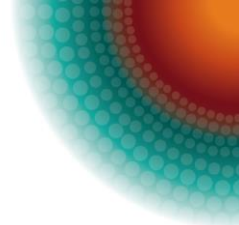




# DATSIP Waste Reduction and Recycling Plan: 2017–2020

November 2017



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# 1 Introduction

The *Queensland Waste Reduction and Recycling Act 2011* (the Act) requires each State entity to prepare, adopt and implement a waste reduction and recycling plan. Each plan will contribute to the achievement of the 10-year state-wide targets set in the *Queensland Waste Avoidance and Resource Productivity Strategy: 2014-2024* (the Strategy).

The Department of Aboriginal and Torres Strait Islander Partnerships' (DATSIP) Waste Reduction and Recycling Plan sets the department's direction for waste management for the period over the next three years with a long term objective of maximising its contribution towards targets set in the State's Strategy.

The Plan outlines the actions we will take over the next three years to contribute to meeting the state-wide targets by 2024. Those actions will be directed towards recycling unnecessary waste, innovatively managing unavoidable waste, and ultimately to achieving a cleaner, healthier environment and better use of our finite resources.

## 1.1 Purpose

The purpose of the Plan is to assist the department to:

- improve waste management practices and reduce unnecessary waste
- foster greater efficiencies and operational cost savings
- meet growing community and government expectations of more sustainable approaches to the delivery of goods and services
- meet legislative, regulatory and policy requirements
- provide the opportunity for improved business outcomes such as greater productivity and lower costs that can accrue from reducing waste.

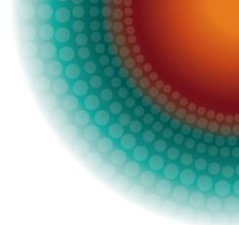
The plan will assist the department in meeting growing community and government expectations of more sustainable approaches to the delivery of goods and services and the opportunity for improved business outcomes such as greater productivity and lower costs that can accrue from reducing waste.

# 2 Overview of the organisation

The Department of Aboriginal and Torres Strait Islander Partnerships' vision is for Aboriginal and Torres Strait Islander people to participate fully in Queensland's vibrant economic, social and cultural life.

The department delivers its services through two service areas: economic participation and community participation.

**Economic participation** aims to increase the economic participation of Aboriginal people and Torres Strait Islander people in the Queensland economy by delivering policies, programs and services that result in Aboriginal people and Torres Strait Islander people entering and actively participating in the workforce and having more opportunities to secure businesses, to own land and to own their homes. This includes brokering employment opportunities in various industry sectors; assisting aspiring Aboriginal and Torres Strait Islander home owners to move towards home ownership; improving business opportunities; and transferring identified state-owned lands and national parks to formal Aboriginal ownership.



**Community participation** aims to improve the community participation of Aboriginal people and Torres Strait Islander people by delivering policies, programs and services that result in connected, safe and caring communities and communities that value Aboriginal and Torres Strait Islander cultures and heritage. This includes whole-of-government leadership in addressing disparity in the areas of justice, health, education, employment and housing outcomes between Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander Queenslanders; administering cultural heritage legislation; and supporting non-government organisations to deliver programs that strengthen communities.

These services are supported by the corporate services business area which provides the department with a range of services including: human resources; corporate governance; executive services and communications services.

The department has seven regions that deliver services promoting economic and community participation outcomes for all Aboriginal and Torres Strait Islander Queenslanders.

### 3 What wastes are generated by DATSIP activities

DATSIP employs over 300 staff who work from 16 sites/locations across the state. These include: Aurukun, Brisbane City, Caboolture, Cairns, Charleville, Cooktown, Ipswich, Mackay, Mount Isa, Pinalba, Rockhampton, Thursday Island, Toowoomba, Townsville, Weipa and Woodridge. Over 50 per cent of DATSIP staff work in Brisbane CBD.

#### 3.1 Office vs non-office based activities

For the purpose of waste management, DATSIP activities have been divided into two broad categories: office-based and non-office-based activities.

The rationale behind this distinction is the underlying assumption that, in general, office-based functions will generate a generic waste stream irrespective of the geographical location or the specific role performed. For example, a policy officer in Thursday Island is likely to produce the same types of office waste projects as a project officer in Charleville.

On the other hand, our non-office based activities, such as land clearing in preparation for house building, are unique in nature and therefore generate distinctive waste streams.

#### 3.2 Waste generated from office-based activities

The majority of the department's staff perform office-based functions. At the time of the release of this Plan, the total quantity and exact composition of office waste is unknown. Gaining an understanding of this waste profile has been identified as a priority.

Preliminary investigations into the sources of office-based waste indicate that it is very likely to be consistent with the profile of waste generated in a typical office environment, as represented in Figure 1.

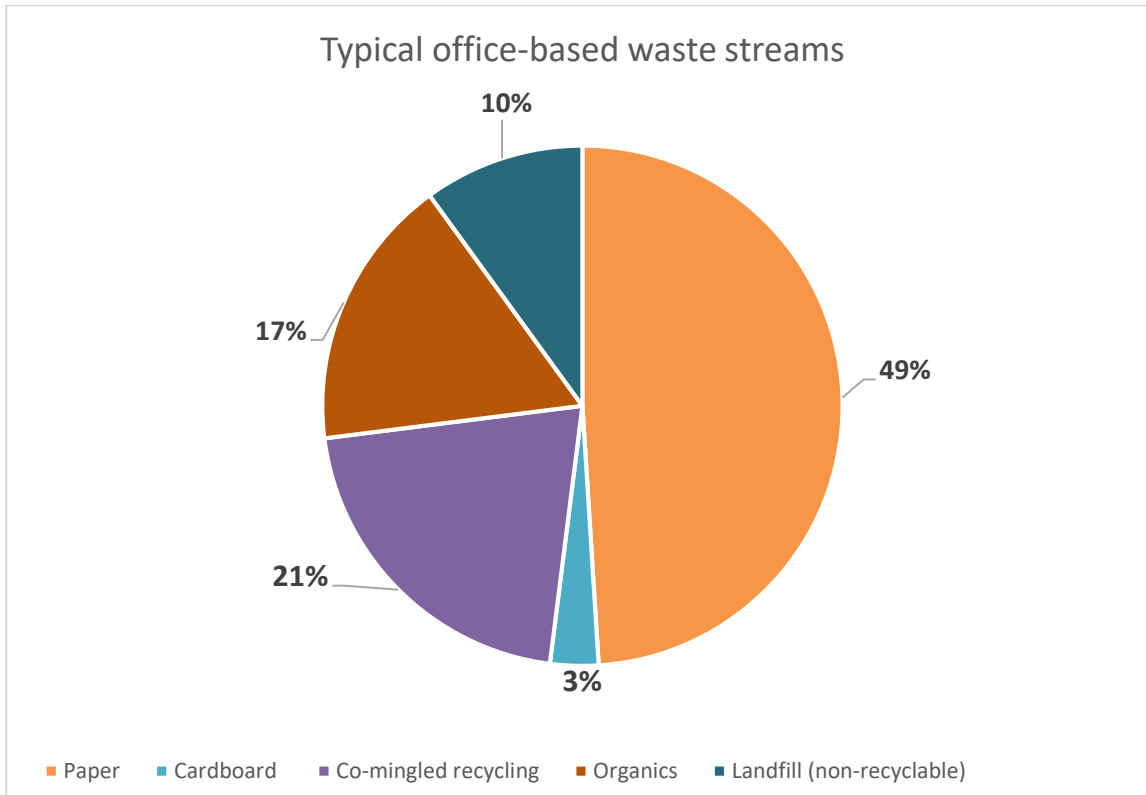


Figure 1: Components of a typical office-based waste stream<sup>1</sup>

### 3.3 Waste generated from non-office based activities

The non-office based activities performed by DATSIP include capital projects in remote Aboriginal and Torres Strait Islander communities related to house construction. These projects are managed through contracted engineering services. Within the contract terms, there is a requirement for the successful contractor to manage the waste removal and disposal in accordance with local council procedures or requirements.

## 4 Waste management achievements to date

The department’s Central Office staff, comprising of over 50 per cent total DATSIP staff, relocated to number 1 William Street on 21 November 2016, an environment that encourages staff to minimise paper use, reduce printing requirements, rationalise stored material and improve information

<sup>1</sup> Source: Public Sector Environmental Management: Reducing the environmental impacts of public sector operations. Better Practice Guide, (April 2012) Australian National Audit Office, p72.

management. Staff in 1 William Street (1WS) have access to a portable tablet (Microsoft Surface Pros) with the ability to access meeting papers instead of printing. The printers in 1WS only print once a staff member scans a printing access card, a technology termed as ‘follow-you printing’, reducing waste from uncollected print jobs.

For DATSIP regional office locations across the state, the department has implemented a project to deliver more efficient and productive print, scan, copy and fax services. The Print and Image as a Service Project implemented in collaboration with Ricoh Australia included the roll out of multifunctional devices (MFDs) and multifunctional printers (MFPs) and the removal of old devices. The new services implemented a ‘follow you’ printing service similar to the provisions at 1WS. The follow you printing technology has:

- made it easier for teams to share print resources by allowing them to send their print jobs to a single ‘follow you’ print queue and then collect printing from any networked MFD or MFP
- helped reduce the cost of printing and copying by reducing waste
- provided a clear picture of the cost of printing
- provided greater security for important and sensitive documents.

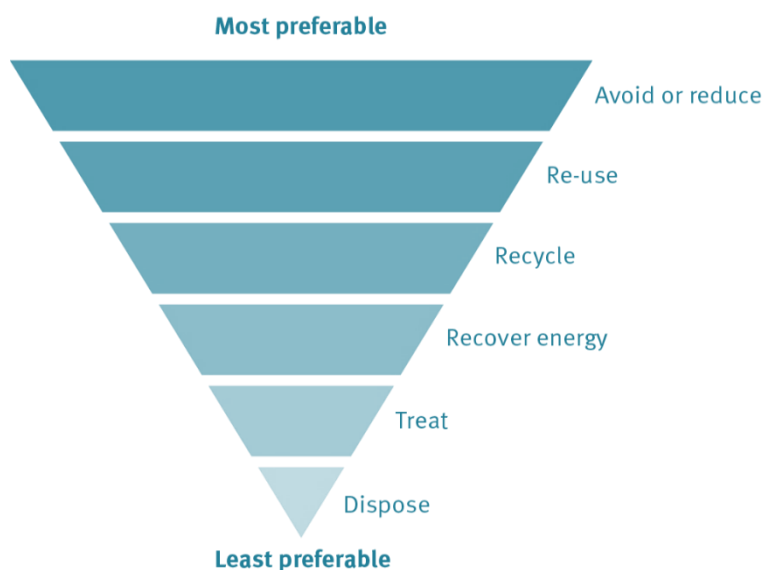
## 5 DATSIP’s approach to waste management

In line with the objectives of the *Waste Reduction and Recycling Act 2011* (the Act), DATSIP is committed to avoiding unnecessary consumption and waste generation – where possible and appropriate, adopting innovative resource recovery approaches and managing all products and materials as valuable and finite resources.

Our approach to waste management is informed by principles stated in the Act and reflected in the lead agency’s plan, the Department of Environment and Heritage Protection *EHP Waste Reduction and Recycling Plan 2015-2018*.

### 5.1 The waste management hierarchy

The waste and resource management hierarchy (Figure 2 below) sets the order of preference for options to manage waste—from avoiding, to re-using, recovering, treating and disposing of waste.



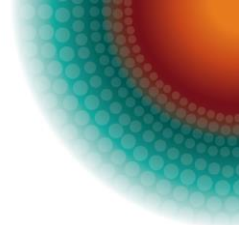
**Figure 2: The waste and resource management hierarchy<sup>2</sup>**

The waste management hierarchy is a tool to help decision-makers prioritise waste management activities. Where avoidance is not possible, options should be investigated for the reuse, and then recycling of waste materials. As the next available option, waste could be used as a source of energy. Disposal of waste should be the last resort.

The table below details how DATSIP will use the waste and resource management hierarchy (Figure 2) in managing its waste.

Management option	Definition	Examples of activities that could be applied by staff across the department
Avoid	Avoid unnecessary resource consumption	Avoid the generation of paper waste by encouraging the increased use of digital mobile technologies to enable access to information in electronic formats and the use of electronic copies (not hardcopies) in relation to documentation.
Reduce	Reduce waste generation and disposal	Ensure all printers are set to double-sided printing as a default.

<sup>2</sup> Source: Public Sector Environmental Management: Reducing the environmental impacts of public sector operations. Better Practice Guide, (April 2012) Australian National Audit Office, p75.



Management option	Definition	Examples of activities that could be applied by staff across the department
Reduce <i>(continued)</i>	Reduce waste generation and disposal	<p>Buy in bulk to reduce volume of paper and plastic packaging.</p> <p>Reduce the requirement (where appropriate) for hardcopy filing of departmental records through the use of an electronic document and records management system (EDRMS).</p> <p>Staff moving to 1WS to utilise the 'follow-me-print' solution to reduce uncollected print jobs.</p>
Reuse	Reuse waste resources without further manufacturing	Review policies on the disposal of obsolete ICT (or other) equipment with a focus on identifying alternative uses or users.
Recycle	Turning waste resources into similar or different products	Increase staff awareness in order to maximise recycling and avoid contamination of recycling bins.
Disposal	Dispose of waste only if there is no viable alternative	Ensure that our waste will only be disposed of at landfill facilities that are operated in accordance with prescribed legislation.

## 5.2 Resource management principles

The following principles will guide the decisions we make in the management of our waste.

Principle	Definition	Examples of activities that could be included in action plans
The polluter pays principle	All costs associated with the management of waste should be borne by the persons who generated the waste. The costs associated with the management of waste may include the costs of minimising the amount of waste generated, containing, treating and disposing of waste, and rectifying environmental harm caused by waste.	Educating staff on the full implications of inappropriate waste activities – e.g. once a co-mingled recycling bin is contaminated, the contents of the whole bin will go to landfill. This has an environmental cost as well as an added financial cost to the organisation.



Principle	Definition	Examples of activities that could be included in action plans
The proximity principle	Waste and recovered resources should be managed as close to the source of generation as possible.	Reviewing waste management arrangements to ensure that we use local service providers where possible.  (Note: This will be particularly relevant to the management of waste in regional and remote locations.)
The product stewardship principle	There is a shared responsibility between all persons who are involved in the life cycle of a product for managing the environmental, social and economic impact of the product.	Reviewing procurement procedures.

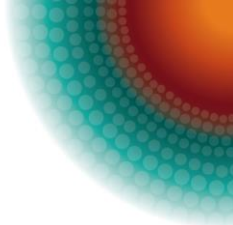
### 5.3 Continuous improvement

Figure 3 illustrates how the activities we propose for this plan aligns with the cycle of continuous improvement.



**Figure 3: Cycle of continuous improvement in waste management<sup>3</sup>**

<sup>3</sup> Source: Public Sector Environmental Management Better Practice Guide, (2012) ANAO.



## 6 Long-term Objectives and Targets

*Waste—Everyone’s responsibility: Queensland Waste Avoidance and Resource Productivity Strategy: 2014–2024*, sets a range of targets to be achieved by 2024. DATSIP will contribute to the following strategy targets:

- general waste production will be reduced by 5 per cent
- 55 per cent of commercial and industrial waste generated in Queensland will be recycled

The State Strategy states that the Queensland Government will work with industry and the community to identify problem or priority wastes<sup>4</sup> and determine the most appropriate management option for each waste stream. Actions recommended under the State Strategy will include methods for the improved management of Queensland’s priority wastes.

DATSIP will identify the priority wastes generated from its operations, and in particular will focus on the management of wastes identified in the statewide action plan that have high disposal impacts. The wastes are:

- plastic packaging and
- fluorescent lights (as part of the complementary of national product stewardship measures)

In addition to these priorities, DATSIP’s approach over the period of this Plan will contribute to the 2024 statewide targets by:

- identifying and monitoring the department’s waste profile
- adopting waste management and reduction practices that maximise DATSIP’s contribution to achieving the State targets, within the context of the wider public interest
- where appropriate, communicating the achievements so that others can draw upon our learning to create a model of leadership.

## 7 Activities planned

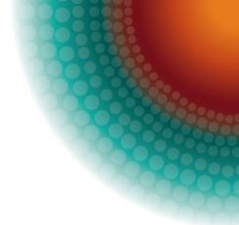
The department will initiate activities to maximise DATSIP’s contribution to achieving the state-wide Strategy’s waste reduction and management targets by 2024. In doing so, the agency will take account of those best practice in waste management and reduction principles most relevant to DATSIP’s waste profile and operating environment.

The DATSIP Waste Reduction and Recycling Plan: 2017-2020 will be implemented in a phased approach:

- Phase One - Baseline data collection
- Phase Two – Development of action plans
- Phase Three – Implementation of action plans.

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<sup>4</sup> Priority waste is defined in the Strategy as wastes “with high disposal impacts (such as toxicity or greenhouse gas emissions), social impacts (such as community concern or amenity) or whose recovery would represent resource savings or business opportunities”.



## 7.1 Phase One – Baseline data collection in 2017-18

DATSIP needs a firmer understanding of the type and quantity of waste generated from its operations, including investigation and documentation of local waste management practices at the department's various sites across the state.

The focus of the initial 6 to 12 months will be on collecting baseline data. Priority areas for baseline data collection are:

- quantifying the waste generated in DATSIP's large office locations including:
  - Central Office
  - Infrastructure and Coordination Office
  - Far North Queensland Office
  - Central Queensland Office
- gaining a better understanding of wastes generated from non-office based activities.

By focusing on four locations with 10 or more staff members, this Plan will address the waste management behaviour of over 80 per cent of the department's staff.

### 7.1.1 The collection of quantitative waste data from office-based activities

Approximately 55 per cent of DATSIP staff members are currently based in 1 William Street (1WS), which is multi-tenanted building managed by a private entity.

At the time of writing this Plan, data was unavailable to accurately determine the amount of waste generated by DATSIP in 1WS. The 1WS building management is in the process of engaging a waste consultant and are in the late stages of developing a tenancy waste management plan as well as creating monthly waste reports itemised to individual agencies. Once available, this data will form the baseline for DATSIP 1WS office waste generation.

For larger regional offices occupying multi-tenanted buildings with no ability to generate data specific to DATSIP waste generation, local level data collection will be implemented in consultation with Regional Directors. Aggregated data on the waste generated in a whole building can be supplied by the waste removal service on request. However this data cannot be used to determine accurately the amount waste generated by DATSIP activities in a building.

### 7.1.2 Waste generated from DATSIP's non-office based activities

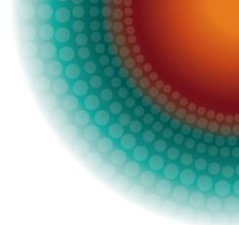
As detailed in section 3.3, non-office based activities performed by DATSIP are contracted through engineering services and waste management according to local councils and procedures are a condition of the contract. As such, waste generated from DATSIP's non-office based activities is excluded from this Plan as it is managed through contractual arrangements.

## 7.2 Phase Two – Development of action plans

During the next six to 12 months, the baseline data will be used to identify specific issues and opportunities for improvement, set targets and develop a specific action plan.

Depending on the improvement opportunities identified during baseline data collection, action plans may be developed to address issues around:

- a particular waste stream
- waste management at a particular location
- a particular departmental function
- a combination of these factors.



The action plan will have the shared objective of aiming towards best practice for the specific area of improvement, in the context of the local operating environment.

The action plan will be developed in consultation with local stakeholders and will contain:

- a clearly defined objective
- clarification of scope
- a timeline for implementation
- actions
- identification of the human, financial and other resources required
- roles and responsibilities
- data collection
- measures and monitoring
- reporting requirements.

The action plan will be submitted to the Executive Leadership Team (ELT) for approval and allocation of required resources.

### 7.3 Phase Three – Implementation of action plans

During the remainder of the three year period DATSIP will focus on implementing the action plan developed during phase two.

Progress will be regularly monitored as defined in the action plan and will be reported upon annually.

Lessons learn from the data collection at large office locations that make up 80 per cent of the department will be used to gradually expand this effort to smaller locations.

During the last year of this Plan, DATSIP will define areas for improvement that will be incorporated in the next Plan.

## 8 Waste reduction and recycling targets

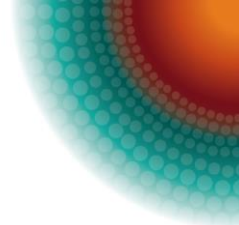
The *Waste Reduction and Recycling Act 2011* requires DATSIP to set waste reduction and recycling targets for the waste generated by the department in carrying out its activities.

### 8.1 Understanding our waste profile

As mentioned in section 7.1, quantifiable targets can only be set once the agency has a clear understanding of its waste profile. The objective of the first phase of implementation of this Plan is to establish a robust baseline. This baseline will be used to identify opportunities for improvement and to set targets.

Quantifiable targets will therefore only be set towards the end of the implementation period of this Plan. Once defined, these targets will be submitted to DATSIP's ELT for approval and then published on the department's website.

It is envisaged that differential targets may be set for metropolitan and regional locations.



## 8.2 Waste generation target

In line with the state-wide reduction target for all general waste, DATSIP will strive towards best practice, relevant to each of its sites, as a means of contributing towards a five per cent reduction in state-wide waste generation by 2024.

For the period of this Plan, the department's aim is to quantify the amount of waste generated in order to determine an accurate baseline.

Based upon the findings of the baseline data collection, the department will set reduction targets for the total waste stream or, if appropriate, for specific components of the waste stream. For example, there may be a target to reduce paper waste generated at a specific location by a certain percentage.

## 8.3 Recycling target

In line with the state-wide target for commercial and industrial waste, DATSIP will strive towards best recycling practice (as relevant to individual locations) by increasing staff awareness as a means of contributing towards a state-wide recycling rate of 55 per cent in the commercial and industrial waste stream by 2024.

Based upon the findings of baseline data collection, the department will set recycling targets for components of its waste stream. For example, there may be a target to achieve a specific comingled recycling rate in metropolitan locations.

# 9 Roles and responsibilities

## 9.1 Director-General

The Director-General is the 'accountable officer' and has ultimate responsibility for:

- the department's waste reduction and recycling activities, including ensuring that a related plan is developed, approved and effectively implemented
- ensuring that the department meets related reporting requirements.

## 9.2 Business area management

DATSIP's Deputy Directors-General, Chief Operating Officer, Executive Directors, Regional Directors, Directors and Managers are responsible for ensuring that waste reduction practices are implemented and reviewed in accordance with the requirements of this and supporting plans.

## 9.3 Chief Operating Officer, Corporate Services

The Chief Operating Officer, Corporate Services is responsible for:

- developing and implementing the plan
- managing, monitoring, coordinating and evaluating departmental waste management initiatives to ensure that the department contributes toward meeting waste reduction and recycling policy requirements
- reporting on activities related to waste reduction and recycling policy requirements
- providing the central contact point for expert advice and assistance to departmental officers and to supplier organisations on all aspects of waste reduction and recycling.

## 9.4 Employees

Under the Queensland Government Code of Conduct, all employees are required to give effect to official public sector priorities, policies and decisions. In relation to this plan, employees are required to:

- apply waste reduction practices in accordance with the department’s waste reduction and recycling plan and whole-of-government strategy
- act to minimise or prevent waste
- participate in identifying and recommending waste reduction and recycling initiatives.

## 10 Reporting

### *Internal reporting:*

The department will report on a quarterly basis to ELT through established reporting arrangements for specific purpose plans.

### *External reporting:*

To meet state waste management legislative obligations, DATSIP will report annually to the Department of Environment and Heritage Protection (EHP) on its progress. The form that the report takes will be determined by EHP and may require that information / data be sought from across the department.

## 11 Appendices

### 11.1 Acronyms

AO	Accommodation Office
DATSIP	Department of Aboriginal and Torres Strait Islander Partnerships
DBC	Destination Brisbane Consortium
DHPW	Department of Housing and Public Works
EDRMS	Electronic Document and Records Management System
ELT	Executive Leadership Team
EPH	Environment and Heritage Protection
FFE	Furniture, Fittings and Equipment
MFDs	Multifunctional Devices
MFPs	Multifunctional Printers
1WS	One William Street

### 11.2 Glossary

**Avoidance:** Is simply avoiding the production of waste. It is often associated with the terms ‘waste reduction’ and ‘waste minimisation’.

**Best practice:** A method or technique that has consistently shown results superior to those achieved with other means, and that is used as a benchmark.

**General waste:** Waste that is not a 'regulated waste' under Schedule 7 – Environmental Protection Regulation 2008. (Everyday waste requiring no treatment and sent to landfill.)

**Minimisation:** See 'Reduction.'

**Priority wastes:** Wastes with high disposal impacts (such as toxicity or greenhouse gas emissions), social impacts (such as community concern or amenity), or whose recovery would present resource savings or business opportunities.

**Recycling:** Recycling is a process whereby waste material is collected, sorted, reprocessed or re-manufactured in order to make a new product.

**Reduction:** A process of elimination that involves reducing the amount of waste produced.

**Resource recovery:** The extraction of useful materials or energy from solid waste.

**Reuse:** The practice of reapplying a substance to its original or different use.

**Waste/s:** includes:

- Any substance (whether solid, liquid or gaseous) that is discharged, emitted or deposited in the environment in such a volume, constituency or manner as to cause an alteration in the environment
- Any discharged, rejected, unwanted, surplus or abandoned substance
- Any otherwise discarded, rejected, unwanted surplus, or abandoned substance intended for sale or recycling, reprocessing, recovery or purification by a separate operation from that which produced the substance
- Any substance prescribed by the regulations to be a waste. A substance is not precluded from being a waste merely because it can be reprocessed, re-used or recycled.