

SUNSHINE COAST CITIZENS' PANEL

WASTE – LARGE BULKY ITEMS

What was said report

12 November 2025

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Together with Council, we will learn, deliberate and advise, to make sure community perspectives are heard on key issues.

- Sunshine Coast Citizens' Panel Overall Purpose

EXECUTIVE SUMMARY

In 2023, Sunshine Coast Council (the Council) introduced the Sunshine Coast Resource Recovery Strategy. It is a long-term plan to improve how Council handles waste across the region. The strategy focuses on reducing landfill, protecting the environment and building a smarter, more sustainable system for everyone. The strategy also meets Council's legal responsibilities under the Queensland Waste Reduction and Recycling Act 2011, aligns with both state and national policies and supports Council's vision as: **"Australia's most sustainable region – Connected. Liveable. Thriving."**

Council is considering whether to introduce a new service to help residents dispose of large, unwanted household items. No decision has yet been made. It's a tricky balance between making life easier for the community, keeping costs fair, and staying true to our commitment to sustainability.

On 12 November 2025, 43 members of the Citizens' Panel explored the question:

What's a fair and environmentally responsible way for our region to manage bulky household waste?

INSIGHTS FROM THE BACKGROUND INFORMATION

Prior to the session, participants received a background document of information to support their understanding of topic. From this, a presentation from Council and a moderated Q&A with council staff, the Panel captured the following insights on their understanding of the topic:



Practicality and fairness of vouchers

how vouchers work, who could use them, and whether they genuinely improve disposal, recycling and fairness.



Access, equity and ease of disposing of bulky waste

how accessible disposal options are for people without transport, renters or those with limited mobility, and possible alternative or additional services.



Environmental impacts and the broader waste system

how waste is treated overall, including landfill use, waste-to-energy possibilities, impacts on local wildlife and the effectiveness of current practices.



Clearer information and expanded service options

clarity around existing services, what is free to dispose and possible future waste services.

OPTION PREFERENCES

The final results were: (n=43)

The Panel explored four options presented by Council. However during the Q&A it became apparent the Panel were thinking creatively beyond the predetermined options so the online tool was modified to include a 5th option – Something else.

Status Quo - no change	19 Participants (44%)
Something else?	17 Participants (40%)
Annual Bulky Items Kerbside Collection Service	5 Participants (12%)
On Demand Skip Bags Collection Service	1 Participant (2%)
Tip Vouchers (alternative to collection service)	1 Participant (2%)

Participants also provided a response to the question: “Why did you make this choice?”. Full data appears in the subsequent pages.

RESPONDING TO THE REMIT

To conclude the session, panel members were invited to reflect on what they had learned and heard and provide comments on what else the community might need to know on this issue into the future. Themes that emerged from the comments received include:

Was there something you heard/ learnt tonight that influenced your thinking?

- ♦ Hearing others lived experiences broadened participants’ understanding of **different community needs**.
- ♦ Information about **illegal dumping and service effectiveness** had an influence.
- ♦ There is **complexity and diversity of household circumstances** shaping waste management needs.
- ♦ Reducing waste relies on **behaviour change and responsible disposal**, not just new services.

What else would community need to know on this issue (that might support any future Council communications)

- ♦ Clearer **education about waste rules and illegal dumping**, including what can be dumped for free, what cannot, and evidence about what does and doesn’t reduce dumping.
- ♦ Better **awareness and information on recycling and resource recovery**, such as energy-from-waste initiatives, what’s recyclable, and how the system operates.
- ♦ **Guidance on reducing waste**, including suggestions for tool libraries, maintenance tips and shifting away from “take-make-dispose habits”.

The Panel are to be commended for the curiosity and openness to differing perspectives to broaden their understanding and the respect to challenging bias. Overall, consistent themes were the need for **clear, practical information**, recognition that bulky waste is a **complex issue shaped by diverse household needs**, a desire for **fair and responsible approaches** that balance user-pays models with targeted support for those who cannot manage bulky waste themselves, and the importance of **reducing, reusing and repairing** before disposal.

Enjoy reading the full report below.

INTRODUCTION

BACKGROUND

The Sunshine Coast continues to grow, and with that growth comes increasing pressure on how the region manages its waste. The Sunshine Coast Council's (the Council) long-term approach is guided by the *Sunshine Coast Resource Recovery Strategy*, introduced in 2023. This strategy focuses on reducing landfill, protecting the environment and building a smarter, more sustainable waste system. It also aligns with state and national policy requirements, including the *Queensland Waste Reduction and Recycling Act 2011*, and supports Council's vision of being "Australia's most sustainable region – Connected. Liveable. Thriving."



Waste services already operate at a large scale across the region. In 2024–25 year, more than **14 million kerbside bin collections** were completed, and local facilities received **338,720 tonnes of material**, with **119,659 tonnes** recycled or reused. Residents also made more than **588,000 visits** to waste facilities. At the same time, over **219,000 tonnes** of waste went to landfill.

Council provides **several free disposal options** for specific materials at its resource recovery centres, including white goods, scrap metal, electronic waste, engine oil and certain household chemicals. Most residents live within **20 minutes** of a facility, and clear fee structures apply for items not accepted free of charge. These fees are also influenced by the Queensland waste levy, which increases annually and is designed to reduce landfill and encourage better recycling practices.

Council is considering whether to introduce a new service to help residents dispose of large, unwanted household items. It's a tricky balance between making life easier for the community, keeping costs fair, and staying true to our commitment to sustainability. To date no decision has been made.

On 12 November, 43 members of the Citizens' Panel met to learn, understand, discuss and provide their preference to four provided options or to suggest other ideas, as well as providing insights and responses to:

What's a fair and environmentally responsible way for our region to manage bulky household waste?

This report summarises the process of the session, capturing participants' insights, questions, reflections, and advice to inform Council's decision-making on large bulky items.

SESSION PURPOSE

The purpose of the session was to give the Citizens' Panel an opportunity to provide input on whether Council should introduce a new service to help residents dispose of large, unwanted household items. The session aimed to:

- ♦ Gain a deeper understanding of Council's waste management, including large bulky item collection
- ♦ Panel to select their preferred option or suggest other ideas
- ♦ Provide advice to support the community's understanding of bulky item collection or disposal if/when approved by Council

The insights gathered through this process will be provided to a Council briefing, and where appropriate, considered in future budgets and future planning processes, ensuring decisions reflect community preferences and expectations.



ATTENDANCE

A total of 43 panel members attended the session.

A number of Councillors and Council staff, including representatives from the Waste & Resource Management team, also attended as subject matter experts and observers.

Facilitation was provided by Melinda Jacobsen, Naomi Oosting and Keith Greaves from MosaicLab, who guided discussions and ensured all participants had the opportunity to contribute.

SESSION AGENDA



TIME	AGENDA
6:00PM	Welcome and getting started Acknowledgement of country, purpose of the session, agenda, introductions, reconnecting, checking working agreements.
6:20PM	Introduction to Waste Topic Council staff delivered a presentation and introduced the topic and the task for the panel (remit)
	Deep dive into the material The Panel were invited to review and discuss the background information and generate questions for clarity which were answered by council staff in a Q&A.
6:40PM	Break
7:30PM	Responding to the Options The Panel discussed all they'd heard and learnt across two rounds of conversation with fellow Panel members. Then they individually selected their preferred option and giving a rationale for their choice.
7:50PM	Responding to the remit question The Panel were invited to consider and discuss the remit and provide further insights to Council on what else the community might need to know on the topic.
8:20PM	Final reminders, next steps and closing remarks
8:40PM	Close



RESULTS

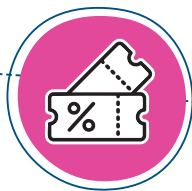
DEEP DIVE INTO THE MATERIAL

To build a shared understanding of the topic, panel members worked in small groups to review and discuss the background information on Council's waste, specifically its large bulky item system. Each group captured what stood out to them and the themes emerging are:



Green waste and organics management

- interest in how green waste and food waste are handled, including fees, reuse and opportunities for more sustainable approaches.



Practicality and fairness of vouchers

- how vouchers work, who could use them, and whether they genuinely improve disposal, recycling and fairness.



Access, equity and ease of disposing of bulky waste

- concerns about how accessible disposal options are for people without transport, renters or those with limited mobility, and suggested alternative or additional services.



Environmental impacts and the broader waste system

- how waste is treated overall, including landfill use, waste-to-energy possibilities, impacts on local wildlife and the effectiveness of current practices.



Desire for clearer information and expanded service options

- clarity around existing services, what is free to dispose, future waste services and other bioenergy initiatives.

Participant comments are reproduced verbatim below with the number of likes that each comment received from the group.

COMMENT	LIKES
It was great to hear the facts regarding council waste pick up/ vouchers DOES NOT reduce illegal Dumping and DOESN'T improve recycling/ reusing	5
Who is watching when the neighbours add stuff to my bag	3
We sort things into multiple bins, how strict is the disposal, is it all to one pit?	3
Which items are free now to take to the tip? Are fridges pain, oil etc free to dump?	3
Look at ways to turn our waste into energy e.g. China.	2
Why has SC made decision to take all bulky items to landfill	1
Vouchers don't help if you can't get to the tip or if you are renting	1
We don't see a lot of value in Kerbside collection, especially considering it increases illegal dumping and looks terrible.	1

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COMMENT

LIKES

Why can't taking out wastage be free to the tip?

1

We would prefer 2 free dump trips a year to dump bulky items and also if we had up to 2 roadside pickups paid by whoever needs it but at a certain time of the year to minimise the time it's on the foot path and to minimise the cost so they can make it cheaper to grab it all at once

1

Kids go through bins and collect cans for 10cents. Is that OK?

1

Is anything done about the ibis population? If you have ever been to the races there are thousands of them at Caloundra dump.

1

Has there been any recorded incidences of injuries sustained from curb side dumping

1

People are more emotional about waste and rights than I could have imagined!

Metal pickup

Why not consider a User Pays Service this would create Business Opportunity as well as resolving a community need

I don't see how kerb side pickup increases illegal dumping

Based on the facts presented, financially the council would be

Can we just stay status quo and use some money to educate on the services that are already available especially to seniors. Like charity pick up etc

We have 3 bins, is a fourth coming?

Can council consider providing information on existing services available and/or provide services for those in need (Disadvantaged, aging, those with disabilities) with bulk item removal

I think we need an opportunity to discuss and put forward our own proposals re bulky waste to council.... rather than just debating the 3 options given and then deciding the status quo is easiest.

If you buy something large at recycling shop, there is no way to get it home. If you had a service (charge) you could make money and people may buy the larger items.

Can we look at other solutions like adding signage to the highway "don't destroy what you've come to enjoy"

Want to know more about bio project in Caloundra and why can't it extend to other recycling tips and expand on it more?

Compost bin?

What happen with food waste as well, that a big problem too?

Why haven't you mentioned green waste? I'd like tip vouchers for green waste. Considering you mulch it and sell it back to us.

Why are we charged for green waste when it is then mulched and sold on?

Why are dumps charging fee for organic green materials

Is it plausible to utilise green waste taken in at dump sites, as compost and mulch for local residences or community gardens

Does council reuse green waste for compost and mulch

Can you clarify if the mulch is sold from waste centres?

How are the vouchers allocated? Are they transferable?

How are vouchers provided different to just visiting and dumping free or paying as required as is currently the process?

If vouchers are issued, does that not help waste get disposed of more correctly such as sorting and recycling?

Why did the "advantages/disadvantages" not include easy solutions on voucher counterfeiting or excluding renters?

QUESTIONS FOR CLARITY

Panel members had the opportunity to ask questions of Council during the session. Facilitators moderated a Q&A with Council Staff.

The following section lists all questions verbatim, together with the number of likes each received. Questions that could not be answered on the night, due to time restrictions, appear in the second box below. Themes emerging from the questions were:



Access and equity for different household types

– how renters, people in units, older residents and people with disabilities would access bulky waste services fairly.



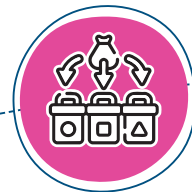
Costs, charging methods and revenue transparency

– clarity on how fees are calculated, whether materials generate revenue, how commercial and residential users differ, and how illegal dumping currently impacts Council's budget.



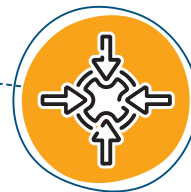
Service demand, usage and purpose

– how many residents require bulky waste disposal, how often it is needed, and whether a change is necessary if current arrangements appear to work.



Sorting, compliance and kerbside behaviours

– clarity on how waste is sorted, if fines apply, how kerbside items are handled, and what rules apply to scavenging or collecting items.



Environmental infrastructure and system impacts

– contributions from neighbouring regions, and what happens to people and businesses currently operating informal or small-scale collection services.

Questions answered:

COMMENT	LIKES
Is it even possible to fit bulky waste items on the kerb in the newly developed areas? There is no space.	10
Can we means/ability test a service for those in need rather than provide additional services for those who have the ability to get their waste to a centre?	8
Does Council generate any revenue from recycling/on-selling?	6
How much does illegal dumping cost council currently?	4
If we keep status quo could council provide a service for disabled and pensioners to remove bulky items?	4
What % of residents use the drop off service off large items at the tip?	3

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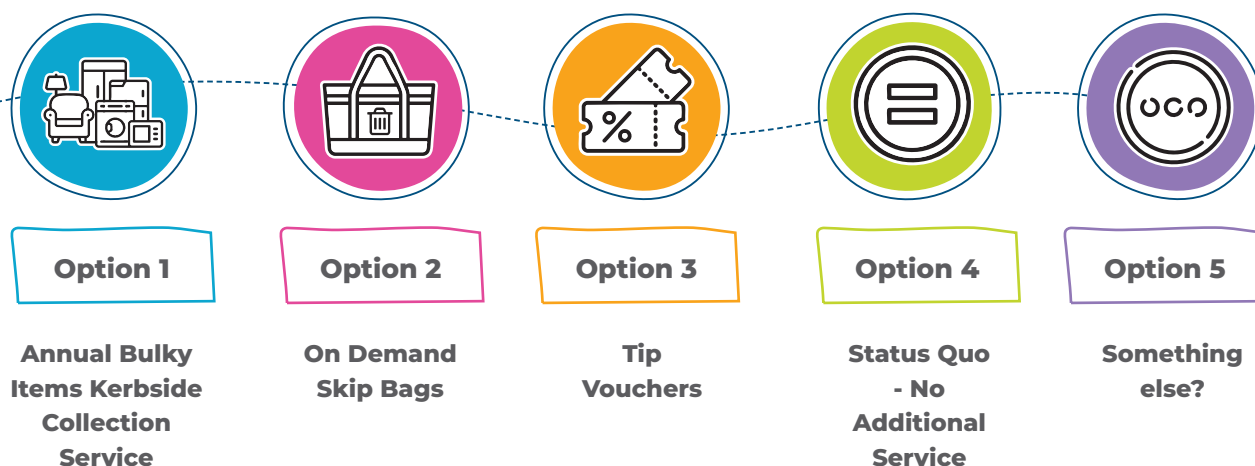
COMMENT	LIKES
How do you get rid of mattresses?	3
Do commercial waste drop offs get charged/counted differently to residential?	1
What is the actual issue?	1
What happens with people that is rental? It is not every year that they could disposal their things	1
Can you explain the cost in the @ per rate column	0
Is there a breakdown of business versus residential using the services?	0

Questions that were unanswered on the night due to time restrictions.

COMMENT	LIKES
If you don't sort things out into bins, who does the sorting?	3
Why do we want to change things, if it's already working?	2
How many people actually have a need for the disposal of large bulky items? And how frequent?	2
How do you determine what is small, medium and large as you can get charged a mix. You should weigh vehicle going in and out and then charge.	1
Is it legal for people to go around and help themselves to other people's kerbside rubbish?	1
What contribution to the Nambour material plant does Noosa provide if any?	1
What is going to happen with the people that collect items or remove disposal as a service?	0
What would the impact of increasing fines for dumping be? Can any additional revenue be used to increase surveillance and signage?	0
When your weekly rubbish is picked up, if someone leaves something next to the bin, is it picked up?	0
Why was the recycling/waste facility in Nambour demolished?	0
Do you fine people for not sorting their rubbish? Melbourne used to have people looking in bins and leaving messages on bin if you have not sorted correctly.	0

RESPONDING TO THE OPTIONS

The Panel explored four options presented by Council. During the Q&A it became apparent the Panel were thinking creatively beyond the predetermined options so the online tool was modified to include a 5th option – Something else.



Before selecting their preferred option, participants had two rounds of conversations with each other to share and discuss what they had learnt and heard and what was important to them. This activity helped them expand and challenge their thinking.

Then, individually, participants used an online tool to select their preferred option and provide a response to why they chose that option. Below provides the final tallies for each option and provided 'rationale' for the choice verbatim.

Option 1

ANNUAL BULKY ITEMS KERBSIDE COLLECTION SERVICE



Five (5) participants (12%) selected this option and provided a response to: “Why did you make this choice?”, as listed in the table below.

Have used this in Brisbane and it was a wonderful service

Bulky items I don't have access to move

Because I've experienced it and despite drawbacks it was effective. And though I've learnt more about the drawbacks tonight there has not been a better suggestion to my mind. It concludes renters as well as owners and apartment dwellers have pavements too.

This would be the best option for those who are vulnerable and unable to transport the items themselves. If it was a user pays process it would remove the need for overall rate increases.

Even though you can take a lot of stuff to the dump, it's often a very long wait to get into the dump which is off putting. Not everyone has access to a Ute or trailer either. Also if only a small portion of us use it, that's ok.

Option 2

ON DEMAND SKIP BAGS



One (1) participant (2%) selected this option and provided a response to: “Why did you make this choice?”, as listed in the table below.

I definitely think that having on demand skip bags collection services would help with transportation and helping to make these easier as it anytime and all year long.

Option 3

TIP VOUCHERS



One (1) participant (2%) selected this option and provided a response to: “Why did you make this choice?”, as listed in the table below.

Kerbside collection does not help solve the problem with waste. It does not reduce landfill. Vouchers still allow people to dispose correctly but they need to think smartly if they want to get rid of something.

Option 4

STATUS QUO – NO ADDITIONAL SERVICE



19 participants (44%) selected this option and provided a response to: “Why did you make this choice?”. The table below lists verbatim the comments which have been lighted themed as follows:

- ♦ **Cost and fairness** – new services would unfairly increase rates or costs for people who do not use them, preferring user-pays systems instead.
- ♦ **Low perceived need for a new service** – large bulky item waste is not a major issue for most households and that current disposal options meet community needs.
- ♦ **Environmental and neighbourhood impacts** – kerbside or skip services could create mess, encourage unnecessary consumption, reduce reuse, or negatively affect the appearance of the Coast.
- ♦ **Education and existing alternatives** – improve awareness of current services, charity pick-up services rather than introducing costly new systems.

I don't believe removal of bulky items is a serious issue for most residence. I think we can save the money on these initiatives and focus on day-to-day issues - littering, education on recycling, encouragement of positive behaviours.

Right now the data seems to be bias to maintaining the status quo, I don't support this option but would like to see more clear and independent data to make a choice. No option seems ideal for EVERYONE, so perhaps a combined choice would be the way forward

Because of cost of living, increasing fees unnecessarily is not a positive, also, not everyone uses the tip frequently, those that do should be paying, it will save space and traffic congestion on the streets that are already crowded.

I prefer a user pays system, you use the tip you pay for it, I think no pick-up service encourages people to give their old goods to other that might be able to use, and the downsides of kerbside pickup FAR outweigh the positives,

Kerbside collections are great in some areas (cyclone season up north) and I have used green waste vouchers before, not bulky waste, but my living circumstances have changed and if I need to go to the tip, I would borrow or hire a trailer.

Other options are messy, low buy in for the cost to others, low utilisation due to high and medium density housing being unable to access or utilise, 30% of homes on the Sunshine Coast aren't owner/occupier so even more losses there

I don't believe it is suitable for the areas due kerb space especially in new areas, as well as the risk of it being messy for weeks through weather events and an eye sore for tourists.

Not enough pros for the other options to justify changing anything. Some cons are unfairly imposing on some, eg financially, for the benefit of non-paying users.

Rate payers should not need to pay for extra services when every household has differing needs and most can take care of their own waste

No one answer fits all there should be more in education on how to ring Op shops & pickups asking delivery drivers of new products to take away the old. How to sell on market place take away the fear of scammers, diverse community and aged care could help

The way waste is been done is working

Sunny Coast is beautiful and don't want rubbish left out.

I don't believe any of the options (voucher, kerb pick up, skip bin) are cost effective. I don't want rates to go up and would prefer people pay per use to get rid of their own bulky waste.

I think with education on services already available there's not a high enough demand for this .

If it isn't broken, don't fix it.

People now dispose of their bulk rubbish as the system stands. I break up my major things with an angle grinder and a pair of big bolt cutters and angle grinder dispose of all pieces (approx 6 to 12 inches long) in my wheelie bin

I cant see these options as environmentally friendly, nor are they keeping the rates lower. keeping things as they are hopefully make people think harder about reusing or repurposing objects. I did Like the idea about metal collection only.

If studies show there is no decrease in illegal dumping i would prefer that there is no change to the disposal of bulky items. That way not everyone is charged for a service not used by everyone especially if the other options don't increase repurposing.

Status quo but educate seniors what services are available to remove bulky items like charity pick up and man with a van etc. The cost is too high for a service that just encourages consuming more things.



17 participants (40%) selected this option and provided a response to: "Why did you make this choice?". The table below lists verbatim the comments which have been lighted themed as follows:

♦ Education, awareness and behaviour change

- stronger community education on repair, reuse, responsible disposal, available charity services and campaigns to reduce illegal dumping and build better waste habits.

♦ **Targeted support for people in need** – a bulky-item assistance system for only pensioners, people with disabilities or low-income households, that ensures those who genuinely need support can access it without raising costs for everyone.

♦ **User-pays approaches with fairer charging** – a pay-per-use model, including weigh-in/weigh-out systems, optional paid pick-ups or metal-only services, rather than universal services funded through rates.

♦ **Innovation and smarter system design** – explore new or modified approaches such as dedicated metal collection events, delivery and pick-up services by recycling shops, improved recycling legislation and more sustainable alternatives to traditional kerbside models.

I don't want to pay for everyone else's rubbish removal. Instead, I would like the Council to do a free kerbside pickup for steel only. If they do this, it will offset the cost of the pickup I would think because they would get cash for the steel

We shouldn't waste money on kerb side collection. Bulky items can be a user pays system. Instead of status quo, I want SC to provide info/info sessions on dealing with/recycling bulky items and to offer subsidy for vulnerable people and renters.

I believe a range of options should be made available to cater for varying scenarios/categories that residents fall into, e.g. a pensioner or those on benefits can qualify for kerbside collection, but others are eligible for skip bags

Reducing waste means changing habits. Educate kids and adults, reward composting, and run strong campaigns. Communities should report illegal dumping with proof so offenders face fines or service. Together, we build a culture that protects our environment

No to kerbside pickup, vouchers or skips but offer a paid service for a pickup. I think recycling shops/sites should have trucks that can pick up and also deliver any purchases from shop. Revenue. Keep streets clear and beautiful. Fine identified dumpers.

User pays, not a council service. Plenty of people will collect and take to tip.

I would like a bulky item waste collection service available to pensioners and disabled who may be physically and financially incapable of managing their waste. I believe this creates greater equity and security in our community. If not, status quo.

Collection service for the elderly/Low income (means tested eg Tax return) Handicapped or disabled. All other people Status Quo. Dump reform eg. Weigh in/weigh out and pay per KG not just a guessing game. Investing more on programmes like Caloundra.

An annual metal service at a location would be nice and having it there for a week anything that isn't taken is put into shops if usable and anything unusable goes to the tip

Advertise the current collection services available for those that need, provide education on maintenance of white goods, furniture etc to reduce waste, and educate on waste management; how to recycle bulky items, ideas for re-use etc.

Providing the kerbside collection service that isn't accessible to multiple dwelling residents.

Kerbside pickup misses multi-unit homes and leaves waste on verges. It's sad how unaware people are—Council should promote better sorting and disposal for a smarter, sustainable community. In Australia we have a very poor level of responsibility for our waste

Currently this works as is. There's definitely a need but for far too few people who are in specific circumstances (elderly, pensioners, public housing, etc). It wouldn't be equitable for others to have to pay. There are other problems to solve RE waste.

Essentially a user pays system - at the tip. However, with the option to request an on-demand skip bag pick-up for those community members that struggle to secure transport. This service should be offered at a reduced rate to those in need.

From the stats provided it seems the percentage of people that would use either kerbside pickup, vouchers or skips is not enough to justify the expense of providing a service for a minority of ratepayers, however that is not so good for some ratepayers

I would have picked Status Quo, but I believe there should be some education for those who need it. Information about charities who will come and help, or those people who will charge. I've never heard of either before.

Do things differently/smarter than other councils. Weigh vehicles in and out and then charge tip fees rather than on a guess. Come down hard on illegal dumpers, make legislation- so pickup businesses collecting big items can recycle at op shop.

RESPONDING TO THE REMIT QUESTION

To conclude the session, panel members were invited to reflect on what they had heard and learned, the options they'd selected and the remit -

What's a fair and environmentally responsible way for our region to manage bulky household waste?

In new groups, participants shared what influenced their earlier choices and developed one or two key points. In small groups, they discussed and captured responses to two prompts. The tables below include all comments reproduced verbatim. Themes that emerged from the comments are also provided above each table.

WAS THERE SOMETHING YOU HEARD/LEARNT TONIGHT THAT INFLUENCED YOUR THINKING?

- ♦ Hearing others' lived experiences broadened participants' understanding of **different community needs**.
- ♦ Information about **illegal dumping and service effectiveness** had an influence.
- ♦ There is **complexity and diversity of household circumstances** shaping waste management needs.
- ♦ Reducing waste relies on **behaviour change and responsible disposal**, not just new services.

Council pickups and help with waste management
DOES NOT reduce illegal dumping

If someone can afford to buy an item, then they can
afford to dispose of it properly

Information magnet with rates bill

People have lots of opinions with very little
understanding.

Hearing from people who DO have a need for kerb
side pickup

It's a very complex issue and not easy to make
decisions like this one.

State & Fed Gov need to control the im....

Adapting to our opinions

I was going to vote for kerbside pickup but it was
the panel getting heated and frustrated before
our break that 'broke the deadlock' for me and we
received some other options. So many great 'other'
ideas of doing things.

Because it doesn't affect me it doesn't mean that it is
not a problem that exist for others

Others have experience of finding a lot of useable
material at a kerbside collection - sufficient to
furnish a flat including great TV.

Yes, the evidence does not support a reduction in
illegal dumping with kerbside pickup or vouchers
and that there are services out there for those in
need to get free support for waste removal.

Our main issue should be to attempt to reuse/reduce/
recycle and tip should be the final option.

Annual kerbside pickup could be user pays

% fairly low of who uses it so focus more on other
services

No kerb side access for apartment buildings

WHAT ELSE WOULD COMMUNITY NEED TO KNOW ON THIS ISSUE (THAT MIGHT SUPPORT ANY FUTURE COUNCIL COMMUNICATIONS)

- ♦ Clearer **education about waste rules and illegal dumping**, including what can be dumped for free, what cannot, and evidence about what does and doesn't reduce dumping.
- ♦ Better **awareness and information on recycling and resource recovery**, such as energy-from-waste initiatives, what's recyclable, and how the system operates.
- ♦ **Guidance on reducing waste**, including suggestions for tool libraries, maintenance tips and shifting away from "take-make-dispose habits".

Campaign on what you can, cannot dump, charities that may pick up things.

Caloundra turns the waste into energy back to the grid- We did not know that

Recycle items on leaflet or fridge magnet with rates bill

We need more education about how to reduce waste

The community needs a better understanding/ education of how waste is managed/ processed. Make information on waste/the tip more readily available so residents know what they can/can't do

Educate about tool libraries, so people don't need to own everything to use it

We need to do things differently

Educate the public better on the items they can dump for free

More information in the mail concerning what is recyclable

Most things are already FREE to dump

How a council operates...

How can we stop people leave things on the road that could be a potential hazard for cars?

The era of take-make-dispose is OVER ... when are people going to start to realise that disposal of waste costs!

Provide contact details for services to do it for free in each postcode area

Reduce items going to landfill

Tool libraries and libraries of all things renting / leasing items etc

Lots of opinions but not enough knowledge so more education of waste should be considered monitory.

More education on maintenance of items

The community needs to be educated on the research behind illegal dumping and that these services do not minimise it.

What things aren't free to dump



NEXT STEPS

The insights and advice captured through this session will be compiled and provided to Council officers to inform internal discussions and a Council briefing on the issue of Waste – Large Bulky Items.

This report records the views and sentiment expressed by panel members and is intended to support Council's ongoing consideration of community perspectives in its decision-making.

Council provided an undertaking to the Panel to report back in future and share how their comments and insights informed their decisions.

PLEASE NOTE: This report has been prepared by MosaicLab on behalf of and for the exclusive use of Sunshine Coast Council (SCC). The sole purpose of this report is to provide SCC with materials produced at the session on 12 October 2025.

This report has been prepared in accordance with the scope of services set out by the SCC. In preparing this report, MosaicLab has relied upon the information provided by the panellists present during the session. A customised ChatGPT tool has also been used to help MosaicLab theme and summarise participant feedback and comments. The final report has been reviewed to ensure it is true and accurate to the responses captured in the session. SCC 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 consultancy specialising in community and stakeholder engagement, facilitation, negotiation, strategic planning and coaching. We acknowledge the Traditional Custodians of the lands on which we live, work and play and pay our respects to elders past and present.



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