

5.06. OUTCOME OF CONSULTATION RE WASTE COLLECTION NORTH OF THE DAINTREE RIVER

REPORT AUTHOR(S) Abbey Belcher, Technical Officer Waste
GENERAL MANAGER: Paul Hoye, General Manager Operations
DEPARTMENT: Development and Environment

RECOMMENDATION

That Council resolves:-

- 1. Not to proceed with the provision of a mandatory general waste kerbside collection service to identified accessible properties between Forest Creek Road and Emmagen Creek due to an unfavourable response from ratepayers and residents in the subject area; and**
- 2. To continue to levy the Special Refuse Charge on properties in the Degarra area and subsidise use of the Ayton Transfer Station for Special Refuse Card Holders.**

EXECUTIVE SUMMARY

Consultation undertaken with ratepayers and residents on Cape Tribulation Road, between Forest Creek Road and the first section of the Bloomfield Track, has identified limited support for a mandatory general waste kerbside collection service. Notwithstanding this, ongoing issues, including increasing pressure on the Cow Bay Transfer Station and waste disposal for commercial properties in Cape Tribulation, require further investigation.

Consultation with ratepayers in Degarra included feedback requests for the preferred option between a user-pays system or an increase in the Special Refuse Charge ("SRC") for continued subsidised use of the Ayton Transfer Station ("Ayton"). Limited responses received from ratepayers in the Degarra area indicated a user-pays system as the preferred option. Notwithstanding the preference in the limited response, Council Officers are concerned that the user pays option may result in a significant increase in disposal costs at Ayton for Douglas users, an unfavourable reaction to the higher fees from ratepayers who did not respond to the feedback request and an increase in the occurrence of illegal dumping in both Cook and Douglas Local Government Areas. Cook Shire Council may also continue to seek a contribution to operational costs for Ayton as Douglas residents will still require use for depositing recyclable and landfill items. As a result, the recommendation is that Council resolves to continue to levy the SRC and subsidise use of Ayton for Special Refuse Card Holders.

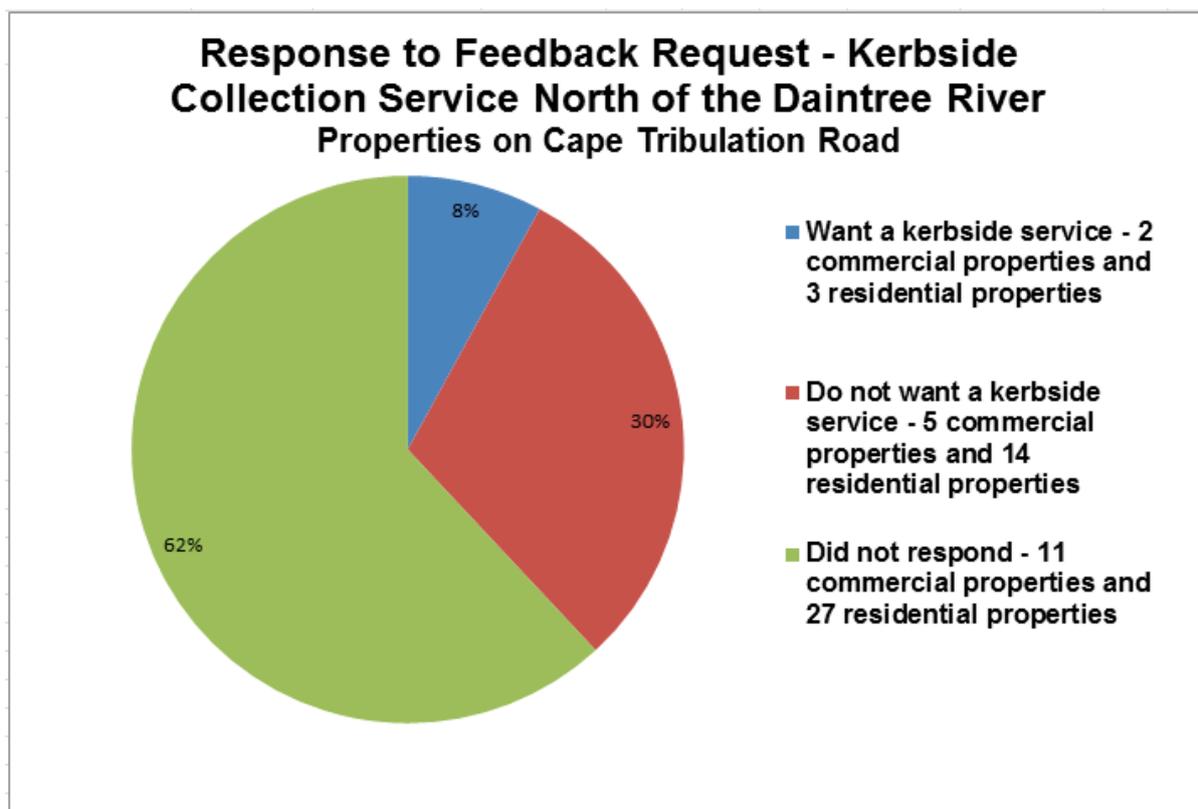
BACKGROUND

Waste Arrangements North of Forest Creek to Cape Tribulation

Council staff have undertaken consultation, by way of a mail out survey, with ratepayers and residents in the proposed collection area in accordance with the recommendations adopted in the Council Report "Waste Collection North of the Daintree River" on 16 June 2015. An example of the surveys sent is contained in Attachment 1.

Responses received from residential and commercial properties are shown below in Figure 1.

Figure 1 – Response to Feedback Request



Waste Arrangements for Douglas users of the Ayton Transfer Station

Council staff have undertaken consultation, by way of a mail out survey, with ratepayers within the Degarra area in accordance with the recommendations adopted in the Council Report “Waste Management in Degarra” on 16 June 2015. Limited feedback was received from ratepayers in the Degarra area, with only 5 responses from 24 feedback requests sent. The 5 responses indicated the Option 1 – User Pays as the preferred option. An example of the surveys sent is contained in Attachment 2.

COMMENT

Waste Arrangements North of Forest Creek to Cape Tribulation

Feedback received during consultation with ratepayers and residents on Cape Tribulation Road, between Forest Creek Road and the first section of the Bloomfield Track, identified a lack of support for the introduction of a mandatory 240L general waste kerbside collection.

Comments received on feedback forms from residential properties mostly related to impact of bins on visual amenity, likelihood of bins being knocked over by wildlife, low level of waste generation not warranting such a service and a lack of incentive to recycle. Of the seventeen (17) residential respondents on Cape Tribulation Road, thirteen (13) identified that they recycle.

Comments received on feedback forms from commercial properties mostly related to issues with limited space to present wheelie bins, waste disposal needs exceeding entitlements, waste disposal needs being less than entitlements (uneconomical service), visual amenity, bins being knocked over by wildlife, wildlife being attracted to the road causing a hazard for

traffic and a lack of incentive to recycle. Of the seven (7) commercial respondents on Cape Tribulation Road, only three (3) identified that they recycle.

Comments from two (2) commercial respondents suggested a transfer station at Cape Tribulation would assist with the increasing pressure on the Cow Bay Transfer Station. There are no current plans for an additional transfer station with ratepayers outside of the area already subsidising operations at Cow Bay Transfer Station by approximately \$226,821.77 per annum.

Comments also included a reference to the standard fixed cost of waste disposal, that businesses over the Daintree River are seasonal and require variable costs for waste disposal due to variable volumes of waste generation throughout the year. Standard fixed costs are applied throughout the Shire, including other commercial properties affected by seasonal variation, and the application of variable costs would be inequitable if applied exclusively in one locality.

Waste Arrangements for Douglas users of the Ayton Transfer Station

Council staff have undertaken consultation with ratepayers within the Degarra area in accordance with the recommendations adopted in the Council Report "Waste Management in Degarra" on 16 June 2015. Consultation included feedback requests for the preferred option between a user-pays system or an increase in the Special Refuse Charge ("SRC") for continued subsidised use of Ayton Transfer Station in the Cook Shire. Limited feedback was received from ratepayers in the Degarra area, with only five (5) responses from the 24 feedback requests sent. The five (5) responses indicated the user-pays system as the preferred option. Notwithstanding the preference in the limited response, Council Officers are concerned that the user pays option may result in a significant increase in disposal costs at Ayton for Douglas users, an unfavourable reaction to the higher fees from ratepayers who did not respond to the feedback request and an increase in the occurrence of illegal dumping in both Cook and Douglas Local Government Areas. Cook Shire Council may also seek to still recover a percentage of operational costs for Ayton as Douglas residents will still require use for depositing recyclable and landfill items. As a result, the recommendation is that council resolves to continue to levy the SRC and subsidise use of Ayton for Special Refuse Card Holders.

PROPOSAL

Waste Arrangements North of Forest Creek to Cape Tribulation

The recommendation in this report is for Council not to proceed with the provision of a mandatory 240L general waste kerbside collection service to identified accessible properties on Cape Tribulation Road, between Forest Creek Road and the first section of the Bloomfield Track, due to an unfavourable response from ratepayers and residents in the subject area. However, further investigation into options for waste disposal for commercial properties in Cape Tribulation is required to alleviate pressure on the Cow Bay Transfer Station. The future of kerbside collection for commercial services throughout the Shire will be investigated in 2016, along with methods to make waste management at the Cow Bay Transfer Station more sustainable.

Waste disposal data identifies poor recycling rates from north of the Daintree River, and consultation has identified this may be due to inconvenience and a lack of incentive to recycle. Investigation into options to increase the recycling rates over the Daintree River will also be undertaken.

Councillors are reminded that in line with previous Council resolutions, and again in the adoption of the rates and charges, that commercial properties between Forest Creek Road and Emmagen Creek will be charged a multiple of the SRC from January 1, 2016. This increase was advised in the information provided to residents visiting the Cow Bay Transfer Station and was further advised in the survey information. The increase is to help offset the costs in dealing with commercial waste delivered to the Cow Bay Transfer Station.

Waste Arrangements for Douglas users of the Ayton Transfer Station

The recommendation in this report is for Council to continue to levy the Special Refuse Charge on properties in the Degarra area and subsidise use of the Ayton Transfer Station for Special Refuse Card Holders. The SRC entitles card holders to the disposal of one (1) 240L wheelie bin of general waste, or equivalent, per week as applied throughout Douglas Shire. Users without a Special Refuse Card or requiring disposal of items outside of the entitlement will be subject to Cook Shire Council's Fees and Charges.

FINANCIAL/RESOURCE IMPLICATIONS

Waste Arrangements North of Forest Creek to Cape Tribulation

There are no additional financial implications with adoption of this recommendation as the current situation of ratepayers subsidising operations at the Cow Bay Transfer Station will continue. The costs associated with running the Cow Bay Transfer and the sustainability of current operations and transportation methods needs to be reviewed. Resource requirements remain unchanged.

Waste Arrangements for Douglas users of the Ayton Transfer Station

Changes to waste management in Cook Shire, including the introduction of a kerbside collection service and a reduction in opening hours at Ayton, have resulted in Douglas' usage proportion of Ayton becoming approximately 50%. The annual operating costs of Ayton are approximately \$23,300.00; therefore Cook Shire Council will be seeking to recover approximately \$11,650.00 from Douglas. Options for cost recovery are either directly from users in a user-pays system, fully subsidised by Council or a combination of the two.

Council currently levies 24 lots in the Degarra area the SRC of \$162.99 per annum, resulting in annual revenue of \$3,911.76. If Council resolves to continue subsidising use of Ayton for Special Refuse Card Holders, the annual subsidy would amount to approximately \$322.43 per property levied the SRC. This report recommends this arrangement continue at this stage to avoid issues identified above. Resource requirements remain unchanged.

RISK MANAGEMENT IMPLICATIONS

Waste Arrangements North of Forest Creek to Cape Tribulation

Provision of Service/Performance - Further investigation into options for waste disposal for commercial properties in Cape Tribulation is required to alleviate pressure on the Cow Bay Transfer Station and to improve waste management practices, including recycling. There is a risk that current operations are not sustainable and not able to cope with future needs of the commercial and residential population during the busy holiday periods.

Waste Arrangements for Douglas users of the Ayton Transfer Station

Maintaining the current position for users of the Ayton Transfer Station is not expected to have any risk management implications.

SUSTAINABILITY IMPLICATIONS

Waste Arrangements North of Forest Creek to Cape Tribulation

Economic: A defined entitlement under the SRC for waste disposal from 1 January 2016 will result in waste management north of the Daintree River becoming more economically sustainable. However, infrastructure at the Cow Bay Transfer Station is likely to require significant upgrades if it continues to receive the volumes of waste it is currently receives.

Environmental: Poor recycling rates have been identified from waste disposal data and on feedback forms from properties between Forest Creek Road and Emmagen Creek. Investigation into options to improve waste management practices, including recycling, waste reduction and transportation methods needs to be undertaken. The State government is currently reviewing container deposit legislation in Queensland. While this has not been explored in the report, the potential for container deposits to change recycling at remote facilities such as Cow Bay is significant and has the potential to increase waste separation and recycling rates.

Social: Further investigation into options for waste disposal for commercial properties in Cape Tribulation is required to improve waste management practices for commercial properties and to increase ease of use of the Cow Bay Transfer Station for residents.

Waste Arrangements for Douglas users of the Ayton Transfer Station

Economic: Ratepayers from outside the Degarra area will continue to subsidise the waste requirements of residents in the Degarra area.

Environmental: A lower occurrence of illegal dumping is expected in a subsidised system compared to a user pays system in the Degarra area. Recycling options will remain available to Douglas residents at the Ayton Transfer Station

Social: Degarra residents will continue to have access to a waste facility that accepts general waste and recyclable products.

CORPORATE/OPERATIONAL PLAN, POLICY REFERENCE

This report has been prepared in accordance with the following:

Douglas Shire Council's Operation Plan for 2013-2014 included an action for investigating options for waste collection north of the Daintree River:

Ref	Action
OM1	Investigate options for waste collection and disposal from domestic/commercial properties north of the Daintree River.

COUNCIL'S ROLE

Council can play a number of different roles in certain circumstances and it is important to be clear about which role is appropriate for a specific purpose or circumstance. The implementation of actions will be a collective effort and Council's involvement will vary from information only through to full responsibility for delivery.

Waste Arrangements North of Forest Creek to Cape Tribulation

The following areas outline where Council has a clear responsibility to act:

Asset-Owner Meeting the responsibilities associated with owning or being the custodian of assets such as infrastructure.

Facilitator Bringing people together to develop solutions to problems

Waste Arrangements for Douglas users of the Ayton Transfer Station

Information Provider Bringing people together to develop solutions to problems.

Part-Funder Sharing the cost of a program or activity with other organisations.

ATTACHMENTS

Attachment 1 - North of the Daintree River Waste Management Correspondence.

Attachment 2 - Degarra Waste Management Correspondence.

OUR REF: 463859

28th August 2015

Address

Dear Madam or Sir,

RE: Introduction of General Waste Kerbside Collection Service

Council has resolved to consult with owners and occupiers of eligible properties on the introduction of a kerbside collection service north of the Daintree River.

Your property has been identified as accessible for this service and Council is seeking your feedback on whether this service should be introduced.

Many properties north of the Daintree River currently utilise the Cow Bay Transfer Station upon presentation of a Special Refuse Card, which is facilitated by the levying of a Special Refuse Charge (SRC) on rates notices. The SRC on most recent rates notices was \$81.50 (approximately \$163.00 per annum).

If a general waste kerbside service was introduced, the SRC would be increased to \$174.50 per rates notice (approximately \$349.00 per annum) and be adjusted each financial year when Council sets rates and charges.

A kerbside recycling service is not available at this time. However, depending on the success or otherwise of a general waste collection service, a kerbside recycling collection will be considered in the development of the next waste collection contract. This contract will commence in late 2016. Recyclable materials will continue to be accepted free of charge at all Council Transfer Stations.

Respondents are urged to consider how kerbside waste collection may or may not be of a benefit to them.

Please indicate your preferred option for waste management on the Feedback Form provided by **4pm on Monday 21 September 2015**.

Your response will be considered by Council in determining future waste services.

Please direct any enquiries to Council's Technical Waste Officer on 40999444 or via email to enquiries@douglas.qld.gov.au.

Yours faithfully



Paul Hoyer
GENERAL MANAGER OPERATIONS

OUR REF: 463931

Address

Feedback Form - Introduction of a General Waste Kerbside Collection Service for Accessible Residential Properties

Please indicate whether you would like to receive a weekly kerbside collection by circling one of the following options:

1. I would like to receive a general waste kerbside service.
I understand that the collection would be a weekly collection of 240 litre wheelie bin/s of general waste and a Special Refuse Charge (SRC) of \$174.50 would apply on half yearly rate notices.
2. do not want a kerbside collection and will continue to utilise the Council's Transfer Stations.
I understand that a Special Refuse Charge (SRC) of \$81.50 would continue to apply on half yearly rate notices.

Please indicate whether you currently recycle by circling the statement which is most applicable to your household:

- a) Yes, I separate recyclables and take them to a Council Transfer Station;
- b) Yes, I separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I do not recycle.

If a kerbside collection service of general waste only was introduced, please indicate whether you would recycle by circling the statement which is most applicable to your household:

- a) Yes, I would separate recyclables and take them to a Council Transfer Station;
- b) Yes, I would separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I will not recycle as it will be too inconvenient.

Please return this Feedback Form to Council before **4pm on Monday 21 September, 2015** by:-

- Mailing to Council, a reply paid envelope has been included; or
- Delivering it to Douglas Shire Council's Administration Building at 64-66 Front Street, Mossman; or
- Emailing your response to enquiries@douglas.qld.gov.au with the subject heading "Kerbside collection north of the Daintree River".

Responses received will be used by Council to determine future waste services.

Thank you for completing this form.

OUR REF: 463948

26th August 2015

Address

Dear Madam or Sir,

RE: Introduction of a General Waste Kerbside Collection Service for Accessible Commercial Properties.

Council has resolved to consult with property owners on the introduction of a kerbside bin collection service north of the Daintree River.

Many commercial properties north of the Daintree River currently utilise the Cow Bay Transfer Station upon presentation of a Special Refuse Card, which is facilitated by the levying of a Special Refuse Charge (SRC) on rates notices. The SRC for recent rates notices was \$81.50 (\$163.00 per annum).

Please note that Council resolved to introduce a SRC that is based on the improvements on a property as part of the 2015/16 budget. This new methodology sets disposal limits in line with the number of SRCs applying to the property. The new charging mechanism will apply to commercial properties from January 1, 2016 regardless of whether a kerbside collection service is introduced.

If a kerbside bin service is introduced, the SRC value will be increased to \$174.50 per rates notice (\$349.00 per annum) and be adjusted each financial year when Council sets rates and charges. As explained earlier commercial properties will be levied SRCs based on improvements located on the property resulting in many properties being rated a multiple of the SRC. For your information the number of SRCs applicable to various improvements is included in the table below:

	Type of Improvement	Special Refuse Charges
1	Hotels	10
2	Cafes/Restaurants	5
3	Take Away Food Outlets	2
4	General store/shop	2
5	Caretaker/residence	1
6	Caravan Park/camping Ground	
	i) for every 5 sites or part thereof	1

7	Motel/Resort Accommodation	
	i) with facilities to enable the preparation and/or cooking of food. (Examples of these facilities, which are not necessarily exhaustive, would be a combination of two or more of a sink, hotplates, microwave oven, oven etc.)	1
	ii) Without facilities to enable the preparation and/or cooking of food - for every three units or part thereof	1
8	Holiday Cabins For every three cabins or part thereof	1

The kerbside bin service would consist of the weekly collection of 240 litre wheelie bins for general waste only. The maximum number of bins collected each week would equate to the number of SRCs that are applied to the property.

A kerbside recycling service is not available at this time. However, depending on the success or otherwise of a general waste collection service, a kerbside recycling collection will be considered in the development of the next waste collection contract. This contract will commence in late 2016. Recyclable materials will continue to be accepted free of charge at all Council's Transfer Stations.

Respondents are urged to consider how kerbside waste collection may or may not be of a benefit to them.

Please indicate your preferred option for waste management on the Feedback Form provided by **4pm on Monday 21 September 2015**. Your response will be considered by Council in determining future waste services.

Please direct any enquiries to the Council's Technical Waste Officer on 40999444 or via email to enquiries@douglas.qld.gov.au.

Yours faithfully



Paul Hoyer
GENERAL MANAGER OPERATIONS

OUR REF: 463953

Address

Feedback Form - Introduction of a General Waste Kerbside Collection Service for Accessible Commercial Properties.

Please indicate whether you would like to receive a weekly kerbside collection by circling one of the following options:

1. I would like to receive a general waste kerbside collection service.

I understand that the collection would be a weekly collection of 240 litre wheelie bin/s of general waste; a Special Refuse Charge (SRC) of \$174.50 will apply on half yearly rate notices per SRC and the number of SRC's would be based on the improvements on the property (land). The maximum number of bins collected each week would equate to the number of SRCs that are applied to the property. A list of SRCs that apply to various improvements is shown in Table 1 below.

2. I do not want a general waste kerbside collection service and will continue to utilise the Council's Transfer Stations.

I understand that from January 1, 2016, a Special Refuse Charge (SRC) of \$81.50 will apply on half yearly rate notices per SRC and the number of SRC's would be based on the improvements on the property (land). A list of SRCs that apply to various improvements is shown in Table 1 below.

Table 1 Number of Special Refuse Charges levied based on improvements

	Type of Improvement	Special Refuse Charges
1	Hotels	10
2	Cafes/Restaurants	5
3	Take Away Food Outlets	2
4	General store/shop	2
5	Caretaker/residence	1
6	Caravan Park/camping Ground	
	i) for every 5 sites or part thereof	1

7	Motel/Resort Accommodation	
	i) with facilities to enable the preparation and/or cooking of food. (Examples of these facilities, which are not necessarily exhaustive, would be a combination of two or more of a sink, hotplates, microwave oven, oven etc.)	1
	ii) Without facilities to enable the preparation and/or cooking of food - for every three units or part thereof	1
8	Holiday Cabins For every three cabins or part thereof	1

Please indicate whether you currently recycle by circling the statement which is most applicable to your business:

- a) Yes, I separate recyclables and take them to a Council Transfer Station;
- b) Yes, I separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I do not recycle.

If a kerbside collection service of general waste only was introduced, please indicate whether you would recycle by circling the statement which is most applicable to your business:

- a) Yes, I would separate recyclables and take them to a Council Transfer Station;
- b) Yes, I would separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I will not recycle as it will be too inconvenient.

Please return this Feedback Form to Council before 4pm on Monday 21 September 2015 by:-

- Mailing to Council. A reply paid envelope has been included; or
- Delivering it to Douglas Shire Council's Administration Building at 64-66 Front Street, Mossman; or
- Emailing your response to enquiries@douglas.qld.gov.au with the subject heading "Kerbside collection north of the Daintree River".

Responses received will be considered by Council in determining future changes to the services.

Thank you for completing this form.

OUR REF: 463911

26th August 2015

Address

Dear Madam or Sir,

RE: Inaccessibility for a General Waste Kerbside collection service

This letter is to advise you that your property has been identified as being currently inaccessible for a kerbside bin collection service. For your information Council is currently undertaking consultation on the introduction of a kerbside service to accessible properties in the area north of the Daintree River.

Please note that you will continue to be levied the Special Refuse Charge, currently \$81.50 on rates notices and will continue to be able use Council's Transfer Stations if a collection service is introduced.

Users of Council's Transfer Stations will be required to show a Special Refuse Card from Monday 14 September, 2015. The Special Refuse Card allows card holders to dispose of general (treatable) waste items which would normally be collected in a 240 litre wheelie bin kerbside service, such as food scraps and kitchen waste.

A Feedback Form has been attached for you to complete. The form relates to kerbside bin collection and whilst this is not currently available to you, your feedback will assist Council in determining future waste services. The form must be returned to Council by 4pm on Monday September 21, 2015.

Please direct any questions you may have to Council's Technical Waste Officer on 40999444 or email to enquiries@douglas.qld.gov.au.

Yours faithfully



Paul Hoye
GENERAL MANAGER OPERATIONS

OUR REF: 464132

Address

Feedback Form - Introduction of a General Waste Kerbside Collection Service for Inaccessible Residential Properties

Please indicate whether you would like to receive a weekly kerbside collection by circling one of the following options:

1. I would like to receive a general waste kerbside service if it became available
I understand that the collection would be a weekly collection of 240 litre wheelie bin/s of general waste and a Special Refuse Charge (SRC) of \$174.50 would apply on half yearly rate notices.

2. do not want a kerbside collection and will continue to utilise the Council's Transfer Stations.

I understand that a Special Refuse Charge (SRC) of \$81.50 would continue to apply on half yearly rate notices.

Please indicate whether you currently recycle by circling the statement which is most applicable to your household:

- a) Yes, I separate recyclables and take them to a Council Transfer Station;
- b) Yes, I separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I do not recycle.

If a kerbside collection service of general waste only was introduced, please indicate whether you would recycle by circling the statement which is most applicable to your household:

- a) Yes, I would separate recyclables and take them to a Council Transfer Station;
- b) Yes, I would separate recyclables and pool with other users to take them to a Council Transfer Station;
- c) No, I will not recycle as it will be too inconvenient.

Please return this Feedback Form to Council before **4pm on Monday 21 September, 2015** by:-

- Mailing to Council, a reply paid envelope has been included; or
- Delivering it to Douglas Shire Council's Administration Building at 64-66 Front Street, Mossman; or
- Emailing your response to enquiries@douglas.qld.gov.au with the subject heading "Kerbside collection north of the Daintree River".

Responses received will be used by Council to determine future waste services.

Thank you for completing this form.

OUR REF: 458279

20 August 2015

Address

Dear Resident,

RE: Waste Disposal at Ayton Transfer Station

This letter is to advise you that Douglas Shire Council has reviewed waste management in the Degarra area due to changes at the Ayton Transfer Station.

Cook Shire Council has resolved to reduce opening hours to one day/week, Saturday 11am-3pm, and to amend fees and charges for Douglas users based on cost recovery options.

Council is seeking feedback in determining the preferred option for affected residents; options under consideration are:

1. Users pay for waste disposal at Ayton Transfer Station in accordance with Cook Shire Council's fees and charges, and the Special Refuse Charge is no longer levied on rates notices by Douglas Shire Council. Cook Shire Council will resolve fees and charges for Douglas users once an option is chosen, however this option would result in fees charged based on usage. Based on current usage, fees would be approximately \$72.00-\$100.00 per full 240L wheelie bin, or approximately \$18.00-\$25.00 per 60L bag of waste. These fees could be reviewed and updated by Cook Shire Council at any time; or
2. The Special Refuse Charge levied on rates notices by Douglas Shire Council is increased to \$175.00 (\$350.00 per annum) and subsidised use of the Ayton Transfer Station continues. Rates are reviewed periodically by Council and this charge may be amended in the next rating period.

Special Refuse Card holders are able to continue utilising the Ayton Transfer Station until advised.

If you wish to provide feedback on these options please advise Council by one of the following methods before 4pm on Friday 4 September 2015:

- Completing the attached questionnaire and mailing to Council, a reply paid envelope has been included for your convenience; or
- Completing the attached questionnaire and delivering it to Douglas Shire Council's administration building on 64-66 Front Street, Mossman; or
- Emailing your response to enquiries@douglas.qld.gov.au with the subject heading "Waste management in Degarra".



Responses received will be considered by Council in determining future changes to the service.

Any queries can be directed to the Technical Officer for Waste on 40999444 or via email to enquiries@douglas.qld.gov.au.

Yours faithfully

A handwritten signature in blue ink, appearing to read 'P. Hoyer', is positioned above the printed name.

Paul Hoyer

GENERAL MANAGER OPERATIONS

OUR REF: 458280

Address

Questionnaire - Waste Management in Degarra

Please indicate your preferred option for waste management in Degarra:

1. Users pay for waste disposal at Ayton Transfer Station in accordance with Cook Shire Council's fees and charges, and the Special Refuse Charge is no longer levied on rates notices by Douglas Shire Council. Cook Shire Council will resolve fees and charges for Douglas users once an option is chosen, however this option would result in fees charged based on usage. Based on current usage, fees would be approximately \$72.00-\$100.00 per full 240L wheelie bin, or approximately \$18.00-\$25.00 per 60L bag of waste. These fees could be reviewed and updated by Cook Shire Council at any time; or
2. The Special Refuse Charge levied on rates notices by Douglas Shire Council is increased to \$175.00 (\$350.00 per annum) and subsidised use of the Ayton Transfer Station continues. Rates are reviewed periodically by Council and this charge may be amended in the next rating period.

Please return to Council by one of the following methods before 4pm on Friday 4 September 2015:

- Mailing to Council, a reply paid envelope has been included for your convenience; or
- Delivering it to Douglas Shire Council's administration building on 64-66 Front Street, Mossman; or
- Emailing your response to enquiries@douglas.qld.gov.au with the subject heading "Waste management in Degarra".

Responses received will be considered by Council in determining future changes to the service.

Thank you for completing this questionnaire.