

Rural Waste Services

Survey snapshot

To guide the development of Rural Waste Management Operational Action Plan, we gathered feedback from residents who use our Waste Transfer Stations. This helped us to understand how these services are used and identify opportunities for improvement.

Our engagement goal was to **CONSULT** with Waste Transfer Station users. We encouraged meaningful participation through a YourSay project page, collected feedback both online and via hardcopy forms distributed at the Transfer Stations in Ballimore, Eumungerie, Geurie, Stuart Town and Toongi.

A summary of the results are highlighted below.

How we reached you and raised awareness



54 days of consultation

19 December 2025 - 11 February 2026



YourSay project page

- 264 visits
- 5 project followers



Digital engagement

- **14,091** social media reach (the number of times a post has been viewed)
- **69** social media engagements (the number of times a post was interacted with - which can be likes, shares, comments etc)



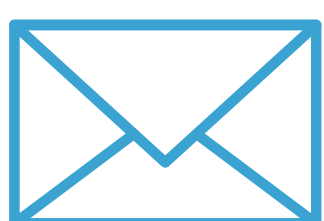
Community Activity

Posters: Distributed to all transfer waste stations with a QR code link to survey

Hard copy survey: distributed at

- Ballimore
- Eumungerie
- Geurie
- Stuart Town
- Toongi

Transfer stations



Email Campaigns

2 email campaigns sent through YourSay platform.

- 534 recipients
- 13.69% click-through rate

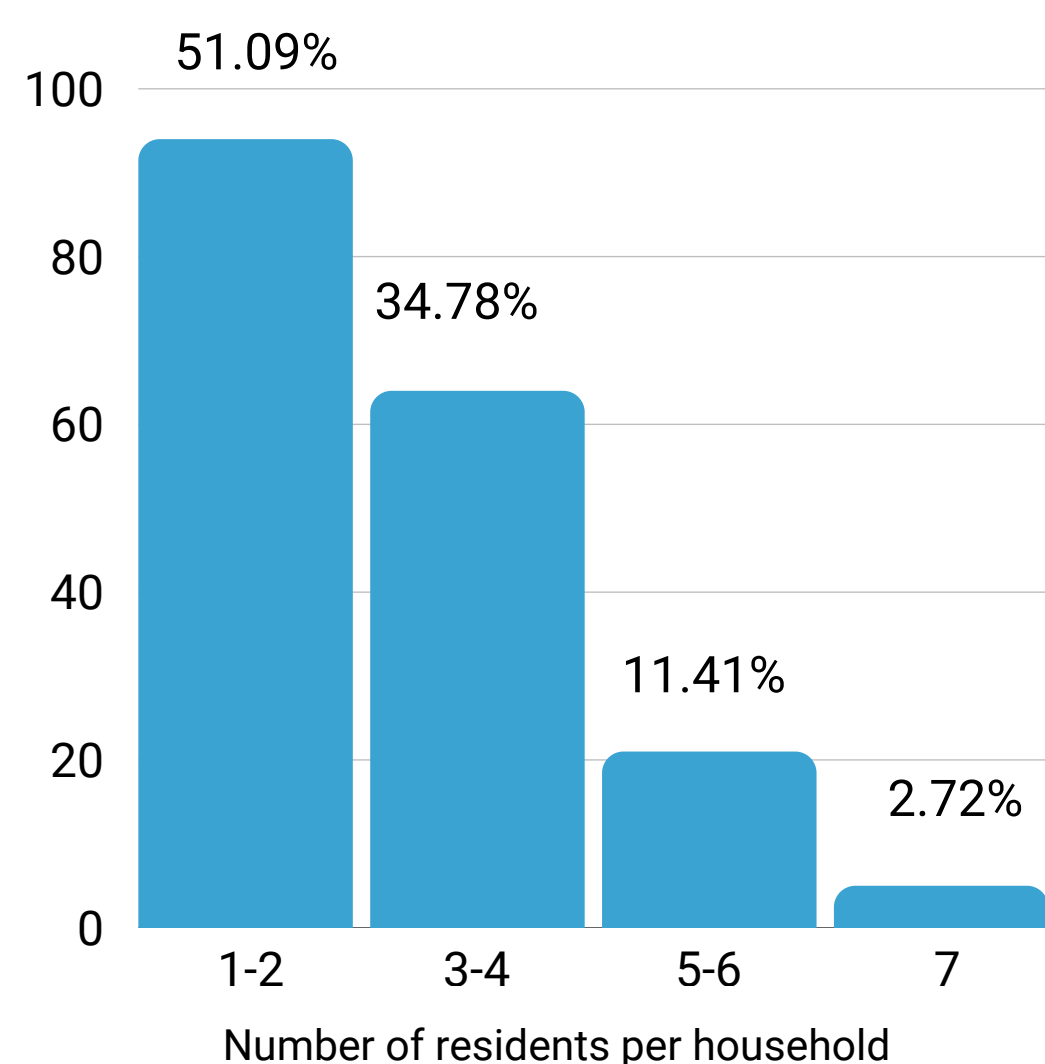
Survey participation



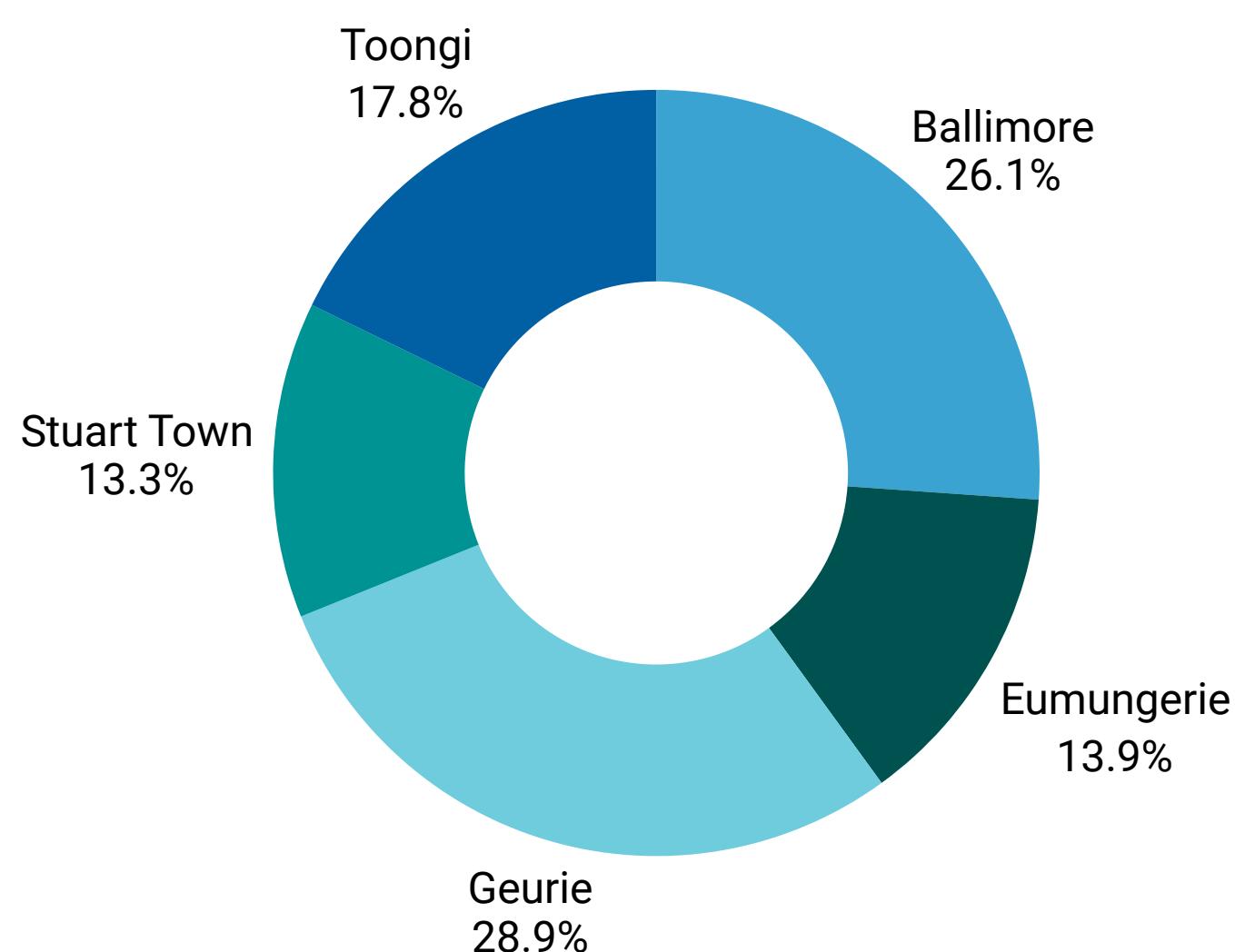
184 surveys were completed

We asked the following questions to understand more about the reasons behind and how they use our Waste Transfer Stations.

184 responded with the number of residents within their household.



180 selected the Transfer Station they used the most.



We asked how often they attended a Waste Transfer station. **182** responses indicated they visit.

Weekly

35.7%

Fortnightly

28%

Monthly

27.5%

Rarely/never

8.8%

Survey results summary

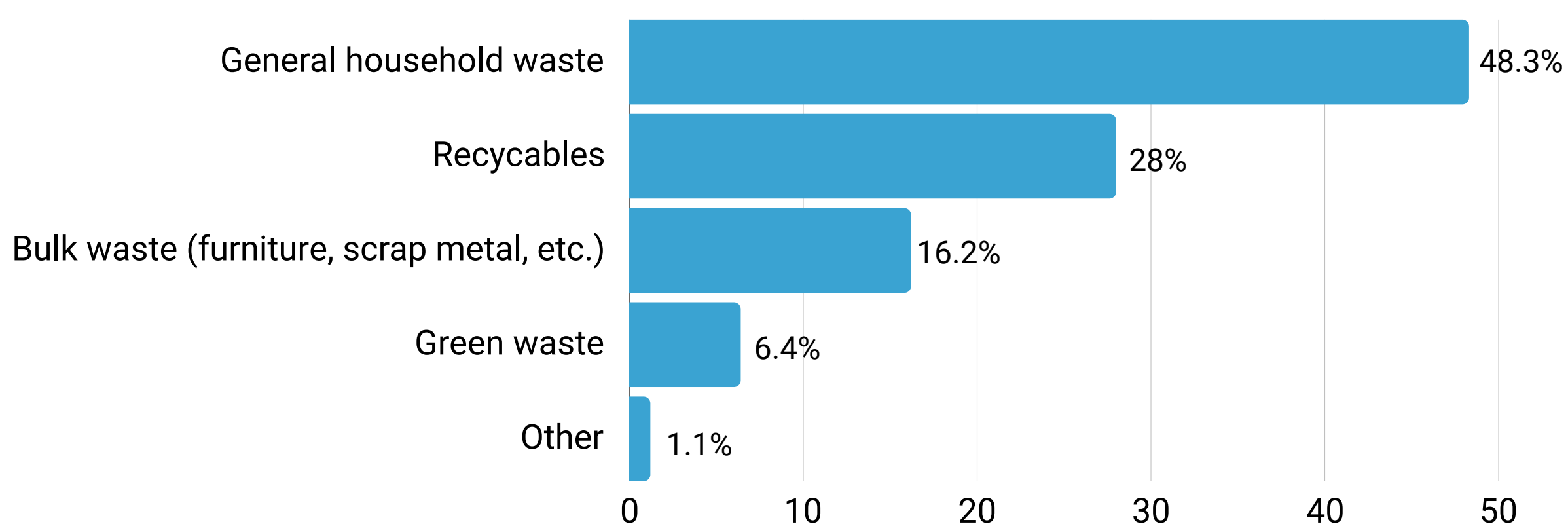
We asked participants to indicate the times and days they prefer to attend. **182** respondents indicated they preferred.



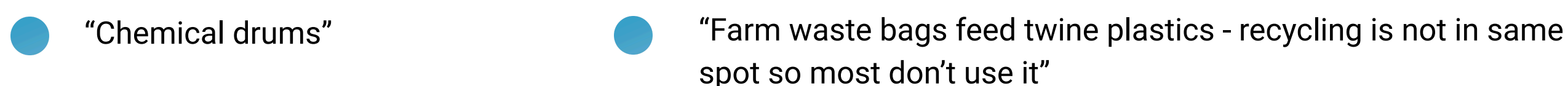
To understand if operations impacted their visitation. We asked if participants avoided visiting the Waste Transfer Stations due to the current opening hours. **182** respondents indicated



We asked participants what waste they typically dispose of at the facility. **183** participants indicated they dispose of

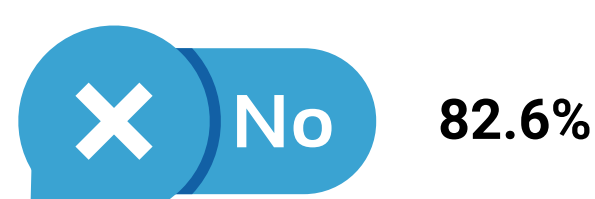


*For the **1.1%** who answered 'Other' we asked them to specify the items.*

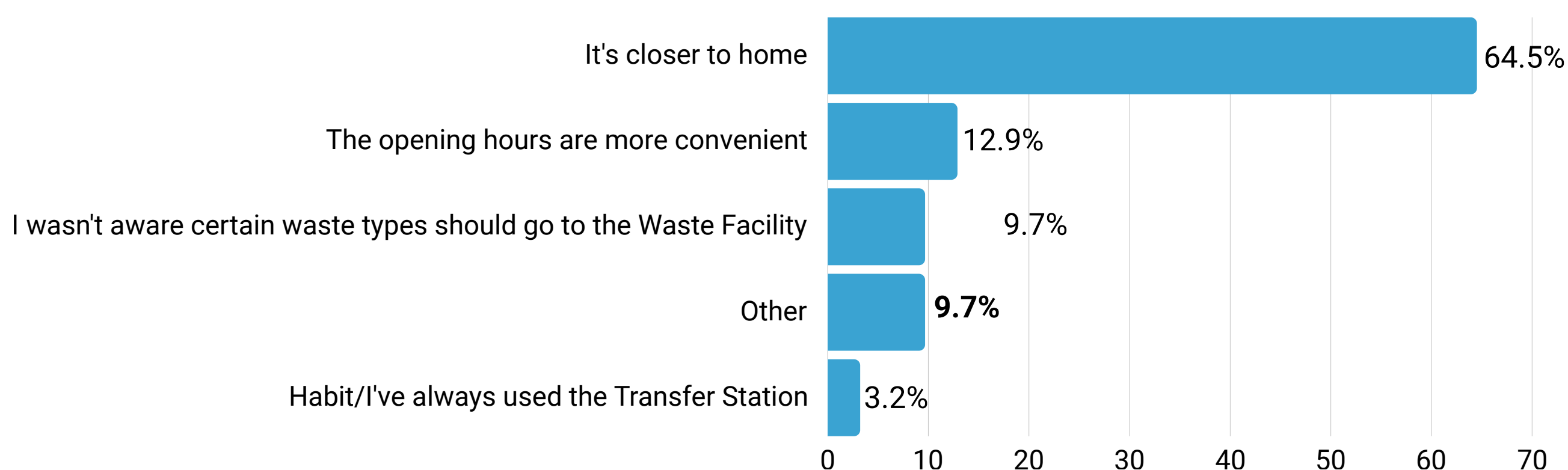


Survey results summary

To establish what waste services residents have access too, we asked participants if they currently have a kerbside bin collection. This question received **184** responses.



For the 17.4% who answered Yes, we sought to understand the reasons behind their use of Transfer Stations despite having kerbside collection and access to the main Waste Facilities at Whylandra and Wellington. This question received **31** responses.



For the 9.7% who answered 'Other - please specify' the response were.

- "The waste bins are sometimes not enough"
- "No green bin"
- "We were promised that the tip facility that replaced the Elong Elong tip was to be used in exactly the same way as the closed tip. This was used as the main reason why the Elong Elong tip was closed - The Ballimore tip was available to take all of the waste that was previously taken to the Elong tip."

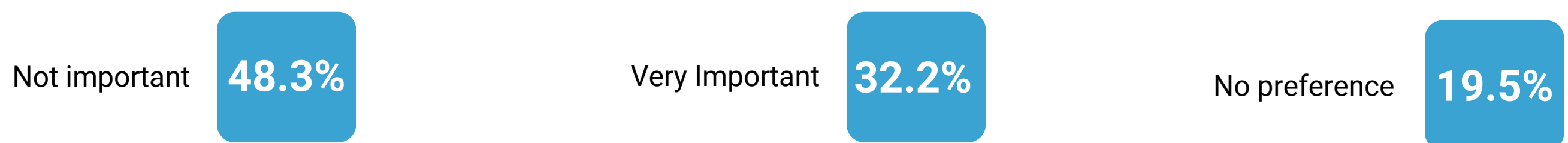
For those who answered yes, acknowledged the safety and sustainability of their waste loads at Transfer stations rather than the main Waste Facilities. Support from the **29** respondents indicated below.

 **Yes, 58.6%** support a small increase for transport and processing costs

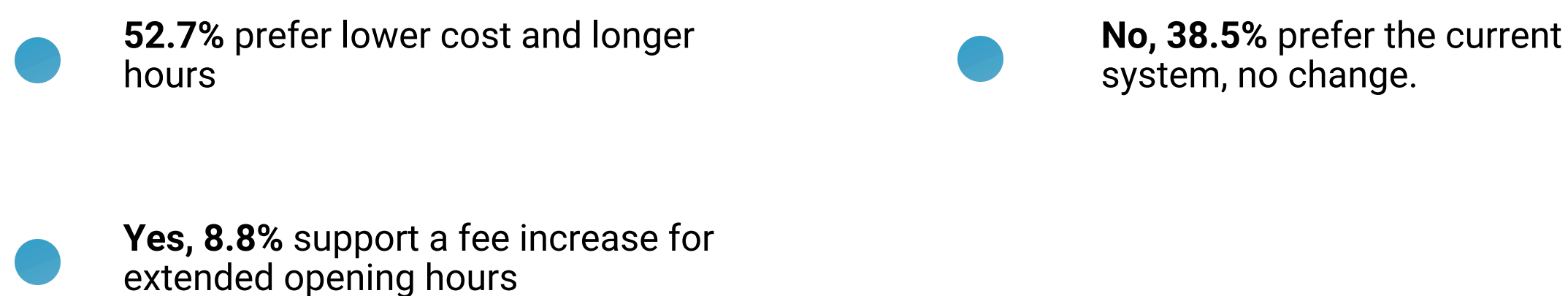
 **No, 41.4%** would prefer limits on accepted items to keep costs down.

For the 82.6% who answered 'No' to having a kerbside collection, the following questions were asked to better understand their needs across various operational scenarios at Waste Transfer Stations.

How important is having staff available at the Transfer Facility. **149** respondents indicated staff presence is.



We asked if they would support a higher Rural Waste Management charge if operational hours increased with the current staffed model. **148** indicated



We asked if the facilities could remain open for longer using an automated system with CCTV, access cards and an unattended gate. **147** responded indicating their support.



We asked if a regular kerbside bin service would meet their needs instead of a staffed transfer station. **150** responded.



Survey results summary

At the end of the survey **39** participants left additional feedback. The top four themes emerged from their feedback.

Re-open any closed Transfer Stations and prevent additional closures.



Rural and residential waste are different and should be managed separately.



Additional bins, a wider range of accepted items, and clearer labelling.



Leave the current system as is.

Outcomes and next steps

Feedback from this survey will help shape how we can improve our Rural Waste facilities and align our service to community expectations. Should any service changes or enhancements be implemented, we will provide an update to keep the community informed.



We would like to thank everyone who participated in this activity.
Your valuable feedback is greatly appreciated.