



# CITY OF BALLARAT

## RESOURCE RECOVERY AND WASTE WORKSHOPS

'What was said' report

October - November 2023



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# INTRODUCTION

## PROJECT OVERVIEW

The City of Ballarat has a vision to achieve zero recoverable waste to landfill by 2040. To support this vision, the council are meeting with community and stakeholders to understand opportunities and challenges to managing residential and business waste. A series of five workshops asked key stakeholders where they think Ballarat should be focusing their efforts. The challenge centered on several key questions:



- ♦ How should we remove waste, that doesn't go into your bins, from residential dwellings?
- ♦ What opportunities are there to change the way we reuse, repair, and recycle?
- ♦ What type of waste and resource recovery services do commerce and industry want from Ballarat Council?
- ♦ How do we effectively manage waste in our public spaces?

## ABOUT THIS REPORT

This **What Was Said Report** is a summary of outputs and key ideas offered by the participants over the five workshops.

## PURPOSE OF THE WORKSHOP SERIES

Between the 16th- 20th October 2023, two-hour workshops were held in various locations around Ballarat as well as online.

- ♦ **16th Oct (morning):** Focus on litter and illegal dumping, with members of the general public.
- ♦ **16th Oct (evening):** Broad focus, with representatives from community advisory committees.
- ♦ **17th Oct (morning):** Business breakfast - industry focus, with representatives from local waste companies.
- ♦ **17th Oct (evening):** Broad focus, with members of the general public.
- ♦ **19th Oct (evening, online):** Broad focus, with members of the general public.

The workshops gave participants an opportunity to:

- ♦ Share and hear diverse voices on what is currently working and what the challenges are when it comes to waste management.
- ♦ Give feedback on what the council and community should start, stop, and continue doing.
- ♦ Brainstorm and prioritise potential actions for community, industry, and council to address waste issues.


## PARTICIPANTS

In total, **24 participants** attended. Participants included local residents, representatives of local waste companies, members of local environmental interest groups, and representatives from community advisory committees.

Each workshop was **attended by Fiona Stevenson**, Coordinator Sustainable Environment, City of Ballarat as well as between **2-5 observers from the council's sustainability and waste departments**.

The workshops were designed and facilitated by Lyndal Mackintosh and Fox Gillen from MosaicLab.

## WORKSHOP AGENDA



TIME	AGENDA
10MIN	<b>Arrival and refreshments</b>
15MIN	<b>Welcome and setting the scene</b> Welcome. Acknowledgment of Country, overview agenda and clarify purpose. A chance to connect with participants. Background information from Fiona Stevenson.
50MIN	<b>Exploration phase</b> Participants were asked questions to explore existing waste habits and challenges to reusing and recycling.
50MIN	<b>Generating ideas for waste management</b> In small groups, participants brainstormed what council and the community might start, stop, or continue doing to improve reuse/recycling/waste.
5MIN	<b>Reflections and feedback</b>
	<b>CLOSE</b>

The agenda varied slightly for each workshop.

# WORKSHOP OUTPUTS

## KEY THEMES AND IDEAS

From the participant responses provided, several key themes and ideas emerged. These have been summarised below.



### LITTER AND ILLEGAL DUMPING SESSION

Participants discussed increasing surveillance and compliance measures and imposing fines.

Promotion of empowered community involvement by encouraging the use of reporting apps like Snap Send Solve.

More direct engagement with diverse community groups to raise awareness of waste management culture and good practice.

Promotion of recycling and environmentally friendly practices, such as using recycled materials for public infrastructure and banning certain products like polystyrene.

Discussion of the possibility of a hard waste collection service.



### COMMUNITY ADVISORY SESSION

Participants discussed hard waste collection services for difficult-to-dispose-of items.

Council could encourage recycling and reuse, such as through repair cafes and donation programs.

Working with leaders from diverse and Indigenous communities, facilitating information sharing and service linkages.

*...continued overleaf*



## BUSINESS BREAKFAST

Participants highlighted the challenge of compliance with regulation and called for an approach to government policies that was in-touch with industry and with a focus on more practical waste management solutions.

Contamination of household waste: a clear emphasis on the need for education of the public and better enforcement or incentivisation of good recycling practices.

Discussion of the idea of a regional forum/group to increase communication and innovation in the sector.

Enthusiasm for solutions based in the circular economy model.



## COMMUNITY FORUM IN PERSON

Participants suggested potential solutions for difficult-to-dispose-of items, such as encouraging retailers to use paper, offering on-demand collection services, and setting up community drop-off locations for recycling programs like Terracycle. They also recommended kerbside collection for certain items and special collection days for hazardous materials like batteries and e-waste.

Participants brainstormed ideas for improving waste management and recycling, including advocating for product stewardship, promoting a circular economy, offering free waste drop days, and enhancing education about recycling. They also suggested community engagement through events like swap meets and trash and treasure sales.

This session emphasised community involvement in waste management and recycling efforts, highlighting the need for informed choices when purchasing goods, as well as better communication and transparency between the community and council.



## COMMUNITY FORUM ONLINE

Participants stressed the significance of education for consumers to make informed decisions when purchasing products, considering their recyclability and environmental impact.

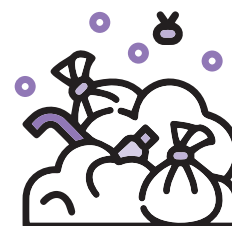
The importance of transparent and effective communication between the community and local authorities to promote various existing reuse and recycling programs.

Encouraging the growth of circular economy solutions, such as employing a Resource Marketing Officer to map recoverables and work with local businesses.

Discussion of engaging the building industry in conversation to change practices.

# PARTICIPANT RESPONSES

The participant responses from all five sessions are provided below.



## LITTER AND ILLEGAL DUMPING SESSION

a. In small mixed groups, participants were asked to look at one of three scenarios and record their responses to three questions.

RESPONSE	SCENARIO	WHAT WOULD IT LOOK LIKE IF IT WAS MANAGED WELL? DESCRIBE WHAT YOU WILL SEE	WHAT MIGHT BALLARAT CITY COUNCIL DO?	WHAT MIGHT BALLARAT COMMUNITY DO?
1	Waterways and reserves	No litter, clean water, waterbirds, native vegetation around it. Recycled picnic bench with solar panel for light and recharge point.	Fine builders! Big!!! Raise surveillance and compliance expectations.	More actively report litter breaches. Community groups take "ownership" of a site. Community newsletters and photos - shaming.
2	Waterways and reserves	No waste in waterways. More native veg. Awesome stormwater pits/traps.	Ban polystyrene.	[No response]
3	Illegal dumping	No litter in public places.	Offer hard rubbish collection. Open a second-hand shop. Reward (financial) for contributions?	Community members educated to contact local newspaper reporter (dedicated Environment Reporter) with photos, quotes, suggested article. Community vigilante group! (just kidding).
4	Illegal dumping	Would not exist. No waste in bushed areas. Management plan in place. Organisation coordinated approach.	Increase fines, big fines. Cameras. Implement elements of "nudge theory". Educate community to use the Snap Send Solve app.	Community to use the app. Educate the community.
5	Public place litter bins	Clean bin, not overflowing, can't shove it in the side only in the bin.	Phone number on the bin or a QR code to app to report overflowing bin. Review capacity and frequency - how often does it happen? Do they need to pick up more often? After an event? Does it happen all the time?	Inform the council if bin is overflowing. Take own rubbish home instead of shoving more in public bins.

**b.** In small mixed groups, participants were asked to move around to three stations, brainstorming what they think **the council** should start, stop and continue doing about public waste. Their suggestions are displayed below.



## START

Liaise with other organisations (Vic Rail, Parks Vic etc.) to coordinate response to dumped litter.

Litter and dumped rubbish management plan.

Promote Snap Send Solve app - poster.

Cost of disposal at transfer station - reduced - free.

Expand what can be received at transfer station and have recycle/reuse first, waste last.

Database to track litter ID - "dumping data".

Prioritise the top 5 and have an education and behaviour change campaign.

Database for dumping: Record type, who, etc.

History - what needs to be done?

Offer kerbside hard rubbish collection on demand (i.e. person books a date for collection).

Make info on which organisation manages which land publicly accessible.

Work with developers/building industry to contain builder rubbish at source.

Education: target schools

Education: multicultural communities or gatherings, who may have a different sense of cultural responsibilities, views and expectations. Education may be necessary.

"Nudge theory": exploring creative designs to sites to influence behaviours.

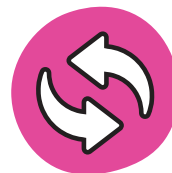


## STOP

Stop the delay in clearing illegal dumping - promotes more dumping if it's visible.

Stop producing products out of plastic - use recycled products, e.g. for bins.

Stop allowing known polluters to do it - enforcement! (= this entry a Council employee contribution).



## CONTINUE

Build more litter traps in drains, tributaries and Yarrowee River (and stormwater).

Promote wider use of Snap Send Solve app - public education campaign √√√

Continue removing reported rubbish ASAP.

Coordinate - write a management plan - working group made up of COB, Parks, Vic Roads, Vic Rail, DEECA, regional role, etc.

In council meetings make a public record of actions regularly.

The awesome work your street team do every day.

Free transfer station vouchers to volunteer groups on Clean Up Australia Day.

Work with other land managers/owners to achieve an overall approach (this entry a Council employee contribution).







a. Participants were asked four questions on the theme of 'managing waste around the home'.

**What items around your home are difficult to dispose of?**

Fridge, bedding, computers and electronics, old clothesline/ Hills Hoist.

**Any ideas on the best way to remove or dispose of them?**

On-demand pick-up service for aged, disability, new migrant arrivals, people without support networks/systems.

**What are some ways you reuse and recycle?**

Reusing large containers/bottles

Ballarat Tool Library does metal collection/takes donations of tools.

Transport is an issue that comes up regularly in the Koori Engagement Action Group.

**What are some ways to improve the way we reuse and recycle?**

Encourage better communication with peak Aboriginal organisations. Advertising services available and connecting users with these services, making them culturally safe to use if they are non-indigenous services.

**b.** Participants were asked to brainstorm what they think **the council** should start, stop and continue doing about public waste. Their suggestions are displayed below.



**START**

Support community cleanup days.

Support a creative output - "What have you made from your recyclables".

Recyclable opportunity or minerals - gold and copper (existing company in US) and work with prisoners.

Shine a light on NFP's and look at partnerships that support social enterprise.

Information sessions on specific topics - use different mediums - TikTok.

Understanding the impact of hard waste.

Council to connect with providers to see what might work - concern it will ruin repair cafes, Ballarat Tool Library.

NFP to pick up dumped rubbish and deposit. This may not be fair for people without transport.

Neighbourhood clean-up days - held regularly.

Celebrate what people make/build from recyclables.

Sharing information, make sure it is clear - word of mouth.

Work with the leaders from the communities to give the message - cultural safety.

Connect to Neighbourhood Houses - guest speakers and guest listeners.

Going to the grass roots

Option to manage medical waste - best practice.

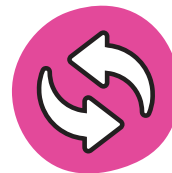
On-demand service supports to groups that need it - who needs it? Work with service providers.



**STOP**

Stop sitting back, being a bystander.

Stop presuming that we know the community and that the community knows.



**CONTINUE**

Ballarat Tool Shop recycle tools, minerals and repair.

Collecting rubbish from public spaces.

Where you get tokens, bin schedule.





a. Participants included a range of **waste, recycling** and **repurposing businesses** based locally or service the City of Ballarat. They were asked what their **biggest challenges** are in supporting the management of waste.

### Group 1

1. Waiting for EPA  
Cops for waste to energy.  
Landfill licenses.  
Product licenses - Bio Gas!
2. Levy \$129.27 ex GST per ton of landfill waste.  
All money from that doesn't go to a better waste system.
3. Ballarat landfill – Smythdale.  
System on Mandalay – Quinton.  
Cleanaway - on waste management no vision on customers or pricing - no relationship.

### Group 2

- Contamination - percentage of recycle co-mingle is contaminated.
- Household collection needs to be collected weekly - general waste.
- Selective allocation of different bins.
- Batteries, e-cigarettes lead to fires and subsequent dumping of waste.
- State government policies – recycling.
- Unrealistic expectations/targets set.
- Tax and levies on waste have encouraged illegal disposal of waste.
- Reduce - recycle cost.
- EPA Guidelines need to be reviewed - education.
- Councils to enforce or provide warning to residents that contaminate a load.

During the above session one of the facilitators captured some notes based on large group discussion points:

- ♦ Contamination of waste types. The public needs more education on materials, for example batteries, e-cigarettes and nappies are dangerous/hazardous and the whole truckload will need to be managed.
- ♦ Council should help/enforce people to understand how to use kerbside bins.
- ♦ State government push down on local council rules and regulations without knowing the situation on the ground.
- ♦ Government wants to dictate how private industry works in ways that aren't practical.
- ♦ No support/infrastructure for implementation.
- ♦ EPA levy on general waste doesn't go back into the waste economy.

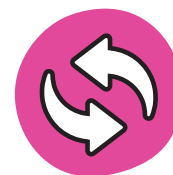
b. Participants were asked in small mixed groups to brainstorm what **the council** could start, stop, continue doing about resource recovery and waste management. Their suggestions are displayed below.



**START**



**STOP**



**CONTINUE**

### GROUP 1

Align Sustainability Victoria  
-DEECA/industry. Group with  
council objectives.

Regional workshop forum.

Regional waste workshop/  
group business forum.

Preferred use of recyclables  
instead of new products.

Illegal waste receipt/dumping.

Promoting recyclable products  
to community.

Encourage/incentivise good  
recycling behaviours - vouchers,  
new car.

Education/facility tours.

Use of recyclable products

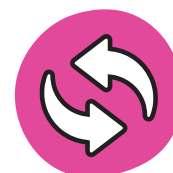
Education.



**START**



**STOP**



**CONTINUE**

### GROUP 2

Education:

1. How doing the new right  
thing benefits long term.
2. Ownership of recycling waste.
3. Batteries - FIRE!!!

Opt-in FOGO.

Buy-back programs.

Innovating:

- Offer different skips.
- Offer more products that can  
be recycled.
- Incentive to bring in better  
sanitised waste.

Contamination:

1. Cleaner non-contaminated  
waste.
2. Specification use of natural  
resources.

"RULES".

Education.

Free waste drop.

Free green waste days.

Other ways to dispose of  
dangerous goods.

Talking with DEECA/Council/  
private sector.

c. Participants were grouped with others from their organisation and asked **‘What advice would you give to Ballarat City Council?’**

GROUP	
1	<p>Recycled products first.</p> <p>Introduce a ‘recycled product first’ policy where a recovered material is used in lieu of a virgin material, e.g. maintenance activities, parks and gardens, construction.</p>
2	<p>Focus on what is working and what you do well.</p> <p>Tread warily in recycling.</p> <p>The last “20%” of waste.</p>
3	<p>Education on the cost of waste disposal and different waste types.</p>
4	<p>Education before roll-out: residential, business, council, planning.</p> <p>Circular economy.</p>
5	<p>A thorough approach to your final decision.</p> <p>Vision.</p>





a. Participants were placed in mixed groups and asked four questions on the theme of **'Managing waste around the home'**.

GROUP	WHAT ITEMS AROUND YOUR HOME ARE DIFFICULT TO DISPOSE OF?	ANY IDEAS ON THE BEST WAY TO REMOVE OR DISPOSE OF THEM?	WHAT ARE SOME WAYS YOU RESUSE AND RECYCLE?	WHAT ARE SOME WAYS TO IMPROVE THE WAY WE REUSE AND RECYCLE?
1	Glassware (bottles, jars), polystyrene, soft plastics (in plastic bags), broken plates and cups.	Ban polystyrene.	Council deposit location for recycle programs like Terracycle, etc.	Support food recycling with businesses, i.e. cafes.
	Materials that aren't rags (doona covers, bras, synthetic clothes), toothpaste, make-up, food waste (chicken bones, etc.), kids toys.	Soft plastics - kerbside but refuse/avoid to start with.	Compost vegies/ fruit.	
	Terracotta, metal objects, mixed materials in one product.	Collect and crush.		
2	Soft plastics (bread bags), fruit, veggies, etc.	Encourage retailers to use paper.	Compost and worm farm.	"Let's talk rubbish" group - they have a recycling list that could be added to the council website.
	Batteries.	Encourage the current system of green bins to all householders.	Take stuff to op shop.	Once a year battery kerbside collection and e-waste.

...continued overleaf

GROUP	WHAT ITEMS AROUND YOUR HOME ARE DIFFICULT TO DISPOSE OF?	ANY IDEAS ON THE BEST WAY TO REMOVE OR DISPOSE OF THEM?	WHAT ARE SOME WAYS YOU RESUSE AND RECYCLE?	WHAT ARE SOME WAYS TO IMPROVE THE WAY WE REUSE AND RECYCLE?
2	Toothpaste tubes, cosmetic containers.	High temperature digester to kill weeds and make compost for sale or give away.	Recycle at OfficeWorks and Chemists.	Kerbside collection of big household stuff (hard rubbish) on demand.
	Chemical containers.		Education campaign: "Think before you buy and throw".	Promote op-shops and social media apps for swapping stuff.
	Green waste (weed seeds not compostable).			Op-shop at transfer station appropriately staffed.
3	Plastic bottle tops.	Education - Lids 4 Kids program not well known.	Repair café.	Education!!!!!!!
	Soft plastic.	New recycling program.	Art/craft programs.	Better separation for more recycling options.
	Clothing and material (not suitable for resale).	Make manufacturers responsible.	Offer for free to community.	More onus on manufacturers - legislation.
	Broken glass.	Extend to a local program for recycling.	Fully separate waste, e.g. pull screws out of toaster for reuse.	Hard rubbish.
	Electrical goods.	Better co-mingle separation?	Tool library.	Food waste with garden?
	Hard plastic.	Better quality.		

**b.** Participants were placed in mixed groups and asked to brainstorm what they think **the council** should start, stop and continue doing about public waste. Their suggestions are displayed below.



**START**

Listening!!! To community.

Improve recycling of eWaste.

Improve recycling of EVERYTHING.

Hard waste collection.

Continue to consult community as things change.

Recycle all plastics.

Collate all local groups and see where council can take pressure off volunteers.

Be more transparent where things go.

Promote community organisations.

More admin support to enable community organisations.

Environment section on council website with waste, biodiversity, energy-saving etc. And link and inform community organisations.

Big tip shop.

Either lockers or individual small pigeonholes for small household recyclables e.g. milk bottle caps, batteries etc. Collect bi-annually.

CCTV in the bush for dumpers.

Recycle bin audit - door knock to provide education.

Micro-factories!!

Supply storage shed where the public can buy thrown-out building materials.



**STOP**

Impose large fees on builders using skip bins to dispose of good timber and other products.

Stop demolition of buildings with excavators that ruin steel, timber and other materials that could be REUSED.

Stop assuming community knows about recycling.

Relying on community groups/businesses to do the recycling.



**CONTINUE**

Recycling improvements.

Picking up rubbish/dumping.

Drink/water fountains in the streets.

Transfer station - enlarge and promote.

Continue expanding the transfer station BUT pick a more accessible/user-friendly location.

Reduce cost of the transfer station for the resident.

Engage the community to recycle - give locations to do this better.

Support Trash and Treasure and Swap Meet (recycle/revise products).



c. Participants were placed in groups and asked to brainstorm what they think **the community** should start, stop and continue doing about public waste. Their suggestions are displayed below.



### START

Inform of change to recycling.

Be more active and take responsibility.

More aware when purchasing goods of the end-of-life.

Knowledge at purchase.

Repair - support local services.

Report dumping.

Toy hospital.



### STOP

Skip bins business to provide many 'sort' bins rather than one big bin.



### CONTINUE

Group involvement: Repair Café, Food is Free, Tool Library.

Picking up rubbish/dumping.





a. As a group, participants were asked four questions on the theme of **'Managing waste around the home'**.

**WHAT ITEMS  
AROUND YOUR  
HOME ARE  
DIFFICULT TO  
DISPOSE OF?**

Energy and time required to recycle stuff.

Have to go to the multiple sites and the services can change/ no longer exist

Decluttering and items you can't sell (they still have a useful life) such as old bed frames.

e-waste.

Metal objects from the garage/house.

Damaged/worn clothes.

Old electronic goods fridge, microwaves, dishwashers.

Polystyrene.

Glass.

Paint.

Chemicals.

Solvents.

**ANY IDEAS ON  
THE BEST WAY  
TO REMOVE  
THESE ITEMS?**

Ballarat's own solution to hard waste.

Search metal Ballarat - more turn up on Facebook.

Ballarat scrap metal and recyclers- on Facebook.

Ring up a service to take away certain goods – metals.

Sustainability Victoria - drop off on Saturday mornings - detox your home.

*...continued overleaf*

## WHAT ARE SOME WAYS YOU REUSE AND RECYCLE?

Don't bring it in my home in the first place (refuse)

Disassembling and rehoming materials - retrofit the mattress - metal can be used in gardening, mattress material for animal beds.

The Scrap Yard – Castlemaine.

Repair Café.

Break things apart and put in different streams.

Hard rubbish nature strip shopping.

Tip shop.

Buy, swap, sell online.

## WHAT ARE SOME WAYS TO IMPROVE THE WAYS WE REUSE AND RECYCLE?

80% taken from one thing - problem solve it.

Container deposit scheme is located in shopping centres.

Keep website and social media up to date with recycling services.

Use social media and the Ballarat Council website.

Advocacy for product stewardship - cost included up front in the manufacturing of the product to support recycling.

Ownership sits with the council for the removal, where is the responsibility for the manufacturer.

Prices are interesting in the transfer station and not sure if it is a disincentive.

A site that encourages reuse and recycle in the one place and then the hard rubbish as an option after the recycling has occurred.

We need a multi-pronged response to hard waste.

A specific Ballarat solution - bring together some good minds and look at what that solution looks like - do this with a design sprint or a creative approach.

Cut through the challenge of 'it takes time to recycle products properly' - behaviour change.

Services are available however it comes at a cost. For example. clothes recycling.

b. Participants were asked as a group to brainstorm what they think **the council** should start, stop and continue doing about public waste. Their suggestions are displayed below.



**START**

MRF - Materials Recovery Facilities.

Advocate the building industry to really tighten their sustainability practices (or they are outed).

Beer and BBQ with building industry to try and make change - have the conversation.

Talk to the building and housing industry to reduce waste (waffle pods).

Offer 'tours' of the landfill

Share what rubbish goes into the landfill and demonstrating what shouldn't be going in - this is Ballarat owned. Share the impact of commercial and industrial waste.

Actually know what is specifically going into the landfill by who - collect data to then change what is going on - no idea how to do this - but could be very useful information.

People bring in garden waste and in return they get a trailer of compost.

All businesses use 4 bin system - not sure how is financed?!

Start supporting local businesses to manage their waste within a circular economy model.

Tip Shop.

Repurpose it Ballarat.

Resource Marketing Officer - someone who maps, collects data and works in business/industry to create markets of 'waste' items or recycled objects.

A lot more public education about what goes in the recycling.



**STOP**

Stop saying it is too hard - we have to start tackling the hard stuff.

Slashing roadside without collecting rubbish first.



**CONTINUE**

Green waste is a great idea.

The awesome job they already do.

Targeted behaviour change/education program to reduce contamination.

Bringing in four streams.

c. Participants were also asked as a group to brainstorm what they think **the community** should start, stop and continue doing about waste. Their suggestions are displayed below.



### START

Recycling properly.

Community are informed to make better choices i.e. building a house.

Community need to see what is actually happening in a landfill - it needs to be seen and what people are putting into landfill.

Practice the 6Rs focusing on refusing first.

Buying consciously - Is this packaging recyclable?



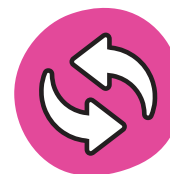
### STOP

Stop saying it is too hard - we have to start tackling the hard stuff.

Dumping rubbish in the bush.

Wish-cycling - throw it in and you just wish you have recycled it correctly. It creates an issue with contamination.

Stop saying that you don't know how to recycle.



### CONTINUE

Builders/tradies re-using materials in renovations/constructions.

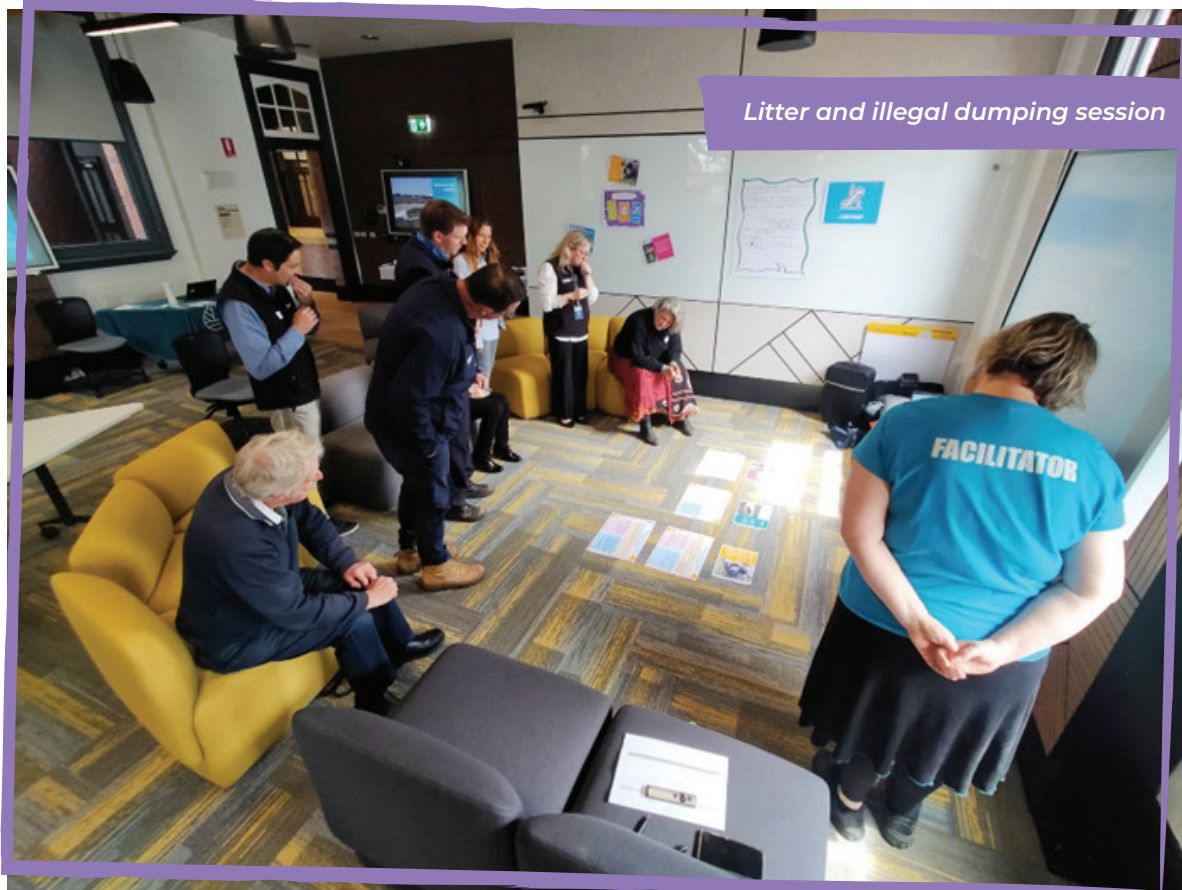
Examples of planning the waste and how you manage the waste.

Use social media to pick up stuff that another person doesn't want - like a buy, swap and sell.

d. Participants were asked **'What are some of the ways the City of Ballarat could support behaviour change?** Their responses are below.

- ♦ Changeology, Nudge, Switch, latest theories.
- ♦ Dumped rubbish - work with the worst offenders, caught and penalised.
- ♦ Find out what the problem is, where the contamination is happening, who is doing it. Then do targeted campaigns to change those behaviours.
- ♦ Focus on the top 5 things and keep it simple - a 12 month look.
- ♦ If food waste is 40% of waste to landfill - hold workshops, discussions on it and share the benefit.
- ♦ Multi-pronged approach.
- ♦ Set up cameras or surveillance for dumping rubbish.
- ♦ There are some really innovative agencies, consultancies, Universities who are in this space, have the research to inform on how we can do this - someone at Monash University.
- ♦ Using behaviour change models to go for the lowest hanging fruit first, then moving on to other, more challenging changes.
- ♦ Work within the problem - to find the solution - challenge assumptions.
- ♦ Working with dumped soil is an issue as it contains biological seeds - do a focus group with offenders.
- ♦ Working with other councils to combine resources and approaches.





*Litter and illegal dumping session*



*Business breakfast*



## I LIKE, I WISH, I WONDER...

At the end of some of the sessions, participants were offered the three prompts 'I like, I wish, I wonder' and given a few minutes to record their individual reflections. Participant responses from across sessions are recorded below.



### *I LIKE...*

The interest shown to help prevent illegal dumping etc.

That we were asked what the council could do. Thank you.

Everyone participated. Visual actions. Clear communication.

Feeling that I'm making a contribution on behalf of myself and others to solving this problem.

That so many are thinking about the problems.

Everyone is keen to improve all aspects.

Hearing other people's ideas and interests (great community groups represented).

The opportunity to be heard.

The chance to speak with like-minded people.

The positive response from council reps.

Meeting like-minded people and Ballarat City Council staff.

Dumping a whole heap of ideas and thoughts.



### *I WISH...*

Some things can be initiated to prevent littering etc.

More people here to have this conversation -parks, DEECA, more community groups, etc.

We could develop one actual action.

More time to explore and chat about the 'start' ideas.

That the community would consider the planet more without threats.

All aspects could be improved.

There were more people here.

A little more individual consult.

Everything could happen.

The council and community could find the best way forward and achieve the 2024 objective.

That it went a bit longer.

That this happened 10 years ago but 'now' is a good time.



### *I WONDER...*

When this issue will finally be solved.

If all Ballarat community groups could personally be invited.

If these ideas will progress into a new waste and recycling management strategy.

If we will ever witness seeing our goals reached.

If they ever will.

How widely the workshops have been promoted.

What will come out of this.

If council will have the resources to do what's needed to reduce Ballarat's waste worries.

If this will happen!

If we as a population could manage our waste to a minimum and continue to minimise!

How Council will plan and implement the ideas.

If they will reach out for continued community input and buy-in.

# NEXT STEPS

The **What Was Said Report** will be shared with Ballarat City Council and the participants. The Council is meeting in December 2023 to determine next steps and will feed this back to all participants.





**PLEASE NOTE:** This report has been prepared by MosaicLab on behalf of and for the exclusive use of Ballarat City Council. The sole purpose of this report is to provide the Council with materials produced at the workshops between 16-19 October 2023.

This report has been prepared in accordance with the scope of services set out by the Ballarat City Council. In preparing this report, MosaicLab has relied upon the information provided by the participants in the workshops.

The Council can choose to share and distribute this report as they see fit. MosaicLab accepts no liability or responsibility whatsoever for or in respect of any use of or reliance upon this report by any third party.

*MosaicLab is a Victorian-based consultancy that specialises in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching.*



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