEX to ascertain if there are any special island programs that FCRC could replicate.

Supervision

Thoughts regarding supervision of transfer facilities varied, including:

- Supervision to be provided but at peak “camping” times only, i.e., Christmas and Easter.
- Owners of holiday homes advised that there were no peaks and troughs, with back-to-back bookings being made months in advance.
- Supervision of the transfer facilities could be an employment opportunity for the Butchulla people. Having said that, many participants believe that these “caretakers” would need to reside on K’gari.
- The provision of a labourer on site, not to supervise the facility, but to maintain order and cleanliness. It wouldn’t be expected for the labourer to remain on-site for the duration of operating hours.

Operating Hours

- There was conflicting opinion as to whether operating hours should be introduced.
- There was consensus that transfer facilities need to be open:
 - early to mid-morning, as visitors depart for day trips or check out, and
 - late in the afternoon to dark, as visitors return.
- It was stated that the facilities need to be open 7 days per week, as tourism “is not a Monday to Friday activity”.
- One respondent suggested that operating hours should reflect tides and barge arrival and departure times.

Business Concerns and Opportunities

- Several residents of Eurong were very supportive of Rainbow Recovery Service. There was concern that changes to current services may adversely affect this business.
- Business operators such as retreats, and other holiday accommodation feel that their sites (garbage collection and storage) are well maintained. However, the bins can be abused by nearby campers.
- Some businesses are more active in recycling particularly with steel and timber, as they are valuable.

Financial Implications



- Some owners of rental homes are very keen for K’gari to maintain its environmental heritage and ensure that waste is managed appropriately.
- Some owners already pay a waste management fee to their body corporate. These owners stated that they would be concerned should FCRC introduce a rateable waste levy.

Other

- To reduce the volume of food waste that is entering the waste facilities, it was suggested that FCRC provide residents compost bins.
- There was suggestion that ratepayers/residents should be encouraged to remove their bulky waste off K’gari for disposal. The thought process being that the new bulky item had to come over to K’gari, implying that the item requiring disposal can be taken back to the mainland.
- One resident stated that the use of a skip bin should be mandated for anyone undertaking renovations and building works, rather than using FCRC transfer facilities.
- Similarly, another resident advised that commercial and bulk waste should be prohibited from FCRC’s facilities.
- It was thought that requiring campers to take their waste with them when departing (as per other National Parks) wasn’t possible, due to visitor density and dingo management.
- One resident was concerned that mulching/composting green waste would result with the spread of noxious weeds.
- The owner of one holiday home suggested that FCRC could assist homeowners with the provision of a recycling bin, to encourage separation “in-home”.
- Some suggested that advertising and marketing should be placed on the barge. The effectiveness of this is questioned.
- It was suggested that FCRC develop two waste plans. One for residents and businesses and a second plan that focusses on tourism generated waste.
- Some business operators sympathised with FCRC in their effort to clean the island.
- Several respondents identified that there are two ‘populations’ on K’gari:
 - residents & ratepayers
 - and visitorsand that these groups have different needs.
- It was also alleged that visitors take less care when using the FCRC facilities.

Conclusion

Although participants were disappointed that Forums were not held, they were understanding and very appreciative of the personal contact. Many residents and ratepayers held lengthy discussions with the interviewers during which many thoughts, suggestions and concerns were shared.

Through these discussions it became apparent that the management of waste and resource recovery on K’gari is a complicated matter. Stakeholder needs vary, and in some situations oppose each other.