



Ordinary Meeting of Council

27 November 2024

**UNDER SEPARATE COVER
ATTACHMENTS**

ITEMS 10.3 TO 12.2

**QUEANBEYAN-PALERANG REGIONAL COUNCIL
ORDINARY MEETING OF COUNCIL**

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QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

27 NOVEMBER 2024

ITEM 10.3 WASTE MANAGEMENT STRATEGY REVIEW - COMMENCING
COMMUNITY CONSULTATION

ATTACHMENT 1 WASTE STRATEGY FACT SHEET

Waste Strategy Factsheet



What are we trying to achieve?

We have contracted MRA to help develop a new Waste Management Strategy.

We are reviewing the 2021 Waste Strategy, to assess how effective the strategy has been, to find areas for improvement, and to align the new strategy with current environmental targets and regulation.

We want to have conversations about sustainable waste practices to ensure the new strategy reflects local needs and priorities - and remains affordable for the community.

What has been achieved from the last strategy?

The actions and initiatives from the last strategy were able to address a number of issues that were identified with the service. Some of the key achievements were:

- Expanded FOGO collection across urban areas
- Appointed a dedicated Waste Officer to lead community education and engagement, develop and implement bin inspection program to reduce contamination
- Expanded bulky waste collection to urban properties, discontinued bulky waste collection to all other properties
- Completed rehabilitation of Bungendore Landfill
- Conducted review of waste services
- Performed waste audit

What will the new Waste Management Strategy look at?

We have a number of objectives for the consultants who are helping develop the new strategy:

- Review and revise the 2021 Waste Strategy - incorporate updated policy, regulation, emerging waste challenges
- Engage the community for their input
- Focus on food waste management, including redistribution of leftover food, expansion of FOGO collection
- Review food organics (FO) collections for multi-unit dwellings and phase in services
- Evaluate bulky waste and construction and demolition waste practices for improvements
- Ensure financial sustainability by developing a 20-year business plan and financial model



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144 Wallace St, Braidwood

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What actions didn't get completed from the 2021 Waste Strategy?

The 2021 Waste Strategy had a number of actions for Council to achieve. The majority of the actions are complete or are ongoing. The following table lists some of the actions that haven't been completed and will need to be considered in the review for the new Waste Strategy.

Action	What problem is this solving?	Status
Prepare a policy on collection from properties located on existing routes used by collection vehicles travelling between collection zones	Improve existing ad-hoc arrangements in place in rural areas	Not yet actioned
Introduce optional collection zone along existing routes	Improve existing ad-hoc arrangements in place in rural areas	
Liaise with Council's Planning sections around Development Control Plans related to multi-unit developments and mixed use developments	Safe provision of collection services	In progress, consultation planned for June 2025
Prepare and implement a Community Waste Education Strategy	Ad-hoc education activities	Remains adhoc, some work with CRJO
Reduce the public operating hours of the Queanbeyan WAMI to 4 days per week	Efficiency of operations at facilities and safety of facility users	Partially actioned, reduced hours but not days
Modify the Bungendore RRF to improve management of the site	Efficiency of operations at facilities and safety of facility users	Partially complete – moved recycling, needs further works
Investigate feasibility of Council-owned FOGO facility for the processing and treatment. Relocate two staff from the Queanbeyan WAMI to the new facility.	Appropriate disposal of collected waste	Not actioned - FOGO is currently being sent to external facility
Consult with the Nerriga community for replacement waste facility – either a staffed small waste transfer station or unstaffed bin compound with access control	Improved regulatory and environmental outcomes	Not actioned
Design and construct a replacement facility for Nerriga and surrounding localities	Improved regulatory and environmental outcomes	Not actioned
Upgrade bin compound at Majors Creek and at Araluen	Improved regulatory and environmental outcomes	Not actioned
Cease collection of green organics (GO) at Araluen and Majors Creek Bin Compounds	Not operating in accordance with regulatory requirements	In-progress, signs have been put up but GO continues to be disposed of at the compound
Routinely monitor usage/patronage at facilities to review their on-going viability and that they are delivering value for money for ratepayers	Efficiency of operations at facilities and safety of facility users	On-going, has not been reviewed in detail
Rehabilitate Braidwood, Majors Creek and Araluen Landfills	Environmental management and regulatory compliance	Braidwood in-progress, Majors Creek, Araluen not yet progressed
Close and rehabilitate Nerriga Landfill following the construction of a new facility in Nerriga	Environmental management and regulatory compliance	Not progressed
Undertake waste audits at QPRC waste facilities to identify waste generation and composition of self-haul materials.	Improves data and knowledge of waste streams	Not actioned
Due to ongoing contamination issues, only provide residual waste bins in public areas	Recycling contamination rates	Not actioned
Undertake regular bin audits of public bins for current generation rates and materials composition.	Recycling contamination rates	Not actioned

QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

27 NOVEMBER 2024

ITEM 10.4 POST-EXHIBITION REPORT: MOBILE LIBRARY SURVEY

ATTACHMENT 1 COMMUNITY REPORT - MOBILE LIBRARY SURVEY



MOBILE LIBRARY SURVEY



Ref: Doc Set ID 2869126

qprc.nsw.gov.au

Executive Summary of engagement report:

As part of the Queanbeyan-Palerang Regional Council's Library Strategy and the 2023-2024 Operational Plan, a community survey was conducted to assess satisfaction, usage patterns, and improvement opportunities for the mobile library service. Libraries conducted a mobile library survey in April and May to seek feedback from the community about their usage patterns and feedback for the service.

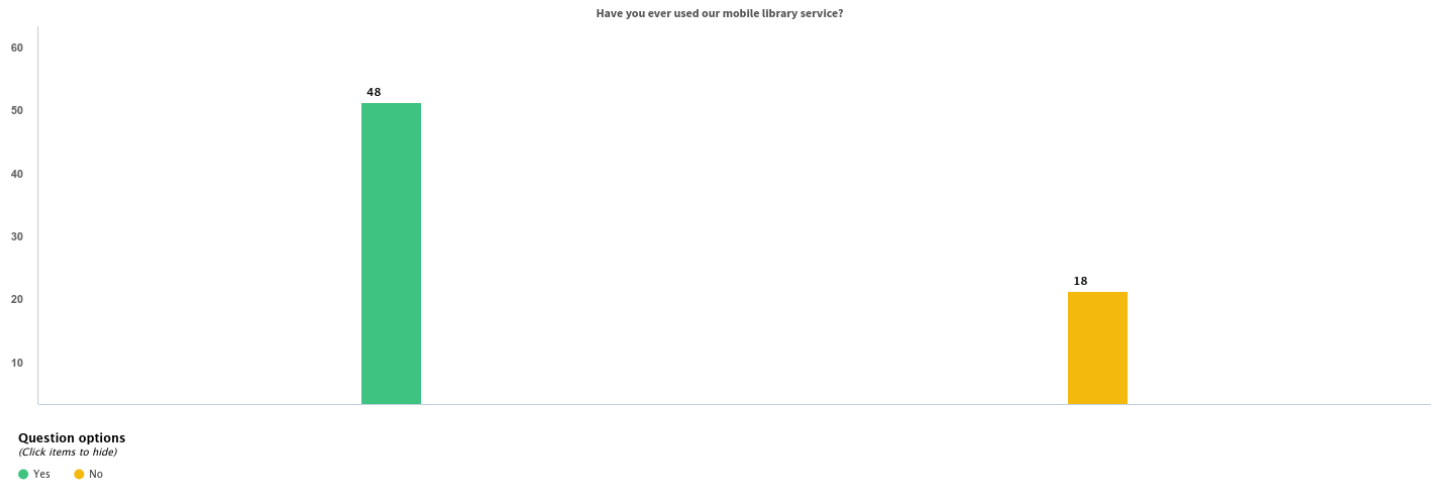
Participation in engagement:

- 82 visitors to the site
- 65 submissions in total

The following pages provide details on all responses.

Question 1: Have you ever used our mobile library service?

There were 66 responses.
48 said Yes
18 said No

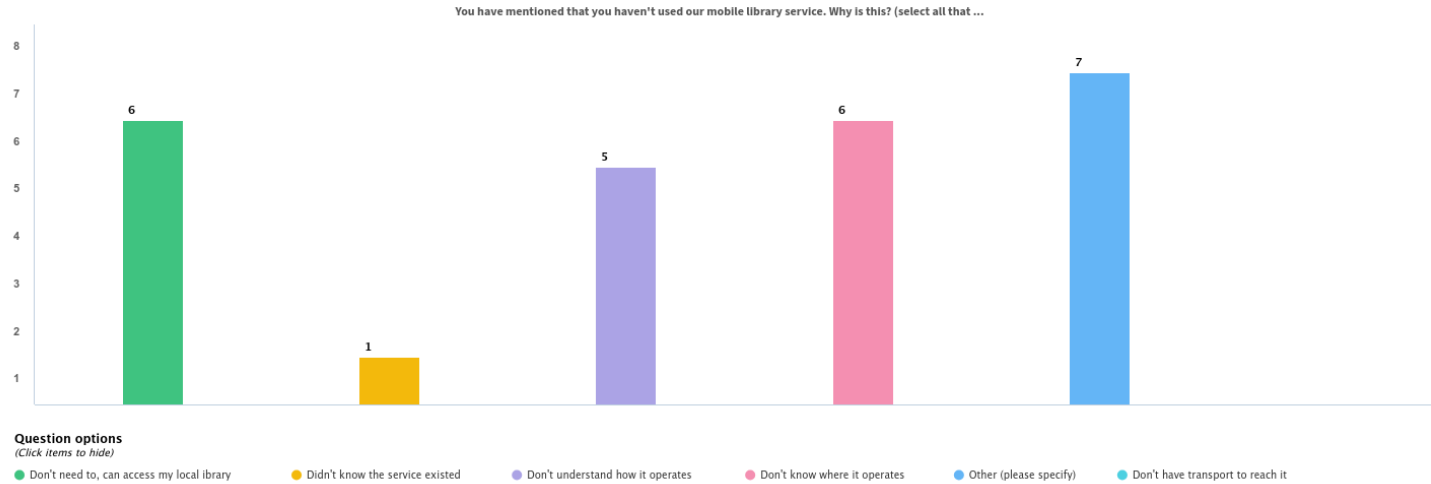


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 2: You have mentioned that you haven't used our mobile library service. Why is this (select all that apply)?

There were 18 respondents and 25 responses

- 6 don't need to, can access my local library
- 1 didn't know the service existed
- 5 don't understand how it operates
- 6 Don't know when it operates
- 7 other (see comments below)



Comments

- Not at home on the days it visits Gundillion Hall
- Can never find the schedule for Captains Flat, and when it used to come to Bungendore, it was never at convenient times for me.
- Intend to, but only moved here last month. Haven't had the opportunity on the day it comes out yet.
- Often not home on day it visits, when I am home and plan to pop down they seem to be the days it's broken down or has other issues. I also didn't know it stopped at the preschool. I think a few times it was at the preschool longer than expected but I thought since it wasn't at the park it wasn't in town.
- I have not accessed it as it is no longer a relevant capability required. This is an example of something that was once required that some serious thought needs to be given to ceasing it. That takes leadership.
- Not a reader due to eyesight
- I didn't know it was a thing

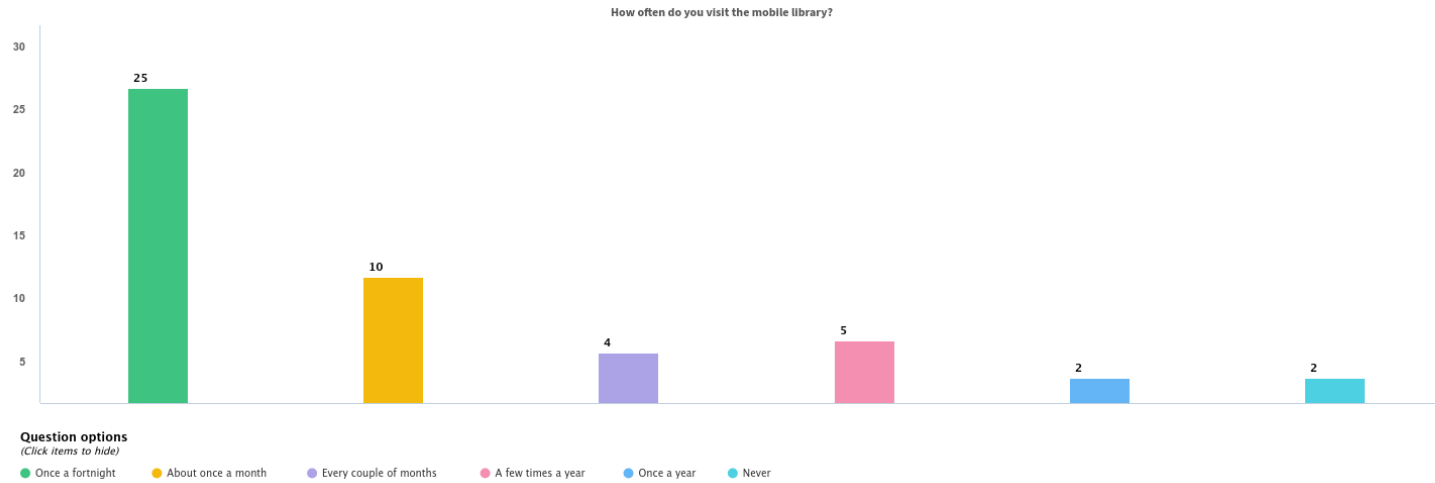


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 3: How often do you visit the mobile library?

There were 48 responses

- 25 visit once a fortnight
- 10 visit about once a month
- 4 visit every couple of months
- 5 visit a few times a year
- 2 visit once a year
- 2 never visit

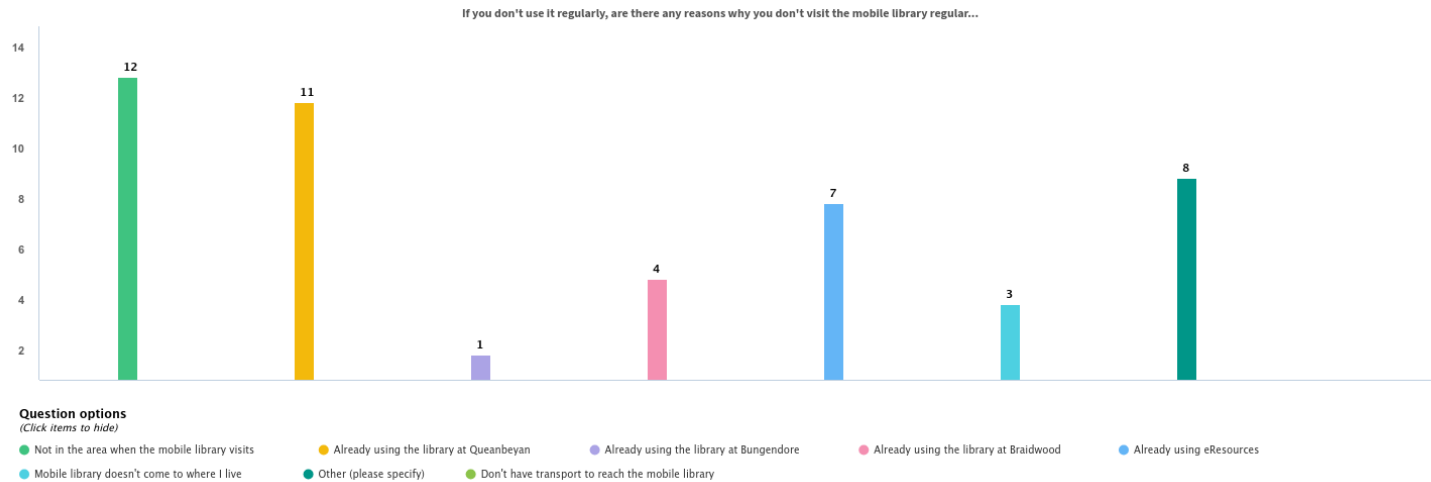


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 4: If you don't use it regularly, are there any reasons why you don't visit the mobile library regularly (select all that apply)?

There were 31 respondents and 46 responses

- 12 not in the area when the mobile library visits
- 11 already using the library at Queanbeyan
- 1 already using the library at Bungendore
- 4 already using the library at Braidwood
- 7 already use eResources
- 3 mobile library doesn't come to where I live
- 8 Other



Comments

- Doesn't visit the area regularly enough and it' not advertised well enough.
- Flooded in by Shoalhaven River crossing.
- Several family commitments and moving from Gundillion to Majors Creek have kept me busy over the last 18 months
- I have a mobile phone and can access a world of information that does not require a mobile library.
- I use it regularly due to distance and health.
- Busy at the times it visits
- I didn't know it was a thing
- I tend to buy books rather than borrow

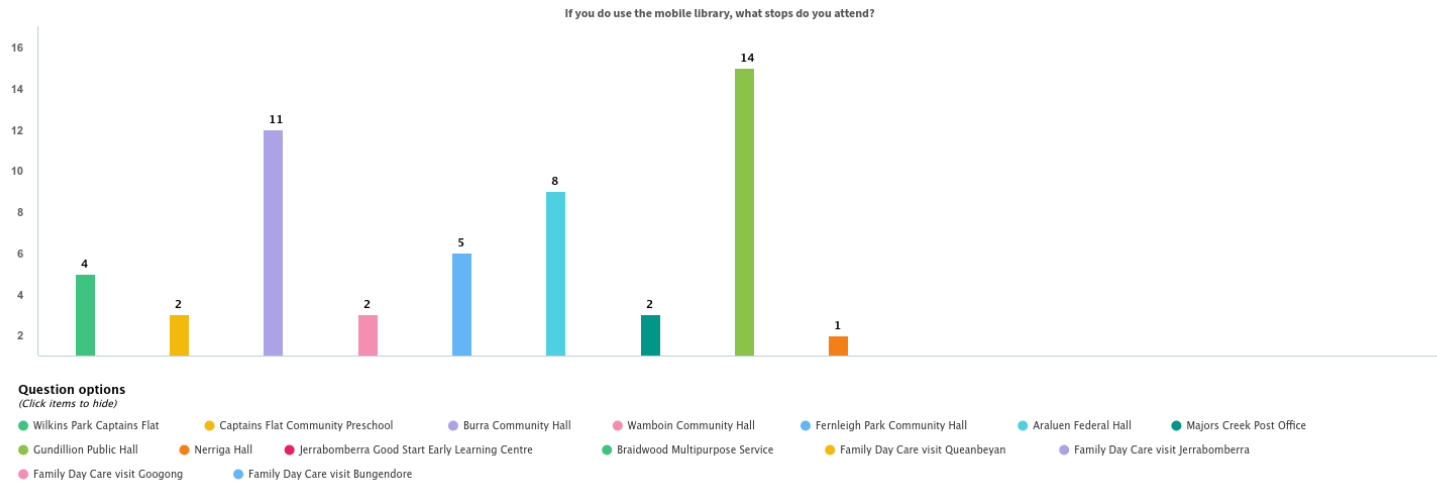


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 5: If you use the mobile library, what stops do you attend? (select all that apply)

There were 47 respondents and 48 responses

- 4 respondents use Wilkins Park Captains Flat
- 2 respondents use Captains Flat Community reschool
- 11 respondents use Burra Community Hall
- 2 respondents use Wamboin Community Hall
- 5 respondents use Fernleigh Park Community Hall
- 8 respondents use Araluen Federal Hall
- 2 respondent use Majors Creek Post Office
- 14 respondents use Gundillion Public Hall
- 1 respondent use Nerriga Hall
- 0 respondents use Jerrabomberra Good Start Early Learning Centre
- 0 respondents for Family Day Care visits at Queanbeyan, Jerrabomberra, Googong and Bungendore
- 0 respondents for Braidwood Multipurpose Service

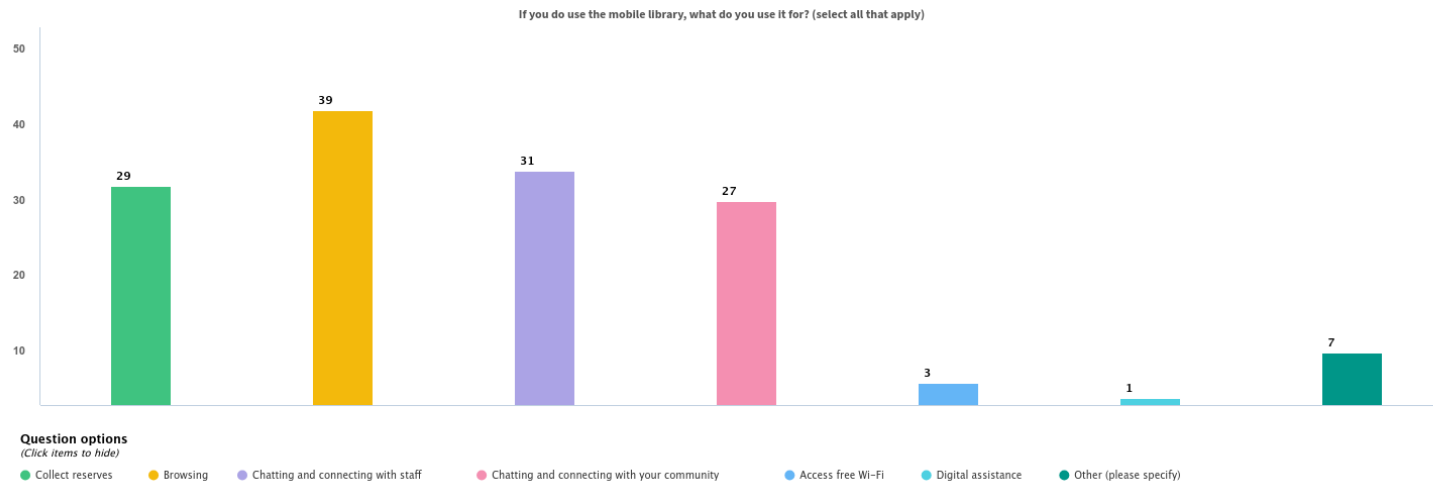


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 6: If you do use the mobile library, what do you use it for (please select all that apply)?

There were 48 respondents and 137 responses:

- 29 collect reserves
- 39 browsing
- 31 chatting and connecting with staff
- 27 chatting and connecting with your community
- 3 access free wi-fi
- 1 digital assistance
- 7 other



Comments

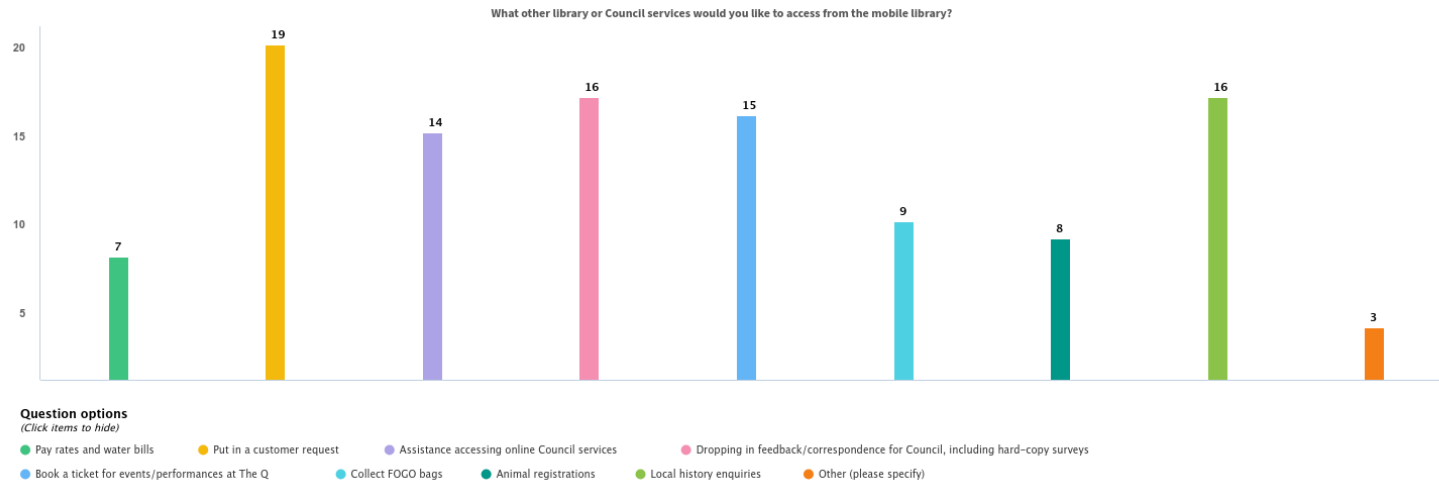
- Borrowing books, DVDs, magazines
- Borrowing books and DVDs
- Borrow books
- Borrowing books and tapes
- Booking books
- Borrowing books, access magazines, DVD's, talking books, large print books, ordering books of your particular interest eg gardening, craft, health and welfare and travel
- Borrowing books

REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 7: What other library or Council service would you like to access from the mobile library (select all that apply)?

There were 39 respondents and 107 responses:

- 7 pay rates and water bills
- 19 put in a customer request
- 14 assistance accessing online Council services
- 16 dropping in feedback/correspondence for Council, including hard-copy surveys
- 15 book a ticket for events/performances at The Q
- 9 collect FOGO bags
- 8 animal registrations
- 16 local history enquiries
- 3 Other



Comments

- No council services should be delivered using a mobile resource.
- Native plants
- Native plants

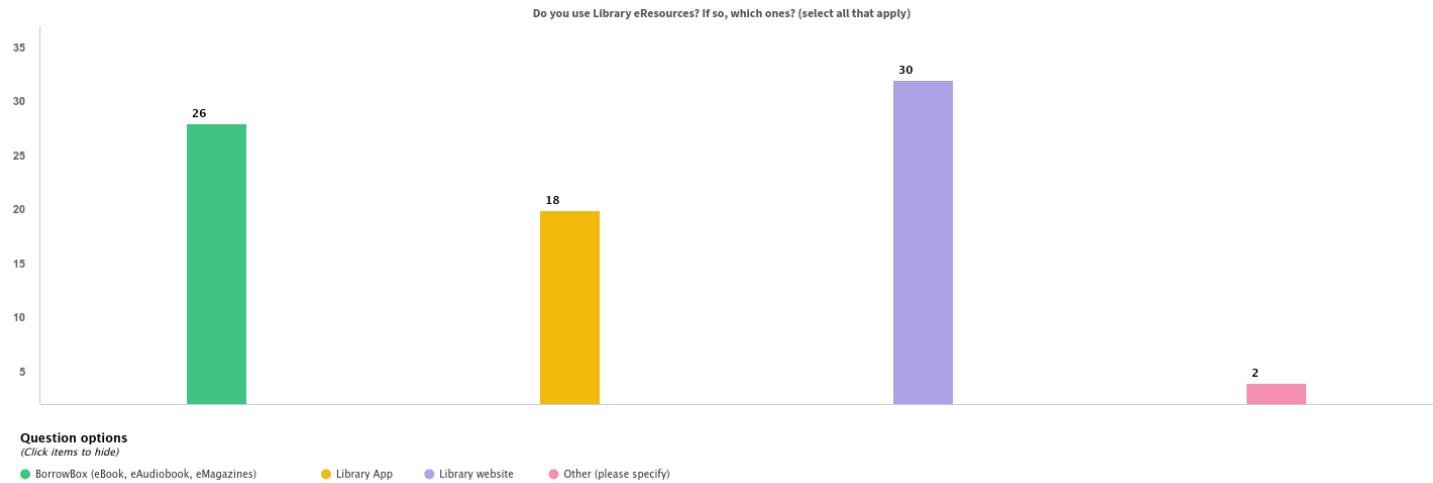


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 8: Do you use Library eResources? If so, which ones (select all that apply)?

There were 42 respondents and 76 responses

- 26 use BorrowBox (ebooks, eAudiobook, eMagazines)
- 18 use the library app
- 30 use the library website
- 2 use other



Comment

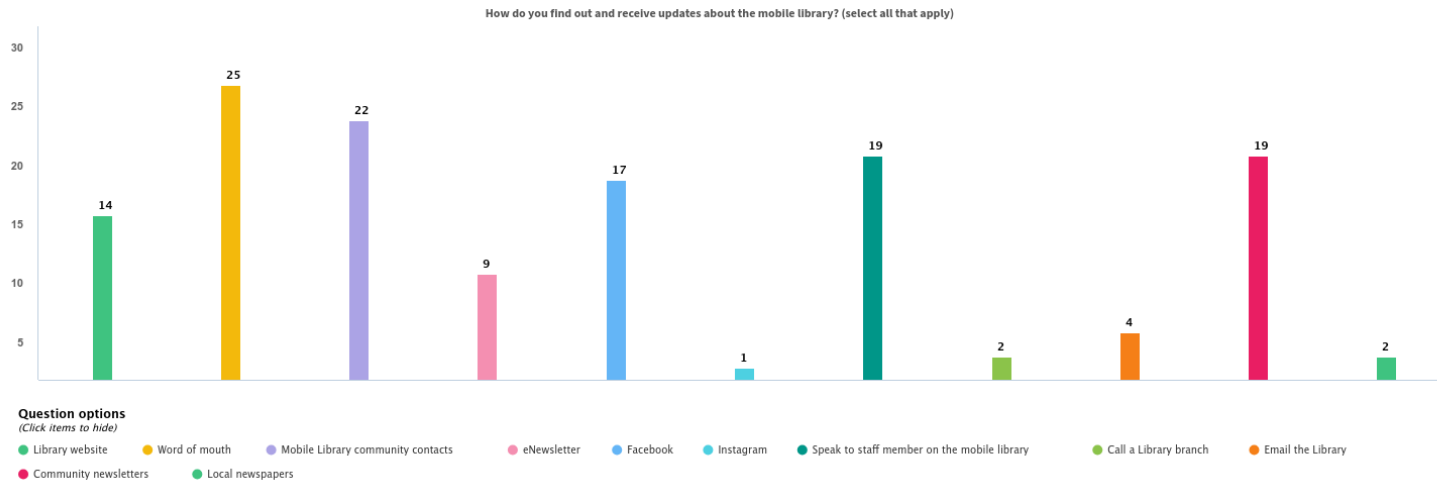
- None of this should still be supplied by Council.
- Beamafilm, indyreads

REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 9: How do you find out and receive updates about the mobile library? (select all that apply)

There were 54 respondents and 134 responses

- 14 from library website
- 25 from word of mouth
- 22 from mobile library community contacts
- 9 by eNewsletter
- 17 by Facebook
- 1 by Instagram
- 19 by speaking to staff member on the mobile library
- 2 by calling a library branch
- 4 by emailing the library
- 19 by community newsletters
- 2 by local newspapers

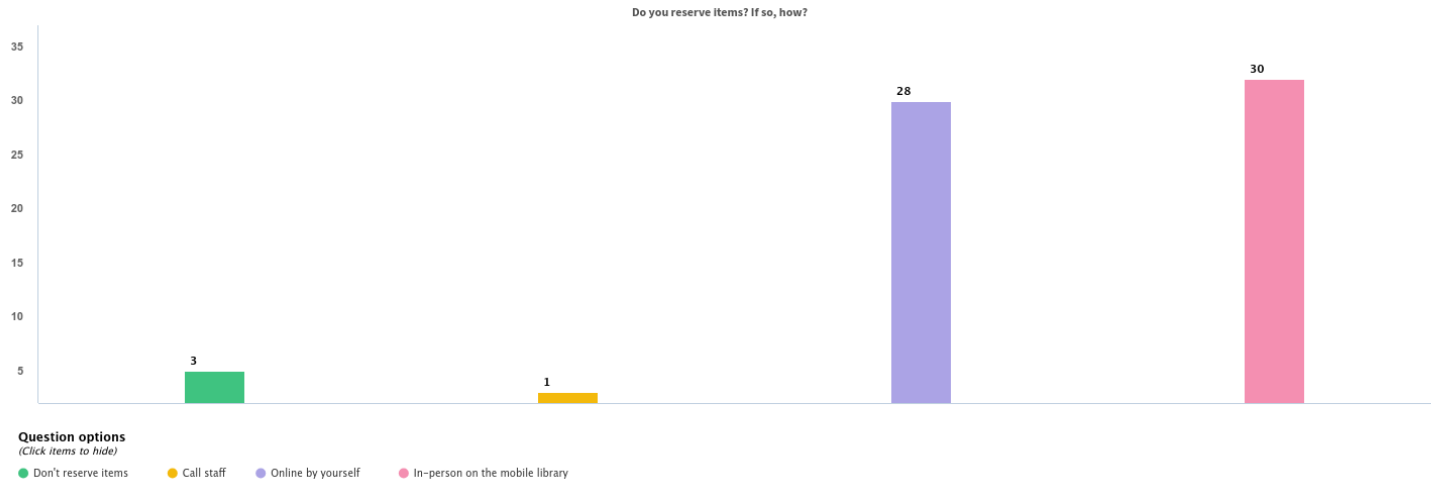


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 10: Do you reserve items? If so, how?

There were 53 respondents and 62 responses

- 3 don't reserve items
- 1 call staff
- 28 reserve online by themselves
- 30 reserve in person on the mobile library



Question 11: Do you have any ideas to make the mobile library better?

There were 34 responses that can be grouped into the following categories.

Satisfaction with service (12)

- No - But what a terrific resource for community! And speaking to library staff, it seems to greatly benefit those less mobile than myself. If I'm ever in that position, it's great to know this service exists.
- It is a great asset to our community. It is perfect now.
- No, just started using this service and find it great. Looking forward to using every fortnight.
- A great service, thank you. The Mobile library's Thursday visits to the Wamboin Hall are very much appreciated. The Wamboin Community Association Inc wil continue to promote the service locally.
- Very happy with present service
- Satisfied with current service
- It's perfect - it couldn't be better!
- Keep the good looking fellows/girls on
Continue the service please
- Please keep it going
- Best when a librarian is also the driver
- The mobile library service is appreciated with friendly, helpful staff and the facility to request specific resources. Adding resources to the book club selections would be (no further comment included).
- No - we love it the way it is! The preschool children are so excited each fortnight to have this service come to them and love sharing their book selection in preschool with all their peers and educators.

Marketing and communication (7)

- Run programs, take it to school visits, build engagement.
- Advertise when it goes to Fernleigh Park and Burra.
- Info and bookings for speakers or events at the libraries.
(I used to go to Hoskinstown but sadly the mobile library didn't get enough patronage so I haven't used it since so most of my answers are in the past tense)
- Better publishing of it's schedule within Captains Flat - The Men's Shed, The town Notice boards and online via Facebook community groups
- Mobile library services are an essential service in rural and remote areas most especially for people to do not have transport or a driver's license. As I age I can see the value of this service even more. If the mobile library could have time set aside a few dates a year for social connection events ie children's story telling, author visits etc it would be much appreciated and would enliven the library service creating more than just a pick up and drop off service.
- More information
- I am in Braidwood regularly so use the Library there, but I do know a lot of elderly people who do not have computers and do not know about the service, because the local newspaper folded, and the new communications do not suit most older people they are totally left out of the picture. In Majors Creek there should be an good poster put up on the notice board at the Pub where everyone gets their mail, hopefully they might see that.

REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Collection (5)

- Changeover books more often
- Add more current magazines. Update the books available possibly once/month.
- Long wait time for popular borrow books. Any chance of multiple copies
- More younger childrens books available.
- Better rotation of books

Vehicle (4)

- Bigger vehicle to carry more books. Old books. Vintage fiction not classic.
- The vehicle has missed a number of dates due to problems - can Mercedes please make the vehicle totally reliable. The stock in the vehicle seems to change irregularly; could it be the job of each week's mobile librarian to spend some time every week or two to rotate stock? Staff member does a great job.
- Nothing practical - maybe a bigger bus
- Larger vehicle that holds more stock and is more accessible.

Run programs, events and other services (2)

- We are a rural area by having the mobile library to Gundillion is one of the ways to check on the wellbeing of our community. We are an ageing community and single household. Hard copy of community events happening in our nearest town, monthly copy (Braidwood). Pay QPRC accounts. Printing facility, Maybe sometime bring courses etc that happen at the main libraries to the rural communities. Gundillion appreciate the mobile library we have.
- It's a great service - thank you. I'd like to use the computer for internet access when the local Telstra services are out of action

Other (6)

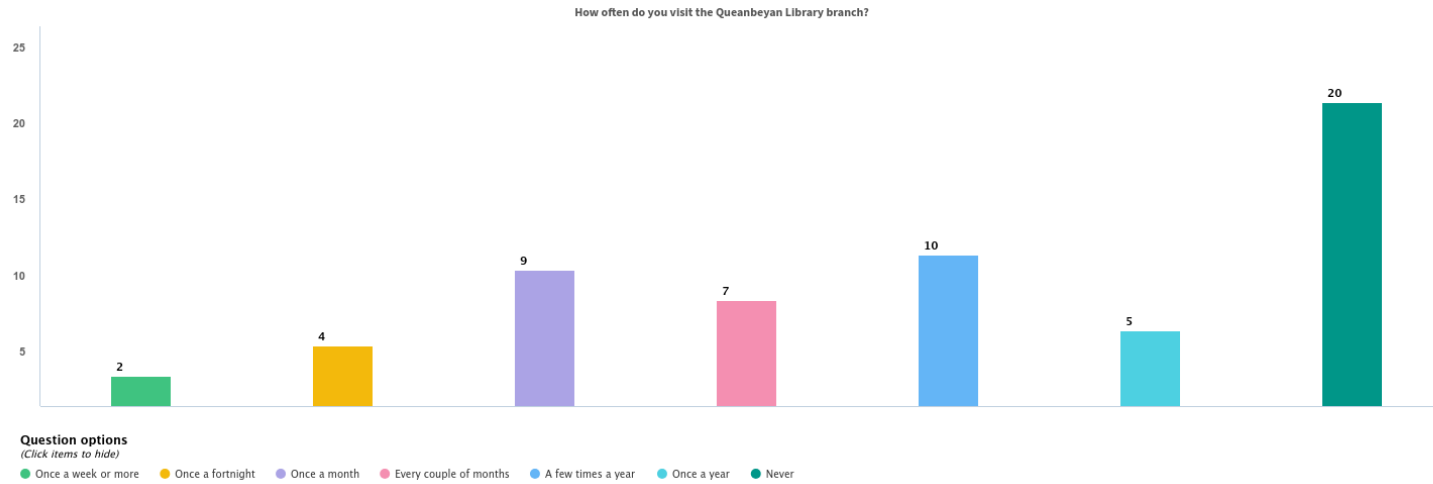
- Have a drop/pick up service at Captains Flat just like Bungendore has.
- Add coffee!
- Get rid of it.
- Coffee machine! (smiley face)
- Schedule that maps to people's patterns of life. The only time I can get to a library when it's open is the weekend, at which point it's an hour's drive away from me. A mobile library schedule that had it open early evening in captains flat, say, would be there as I came past on my commute home, which would allow me to access it.
- Visit more regularly. Have a drop/pick up service at Captains Flat just like Bungendore has.

REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 12: How often do you visit the Queanbeyan Library branch?

There were 57 responses.

- 2 once a week or more
- 3 once a fortnight
- 9 once a month
- 6 every couple of months
- 8 a few times a year
- 5 once a year
- 17 never

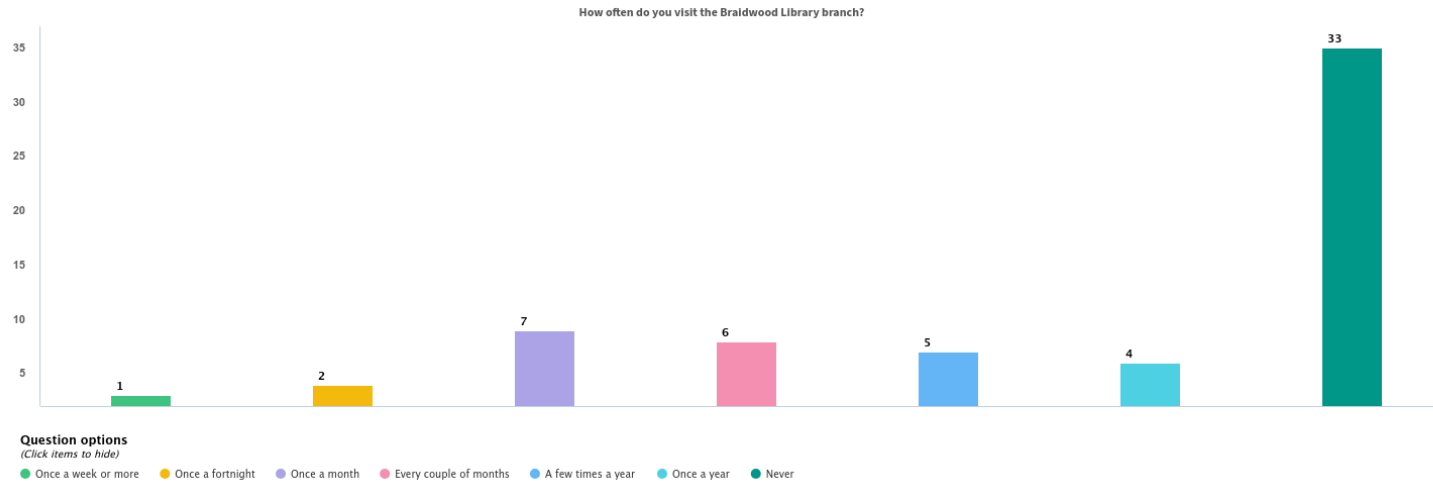


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 13: How often do you visit the Braidwood Library branch?

There were 58 responses

- 0 once a week or mre
- 2 once a fortnight
- 7 once a month
- 5 every couple of months
- 3 a few times a year
- 4 once a year
- 30 never

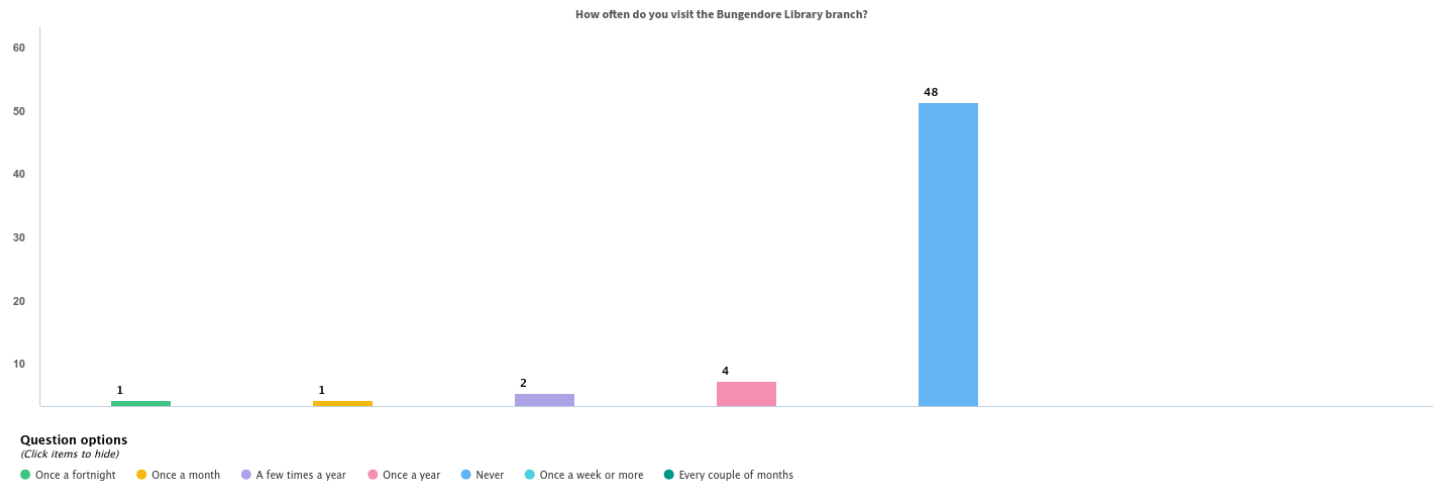


REPORT | COMMUNITY ENGAGEMENT | **MOBILE LIBRARY SURVEY**

Question 14: How often do you visit the Bungendore Library branch?

There were 56 responses

- 0 once a week
- 1 once a fortnight
- 1 once a month
- 2 a few times a year
- 4 once a year
- 48 never



QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

27 NOVEMBER 2024

ITEM 10.5 EVALUATION REPORT - EXTENDED HOURS TRIAL QPRC
LIBRARIES FOR HSC STUDENTS

ATTACHMENT 1 QUEANBEYAN-PALERANG LIBRARIES - EVENING
STATISTICS

10.5 Evaluation Report - Extended Hours Trial QPRC Libraries for HSC Students
Attachment 1 - Queanbeyan-Palerang Libraries - Evening Statistics (Continued)

Date	Branch	Doorcount			Headcount								Requests	
		Total Others	Total Teens	Total	5pm Others	5pm Teens	5.30pm Others	5.30pm Teens	6.30pm Others	6.30pm Teens	7.30pm Others	7.30pm Teens	Infor- mation	Customer Service
5/9/24	QBN	1	1	2	1	1	1	1	0	0	0	0	0	0
12/9/24	QBN	6	0	6	4	0	6	0	3	0	1	0	0	0
19/9/24	QBN	3	1	4	3	0	1	1	1	1	1	1	0	0
26/9/24	QBN	3	1	4	3	1	2	0	2	0	1	0	2	0
3/10/24	QBN	3	0	3	0	0	1	0	3	0	1	0	0	2
10/10/24	QBN	4	0	4	4	0	2	0	0	0	0	0	0	1
17/10/24	QBN	4	0	4	4	0	2	0	2	0	1	0	1	0
24/10/24	QBN	7	2	9	7	2	3	2	2	2	2	0	0	3
31/10/24	QBN	3	0	3	2	0	1	0	3	0	3	0	3	0
7/11/24	QBN	9	1	10	4	1	3	0	3	0	2	0	0	0
3/9/24	BWD	0	0	0	0	0	0	0	0	0	0	0	0	0
10/9/24	BWD	1	0	1	1	0	0	0	0	0	0	0	0	0
17/9/24	BWD	0	0	0	0	0	0	0	0	0	0	0	0	0
1/10/24	BWD	2	0	2	1	0	2	0	0	0	0	0	0	2
8/10/24	BWD	1	0	1	1	0	1	0	0	0	0	0	0	0
15/10/24	BWD	0	2	2	0	2	0	1	0	1	0	0	0	0
22/10/24	BWD	1	2	3	1	2	0	2	0	2	0	0	0	0
29/10/24	BWD	1	0	1	1	0	0	0	0	0	0	0	0	1
5/11/24	BWD	1	0	1	1	0	0	0	0	0	0	0	0	0
4/9/24	BUNG	0	0	0	0	0	0	0	0	0	0	0	0	0
11/9/24	BUNG	0	0	0	0	0	0	0	0	0	0	0	0	0
18/9/24	BUNG	4	0	4	0	0	2	0	2	0	0	0	0	1
25/9/24	BUNG	1	0	1	0	0	1	0	0	0	1	0	0	2
2/10/24	BUNG	2	0	2	0	0	0	0	2	0	0	0	0	0
9/10/24	BUNG	0	0	0	0	0	0	0	0	0	0	0	0	0
16/10/24	BUNG	2	0	2	1	0	0	0	0	0	1	0	0	0
23/10/24	BUNG	0	0	0	0	0	0	0	0	0	0	0	0	0
30/10/24	BUNG	4	0	4	0	0	3	0	0	0	1	0	2	0
6/11/24	BUNG	3	0	3	0	0	0	0	0	0	3	0	0	0
	QBN Total	43	6	49	32	5	22	4	19	3	12	1	6	6
	Bwd Total	7	4	11	6	4	3	3	0	3	0	0	0	3
	Bung Total	16	0	16	1	0	6	0	4	0	6	0	2	3
	Total	66	10	76	39	9	31	7	23	6	18	1	8	12

QUEANBEYAN-PALERANG REGIONAL COUNCIL

Council Meeting Attachment

27 NOVEMBER 2024

ITEM 12.2 NOTICE OF MOTION - ACCESS TO THE CAPTAINS FLAT
LEAD CONTAMINATION CELL

ATTACHMENT 1 EXPRESSION OF INTEREST - ACCESS TO CONTAINMENT
CELL



Expressions of Interest – Access to Containment Cell

1. First name _____

2. Last name _____

3. Phone number _____

4. Email address _____

5. Are you interested in developing or remediating your property or land?

Yes No

6. What is the development or remediation you are looking to do?

7. What is the size of the land? _____

8. What is the address? _____

9. Do you have completed designs and other necessary documents ready to commence or submit a development application?

Yes No

10. If Yes to Q9, as part of this development, are you already aware of the sort of remediation you require?

EXPRESSIONS OF INTEREST **ACCESS TO CONTAINMENT CELL**

11. If Yes to Q9, do you have an estimate as to how much soil you intend to remove with your development? Do you have a record of the chemical composition of the lead contaminated soil?

12. If No to Q9.
If you are working towards starting a development application or remediation, please specify an approximate date you are working towards to commence this process.

13. Are you interested in a pre-lodgement meeting with Council town planners to provide advice on your remediation requirements? *

Yes No

This form can be completed online at www.qprc.nsw.gov.au/captains-flat-lead