

# Summary consultation notes

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GCWWRRG Implementation Plan

8, 9, 15 August 2016

## Introduction

This document presents the findings from a series of industry consultations initiated by the Grampians Central Waste and Resource Recovery Group (GCWWRRG) to gather stakeholder input on their most recent Implementation Plan.

Three consultations were undertaken on 8-9 and 15 August 2016, in Horsham, Ararat and Ballarat respectively, with the intent of achieving the following:

1. Gather feedback on the GCWWRRG Implementation Plan
2. Explore the region's 10-year vision, priority actions and roles that stakeholders might play in bringing the Plan to life
3. Collectively prioritise key components of the Plan to position the region well for future growth and funding opportunities

### Attendance

Attendance across the three locations was strong, with a total of approximately 67 attendees across all three sessions. A total of 22 attended the Horsham event, 9 the Ararat event and approximately 36 at the Ballarat event.

### The process

The process was designed to maximise participation and to explore key opportunities and concerns from the unique perspectives of stakeholders present. It also sought to deepen the GCWWRRG's understanding of how to prioritise its 37 areas of focus and collaboratively execute the plan. In support of these design considerations, there were two main discussions held:

#### Discussion 1

This discussion was a way to introduce participants to the Plan and help them become familiar with its content and focus. More than half of attendees were not familiar with the plan and this required a deliberate sharing and slowing down of process to enable them to become familiar with the content. Ashley Pittard shared an overview of the plan via Powerpoint and afterwards, two questions were posed:

1. Based on the current understanding of the Implementation Plan, what things did the Plan cover really well?
2. Based on the understanding of the Implementation Plan, what challenges, issues and concerns can be identified from each person's unique perspective?

Findings from each of the sessions are provided as a part of this summary (location by location). In each session, we consolidated Challenges, Issues and Concerns at the front of the room, to ensure these were voiced and shared for consideration by the GCWWRRG in their DRAFT Implementation Plan submission.

## Discussion 2

This multi-part discussion was intended to help stakeholders identify their preferred short-term activity pursuits from their unique stakeholder perspective. From an initial list of 37 activities, which GCWWRRG staff culled to 17, participants were asked to nominate the top 5 they perceived should receive immediate short-term attention. For the top 5, they were asked to explore the following:

1. **Key stakeholders**  
Who should be involved from a stakeholder perspective?
2. **Key insights to guide activity**  
What things does GCWWRRG need to understand about to make it happen 'on the ground'?
3. **Resourcing considerations**  
What might/each stakeholder contribute?
4. **Involvement**  
How would each stakeholder like to be involved?

We have presented these findings as a ranked series of outcomes for each session. Sessional notes vary markedly in content and focus. Notes have been summarized to reflect submission from each of the table groups, as scribed by the GCWWRRG staff to reflect the dialogues at each table.

## Insights

The following insights are indicative of conversations that GCWWRRG might consider in their ongoing development of this approach and engagement with the regional community.

### The spirit of attendance

It is important to note that most attendees arrived with a willingness to contribute, share and collaborate. This spirit is something the GCWWRRG should foster and develop further.

### Communications focus

In support of deepening relationships with stakeholders, GCWWRRG may require a range of communications vehicles to effectively engage with different audiences. A Communications framework that identified key audiences, key messages and engagement means for each, frequency and forums for meaningful dialogue and opportunities for shared reflection and review will enhance the ongoing engagement process.

### Shared forums provide new insights - for all

The shared forum was an effective way to encourage a deeper understanding of issues from the range of perspectives in the room. The key skill was listening to 'understand' rather than oppose the nature of the questions posed. Feedback from attendees indicated an appreciation for the way the GCWWRRG designed the forum and received feedback.

### **Enhanced data**

It was mentioned that the data used to develop the Implementation Plan approach was ‘good’ with a desire to move to ‘great’. A range of commercial operators and industry attendees expressed a desire to sharpen the data sets, offering access to their data. Gathering this, understanding this information is sensitive “commercial information”, likely requires an extension of direct contact from GCWWRRG to operators to enhance data access and over time, quality.

### **More focus on waste flows and transport**

There were numerous mentions of a desire to understand regional and inter-regional waste flows and related to this, effectively manage transport and volumes across the region. Working more in collaboration with industry will extend insights and bolster data, from which future flows can be enhanced.

### **Exploration of feedstocks and re-processing opportunities**

The exploration of feedstocks, volumes and re-processing opportunities was highlighted as a future regional opportunity that GCWWRRG could cultivate and explore in the future.

### **Viability and practicality of solutions**

A number of responses mentioned the need to move from ‘generic’ language to practical and viable action-oriented solutions.

### **Costs and funding**

The issues of ‘who funds’ and costs for achieving all that is proposed in the Implementation Plan were universal. There is an expectation around State Government funding that needs to be communicated and managed well. At the same time, most regional representatives understood that all parties had a role to play in delivering the outcomes.

### **Desire for more industry involvement**

Many participants appreciated the presence of the industry representatives and a desire for more industry representation. When industry were present, the nature of the insights and conversations was more expansive, with a range of new stakeholders (external to the waste system) identified in the industry-heavy tables in particular.

### **More focus on innovation and alternatives to landfill**

There were a number of comments on the Plan’s focus on Landfill and a desire to focus on more innovative solutions such as Waste to Energy, best practice and alternative resource recovery methods. This is an opportunity for GCWWRRG to harness the proponents of this kind of change within the region and more deeply explore this pathway.

### Importance of education

There was a significant focus on the importance of education as a key input into the Plan's success and the success of the entire waste system. This is highlighted by each group nominating 9.2 as a leading area of Key Activity pursuit in the coming 2-3 years.

### Leading areas of Key Activity focus

In terms of guidance from participants on what GCWRRG might consider to be the short term focus, the following leading priorities for Key Activities have been tallied from all three sessions:

Rank	Number of votes	Short-term activity
1	28	1.5
1	28	9.2
3	25	3.8
4	19	2.2
5	17	1.2
6	13	2.1