



2009 – 2010

A YEAR IN REVIEW  
OPERATIONAL REPORT

Prepared by Roger Lewis, Company Manager

## **Hunter Resource Recovery Executive Summary October 2010.**

The Hunter Resource Recovery Company has experienced a very successful year, even receiving National acclaim for our programs.

Mobile Muster awarded its coveted Local Government Award for Excellence in Mobile Phone recycling to Hunter Resource Recovery representing the Lower Hunter Councils at the 2010 Local Government Conference in Canberra. HRR was named as the Overall National Winner.

The Company has seen substantial improvements in domestic recycling volumes with an increase over 08-09. An additional 1817.65 Tonnes, much of the ground lost due to the economic crisis has been regained and we would anticipate a return to normal levels by December 2010.

It is predicted that HRR shall reach a significant major milestone in November 2010 being 300,000 Tonnes sold for recycling. This will coincide with National Recycling Week and a press release has been prepared.

Another major milestone will be the recovery of our 250,000<sup>th</sup> kilo of Electronic Waste for recycling with a recovery of 98.7% and waste residual of just 1.3%, a net recycling recovery of 246,750 kilos.

All Lower Hunter Councils are now involved in the program and invitations have been sent to Singleton and Muswellbrook Shire Councils for consideration.

The eWaste programs success has seen Mai-Wel relocate to large facilities at East Maitland as well as increasing their eWaste staff to 27 full time positions. Mai-Wel has been successful in obtaining a Federal Government Employment grant of over \$900,000.

The introduction of Landfill sites eWaste drop off bins has also been successful with an average 4566 kilos per week collected across the 3 Member Councils.

Lifecycle kerbside ceased on the 8<sup>th</sup> June 2010, replaced by the Second Hand Saturday events, almost 54,000 kilos of product was recycled over the past year.

**LifeCycle Product Breakdown: 2009-2010**

<b>Tonnes Collected</b>	<b>53.826</b>	<b>Tonnes</b>	<b>Kilos</b>
Textiles, Bric a Brac and Shoes	62.8%	33.802	33,802 .72
Mobile Phones	1.8%	0.968	968.86
Batteries	0.9%	0.484	484.43
Print Cartridges	0.1%	0.053	53.82
Plastics	2.4%	1.291	1291.82
Paper Books	16.39%	8.822	8822.08
Electrical Scrap	0.5%	0.27	270
Metal Scrap	1.2%	0.646	646
Waste	14%	7.535	7535

**Textiles, Bric a Brac and Shoes Breakdown.**

Retail Quality	6.1%	2.823 Tonnes
Export	68.9%	31.9 Tonnes
Wiper	25%	11.575 Tonnes

## **HRR Sponsorships by Service or Financial Support.**

### Lake Macquarie City Council

- NSW State Surf Lifesaving Championships, held over 2 weeks
- School Environmental Awards

### Cessnock City Council

- Mayoral Academic Scholarships
- Mayoral Schools Academic Challenge

### Maitland City Council

- School Environment Festival Major Sponsor
- Maitland Food and Wine Festival
- Bitter and Twisted Beer Festival
- SteamFest
- Several smaller community groups.
  
- All The Green Guide.  
The Green Guide is a calendar sent to all Hunter Schools listing key contacts for environmental services and support.

## **Contractor Performance Overview.**

Solo Resource Recovery have been extremely supportive of HRR's activities providing logistics and equipment to support our eWaste program a total of \$114 000 has been spent on purpose built transportable 20 foot containers.

A total of 8 units now to support the program, allowing for the introduction of landfill collection bins for eWaste.

Solo remain committed to a high standard of customer service with very few complaints from the 3,055,000 collections now performed each year. HRR fields an average 110 calls per week relating to bin repairs and missed services. Only around 14% of calls are for missed collections with the majority being the result of residents having the wrong week for collection or the resident has called prior to the street being serviced. Solo responds well to requests and have met the contractual obligations.

Solo have had no loss time injuries over the past year and ongoing safety audits and staff training ensures OH&S remains top of mind.

The Company suffered a loss of collection vehicle as a result of an electrical fire, the unit was 13 years old and scheduled for replacement.

5 new IVECO collection vehicles have been introduced, all meeting the Euro 5 Heavy Vehicle Emission Standards, the new double bogey trucks have a further 20% carrying capacity reducing transfer runs to and from Gateshead.

Regular monthly meetings have been held with Solo management and I have found them to be very obliging and very supportive.

## **Other Service Providers.**

### **Mai-Wel**

Regular weekly meetings are held with the Manager responsible for eWaste processing and the HRR Company Manager.

These weekly meetings review and assess the following:-

- eWaste events
- Landfill bins
- Processing
- Recovery
- Disposal
- Costs of production

HRR recently brokered a deal whereby Mai-Wel will save 60% of their transportation costs associated with the recycling of tubes to South Australia. This resulted in a 10% gross saving to HRR in the recycling cost per kilo rate.

### **Novocastrian Recycling**

Monthly meetings are held between NR and HRR to review the LifeCycle service and changes there to.

Due to the non renewal of their major contract with a local charity the company was forced to downsize its operations with a smaller site at East Maitland.

NR has assured HRR they remain fully committed to our program and it's "business as usual".

**Finance and Administration.**

HRR can report that it has operated well within budget with a much lower loss than the expected forecast loss. Significant savings have been made across almost all line items.

The Company Manager has maintained the Companies accounts and records to the satisfaction of our Accountants and Auditors.

Working closely with the TSC the Company has produced a Final Draft of the new Service Agreement which has been supplied to the TSC members. Following the July 2010 meeting of the Board, this document is subject to future amendment.

The Contract was produced well within budget and timeframes. The Company is well positioned to deliver the new contract as required.

There were no other legal, insurance or regulatory compliance matters over the past year.

## **Community Education and Promotion.**

The Company has worked closely with our Contractor and service providers to develop programs that have resulted in some outstanding results across all services.

Community support and Media interests in our services continues to grow, one example is our Website which attracts an average of 6000 hits every week or 321,000 hits per annum. Calls to the free call 1800 number have tripled over the past year as we expand our services.

The number of visitors attending our Drop off Days has been beyond our expectations. One Lake Macquarie drop off event attracted over 600 visitors over 3 hours.

The move from LifeCycle Kerbside collections to drop off days was a smooth transition and without controversy.

Significantly more product is collected at drop off events over 5 hours compared to kerbside.

On average we collect 75% of the total weight in 5 hours than collected over 4 weeks in Cessnock, 7 weeks in Maitland and 14 weeks in Lake Macquarie.

The outcomes support the Boards decision to shift from kerbside

Media interest in our programs has been strong with good coverage across all mediums. Television and Print media have attended drop off days and media press releases have been well supported by all agencies.

## **Activities Outcomes.**

### **Kerbside Recycling Domestic Recyclables.**

**Collected:** 27804 Tonnes

**Waste:** 418

**Recycled:** 27386

An additional 1816.3 Tonnes was recycled during 2009-2010 over the previous year. 08-09 witnessed a fall of 2300 Tonnes over 07-08, the drop was largely attributed to the world economic crisis. Our Company is anticipating further recovery over the coming year.

Contamination fell by a further 35.7 Tonnes, this is largely due to enforcement on non collection of contaminated recycling bins. HRR has worked closely with Solo over the past year to ensure that the collection drivers comply with the anti-contamination policies. This involved the HRR company manager conducting 2 toolbox meetings with Solo drivers as well as monitoring non compliance reports against the number of services supplied on a monthly basis. HRR also identified a number of contaminated bins observed during drive by reviews, these locations were documented without reporting the same to the Contractor, this was to determine whether the collection drivers identified and reported the same properties. I am pleased to report that this has occurred in excess of 90% of all occasions.

Non conformance letters have been sent to over 600 homes over the past year with only 14 repeat offenders. Notifications for all repeat offenders have been issued with notification of our intent to suspend collections should non compliance continue. HRR is pleased to report that these premises have not reoffended at this time.

**The Net Environmental Benefits of all Member Councils, since 1997.**

Since 1997 HRR has recycled 281,475 Tonnes.

**Landfill Savings:** - 775,702 cubic metres.

**Green House Gas Reductions:** - equal to removing 33,718 cars off our roads permanently.

**Energy Savings:** - Equal to the annual use of 217,060 households.

**Water Savings:** - enough water to fill 84,770 backyard swimming pools.

**The Recycling of Paper & Cardboard:** - has saved 8,939,000 trees from harvest.

**Results: All Member Councils Yellow Top Bins 2009-2010**

A total of 27,386 Tonnes was sold for recycling: this is 1816.3 Tonnes more than the previous year.

**eWaste:** - Since commencement of collections, April 2009 to July 2010 a total of 175,291 kilos has been recycled, equal in weight to approximately 13,484 large televisions or 15,935 computer systems.

**2009-2010 LifeCycle:** - A total of 53.8 Tonnes of unwanted household goods including: textiles, books, tapes, batteries, mobile phones and assorted items have been recycled via kerbside and Second Hand Saturday Events.

**Increase in Recyclables yield by LGA, 2010 over 2009 report periods.**

Cessnock City Council:	230 Tonnes
Lake Macquarie City Council:	1140 Tonnes
Maitland City Council:	146 Tonnes

## **Cessnock City Council Annual Recycling Report Card**

### **Kerbside Yellow Top Bin Recycling**

July 2009 to June 2010 a total of 4131.67 Tonnes was sold for recycling. This is 230 Tonnes more than the previous year.

Since 1997, Residents of the Cessnock Local Government Area have recycled 41,792 Tonnes of packaging.

This has resulted in an outstanding environmental benefit.

**Landfill Space:** - You have helped to save 115.168 cubic metres. If we built a 1 mtr wall from the product recycled it would stretch over 115 kilometres.

**Green House Gas:** - Enough has been avoided equal to that of taking 5000 cars off our roads permanently.

**Water:** - Enough saved to fill over 12,585 backyard pools.

**Electricity:** - Enough to supply 32,230 homes with a year's supply of their total power consumption.

**eWaste:** - Recycling Drop off Events witnessed 5 collections yielding 43893 kilos of unwanted electrical goods. This is equal in weight to over 26 family sedans.

## Cessnock Tonnes

YEAR	COLLECTED	RECYCLED	WASTE
97-98	2903.52	2107.955	795.565
98-99	2952.32	2373.1	579.22
99-00	3258.42	2555.25	703.17
00-01	3408.68	2836.02	572.66
01-02	3534.07	2836.02	605.74
02-03	3533.49	3448.753	84.739
03-04	3487.268	3416.57	70.698
04-05	3705.244	3587.155	118.089
05-06	3751.63	3638.93	112.7
06-07	3795	3750	45
07-08	4284.391	4223.292	61.099
08-09	3970.74	3901.63	69.11
<b>09-10</b>	<b>4195.59</b>	<b>4131.67</b>	<b>63.92</b>

YEAR	SERVICES	ANNUAL KGS PER HOME	KGS PER FORTNIGHT
1998	15430	136.614	5.254
1999	15622	151.907	5.842
2000	15744	162.299	6.242
2001	15871	178.691	6.872
2002	16106	176.084	6.772
2003	16380	210.546	8.098
2004	16764	203.803	7.836
2005	17014	210.835	8.109
2006	17222	211.3	8.13
2007	17652	215.443	8.286
2008	18213	231.833	8.918
2009	18561	210.2	8.084
<b>2010</b>	<b>18880</b>	<b>218.84</b>	<b>8.416</b>

## **Lake Macquarie City Council Annual Recycling Report Card.**

### **Kerbside Yellow Top Bin Recycling.**

July 2009 to June 2010 a total of 17821.29 tonnes of recyclable packaging was recycled by local residents. This is 1440.29 Tonnes more than the previous year.

Since the service commenced in June 1997 you have helped to recycle 186,941 Tonnes of product.

Recycling has many environmental benefits such as:

- **Landfill Space:** - You have helped save 515,163 cubic metres. If we built a wall from 1 cubic metre blocks of recyclables it would stretch for over 515 kilometres.
- **Green House Gas:** - Enough has been avoided equal to taking 22,398 cars off our roads permanently.
- **Water:** - Enough saved equal to that used to fill 56,298 backyard pools.
- **Electricity:** - Enough saved to equal the annual consumption by 144,150 homes.
- **eWaste Drop off Events:** - Recovered and recycled 64,998 kilos of unwanted electrical items. This equals in weight to 43 family sedans.

## Lake Macquarie Tonnes

YEAR	COLLECTED	RECYCLED	WASTE
97-98	14166.11	10284.59	3881.52
98-99	14211.66	11397.75	2813.91
99-00	15982.99	12533.86	3449.13
00-01	15393.89	12807.72	2586.17
01-02	15263.89	12647.66	2616.23
02-03	16254.98	15872.99	381.99
03-04	16392.38	16058.78	333.99
04-05	17370.27	16819.89	550.38
05-06	18091.25	17506.16	585.09
06-07	18022.43	17806.16	216.27
07-08	18368.876	18107.038	261.838
08-09	16671.8	16381	290.8
<b>09-10</b>	<b>18092.68</b>	<b>1721.29</b>	<b>271.39</b>

YEAR	SERVICES	ANNUAL KGS PER HOME	KGS PER FORTNIGHT
1998	64361	159.79	6.145
1999	65239	174.7	6.719
2000	66376	188.83	7.267
2001	67372	190.104	7.311
2002	68035	185	7.15
2003	68950	899	8.854
2004	69684	230.21	8.863
2005	70332	230.451	9.198
2006	70794	239.149	9.51
2007	71331	245.716	9.45
2008	72033	251.371	9.668
2009	72714	225.28	8.66
<b>2010</b>	<b>73539</b>	<b>242.33</b>	<b>9.32</b>

## **Maitland City Council Annual Recycling Report Card.**

### **Kerbside Yellow Top Bin Recycling.**

July 2009 to June 2010 a total of 5433 Tonnes was sold for recycling. This is 146 Tonnes more than the previous year.

Since 1997 residents of the Maitland Local Government Area have recycled 52,742 Tonnes of used packaging. This has resulted in an outstanding environmental benefit such as:-

- **Landfill Space:** - You have helped save 145,371 cubic metres. If we built a wall from 1 mtr cubed blocks, the wall would stretch for over 145 kilometres.
- **Green House Gas:** - Enough has been avoided, equal to taking 6320 cars off our roads permanently.
- **Water:** - You have helped save enough that would fill 15,886 back yard swimming pools.
- **Electricity:** - Enough saved which would power 40,680 homes for an entire year.
- **eWaste Drop off Events:** - Resulted in 71,260 kilos of unwanted electrical items being recycled. This is equal in weight to 47 family sedans.

## Maitland Tonnes

YEAR	COLLECTED	RECYCLED	WASTE
97-98	3493.28	2536.12	957.16
98-99	3720.4	2983.76	736.64
99-00	3932.11	3083.56	848.55
00-01	4022.055	3346.34	675.715
01-02	4152.79	3441	711.79
02-03	4345.54	4241.15	104.39
03-04	4374.123	4284.989	89.134
04-05	4902.294	4747.444	154.85
05-06	5250.23	5093.88	156.35
06-07	5532.97	5466.57	66.4
07-08	5619.462	5539.331	80.131
08-09	5380.18	5286.4	93.78
<b>09-10</b>	<b>5515.73</b>	<b>5433</b>	<b>82.73</b>

YEAR	SERVICES	ANNUAL KGS PER HOME	KG PER FORTNIGHT
1998	17955	143.681	5.526
1999	18407	162.099	6.234
2000	18966	162.583	6.253
2001	19565	171.037	6.578
2002	19965	172.351	6.629
2003	20725	204.639	7.87
2004	21582	198.544	7.636
2005	22408	211.863	8.148
2006	22916	222.28	8.855
2007	22976	233.877	8.995
2008	24170	229.182	8.814
2009	24576	215.1	8.27
<b>2010</b>	<b>25099</b>	<b>216.46</b>	<b>8.325</b>

## **eWaste Recycling Service.**

**Total eWaste recycled for the period was: - 175,291 kilos.**

Cessnock City Council: 39,033

Lake Macquarie City Council: 64,998

Maitland City Council: 71, 260

### **Average percentage of product disposed of:**

**TV's 60%** = 105,174.6

**Computer Systems 30%** = 52,587.3

**Assorted Other 10%** = 17,529.1

The eWaste program has proven to be an overwhelming success and very much welcomed and appreciated by local residents. Our program has received National acclaim and the outstanding results are a result of the commitment to the new service by the Mai-Wel Group, Solo Resource Recovery our Member Councils as well as HRR.

Solo Resource Recovery has supplied purpose built collection units at a cost of \$114,000 which they have fully funded. Without this support I doubt whether our program would have reached its outcomes.

Mai-Wel now employs 27 staff as a direct result of this service. Most staff have some form of disability from mild to severe, yet all are gainfully employed and earn an award wage. The employees spend this money locally therefore, the benefits flow onto the local business community. In addition numerous new positions would have been created at the end use recycling facilities.

With 175,291 kilos of eWaste recycled it has equal weight representation per product as that of approximately 13,484 large televisions or 15,935 computer systems.

The success and community benefits have also been recognised by Newcastle and Port Stephens Councils who we supply an ongoing service to at a cost recovery basis. These are also well patronised.

HRR has fielded inquiries from Councils from Western Australia to New Zealand with several Victorian Councils touring Mai-Wels new facility at East Maitland.

The eWaste service is a proud achievement made possible through the Board of Directors support.