

**Department of Tourism, Innovation and Sport**  
**Waste Reduction and Recycling Plan**  
2022-2025

Department of Tourism, Innovation & Sport (DTIS)

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# Foreword

The Department of Tourism, Innovation and Sport (DTIS) Reduction and Recycling Plan 2022-2025 (the Plan) outlines the actions the department will take over the next three years to contribute to meeting the state-wide targets by 2025. These actions will be directed towards reducing unnecessary waste in the workplace.

There are two basic principles of the plan: that all staff should avoid or reduce the production of waste products, and secondly, when this is not possible, reuse or recycle unavoidable waste.

Through support and education, the plan follows the principles of the waste management hierarchy in identifying and implementing practices which will effectively reduce the impacts on the environment of the department's operations.

The plan has been developed to support the *Queensland Government Waste Management and Resource Recovery Strategy*. The reporting component of the plan will help to build a better picture of waste management practices across the department.

DTIS's Waste Reduction and Recycling Plan 2022-2025 is aligned to the Waste Management and Recovery Strategy and commits the department to more accurately measure the waste generated, and to continue to strengthen management strategies to minimise waste.

John Lee  
**Director-General**  
**Department of Tourism, Innovation and Sport**

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## 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 that will contribute to the targets, achievement and goals of the Waste Management and Resource Recovery Strategy.

As part of the department's obligation under the State's *Waste Reduction and Recycling Act 2011* (the act), DTIS is implementing this current Waste Reduction and Recycling Plan 2022-2025 (the plan) to help DTIS manage the waste it generates and is directly responsible for. This plan has been prepared in accordance with the requirements of the Waste Act and replaces the DITID Waste Reduction and Recycling Plan 2018-2021. This plan is aimed to support departmental reporting obligations and is reported on an annual basis.

# 1. Overview of our organisation

DTIS' key focus is:

- Creating a more competitive and resilient visitor economy
- Invest in Queensland's Innovation and Tourism sectors to drive economic growth and create jobs in regions to help Queensland recover from the COVID-19 pandemic
- Enabling economy through innovation
- Improving health and wellbeing outcomes through the sport and active recreation industry
- Inspiring extraordinary sporting success.

## 2. What wastes are generated from DTIS activities?

A good portion of waste produced by DTIS officers is generated from office-based activities. The department is required to report on its performance of the waste reduction and recycling plan which falls under s146 of the *Waste Reduction and Recycling Act 2011*.

The reporting process is to be submitted via an online survey to the Department of Environment and Science (DES) by 31 August each year. By doing this annually the department is able to ensure it is on track with its targets and milestones.

### Data Limitations

In reviewing the progress against targets, it is important to note the following limitations and assumptions concerning the underlying data.

**Regional data and QAS data:** It is to be noted that DTIS's regional offices and Queensland Academy of Sport (QAS) waste reporting data can be hard to obtain accurately due to the following data limitations:

#### **Missing Data:**

Facilities that fall below the 1000 tonne per annum threshold are not mandated to report to DES, and so data is only captured where operators volunteer this information. The magnitude of the "missing" data is not currently known.

#### **Regional Data:**

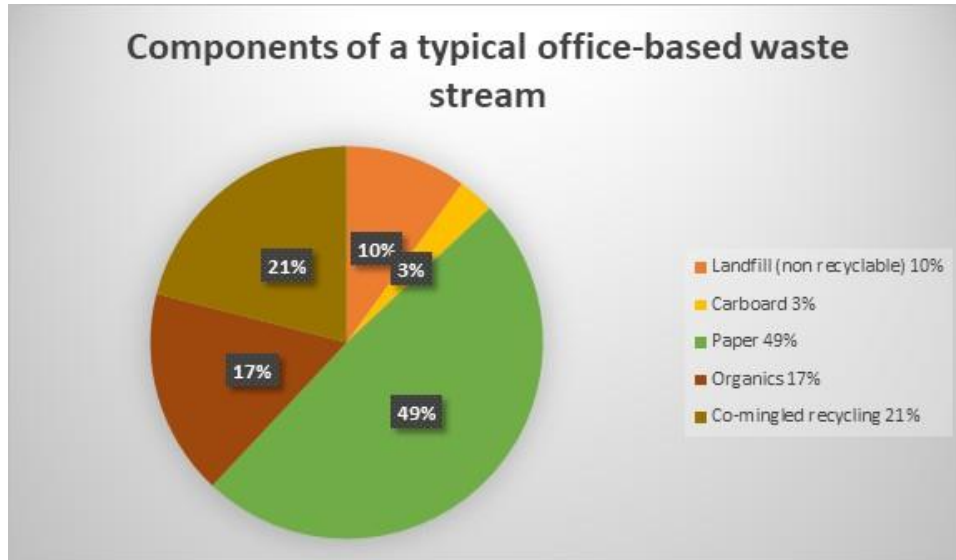
The Strategy includes recycling targets for SEQ, regional centers, and remote areas. However, tracking and measuring the flow of recyclable materials on a regional basis is problematic, particularly when it involves large companies operating in multiple regions.

#### **Machinery of Government (MoG):**

When departmental MoG's occur, data collection and analysis can cause many issues that impact on the yearly State Entity Waste reporting actions. The most recent MoG in 2020 caused concerns with the 2021 yearly reporting component. One of the concerns that was raised and identified was that the Queensland Accommodation Office (QGAO) and the Department of Energy and Public Works (EPW) struggled in collecting waste data for departmental leases, which impacted DTIS receiving accurate data for QAS and Sport and Recreation regional offices.

## Waste generated from office-based activities

DTIS operations involve office-based administrative activities and it is anticipated that the office-based waste stream will likely 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>.*

## Waste management achievements to date

Over time, DTIS has undertaken a number of initiatives to improve the management of waste generated by its operations by:

- recycling wastepaper products where possible, and reducing paper and toner cartridge consumption by using double-sided and grayscale printer default settings
- implementing initiatives designed to minimise paper use such as reducing printing requirements, rationalising stored materials, improving information management, and using the electronic recordkeeping system eDOCS
- using 'Follow-me' printing
- introducing and implementing battery recycling in 1 William Street
- utilising the Containers-For-Change recycling schemes in all DTIS leases
- where possible, using reusable rather than disposable items
- actions to ensure that materials are used before they deteriorate
- purchasing long-life products
- product care and maintenance to increase equipment lifetimes etc where possible purchasing items that are recyclable in preference to items that are not recyclable
- staff training (to facilitate appropriate behavior)
- establishing stockpiles and exchanges for unwanted/surplus material and products.

The plan is designed to build on these initiatives and to integrate waste management practices into day-to-day operations.

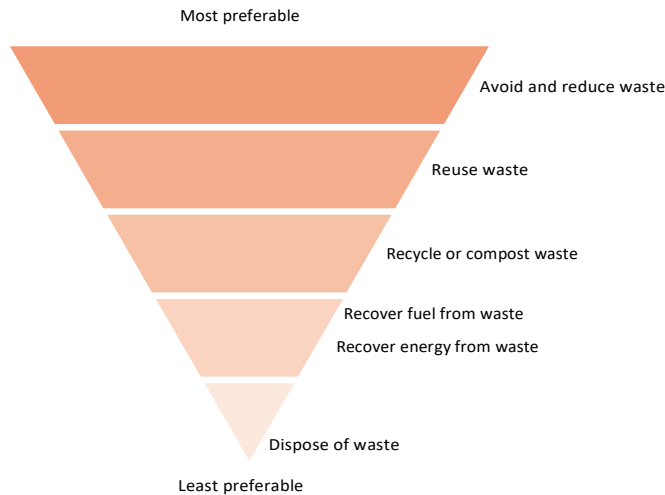
<sup>1</sup>Source: *Public Sector Environmental Management: Reducing the environmental impacts of public sector operations. Better Practice Guide (April 2012) Australian National Audit Office, pg 72.*

### 3. DTIS approach to Waste Management

DTIS' approach to waste management is guided by the principles set out below.






#### Waste and resource 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: Waste and Resource Management Hierarchy**<sup>2</sup>

The waste and resource management hierarchy is a framework that guides the order of preference for managing waste. Waste should be avoided as a first priority, after which options for reuse and recycling should be explored. The options of fuel production, energy production or disposal should be reserved for residual waste that is unsuitable for higher order options. The hierarchy shapes the Strategy’s priorities and provides the basis for the development of actions. The table below provides more detail on how DTIS will use the hierarchy in managing its waste.

Management Option	Definition	Examples
Avoid 	Avoid unnecessary resource consumption	Avoid the generation of paper waste by encouraging the use of electronic copies of documentation. The implementation of “paper lite” workplace.
Reduce 	Reduce waste generation and disposal	Ensure all printers are set to double-sided printing as a default. Staff are to be reminded printing in black and white reduces the turnover of color cartridges. Finally, the implementation of follow me printing has assisted DTIS staff to reduce the amount of print jobs.
Reuse 	Reuse waste resources without further manufacturing	Review policies on disposal of obsolete equipment or products with a focus on identifying alternate uses or users.  Investigate beneficial reuse of materials
Recycle 	Turning waste resources into similar or different products	Increase staff awareness in order to maximise co-mingled recycling and avoid contamination of recycling bins.  Roll out of containers for change on DTIS leases.
Disposal 	Dispose of waste only if there is no viable alternative	Ensure that waste is only disposed of at landfill facilities operated in accordance with prescribed legislation after the above hierarchy options have been exhausted.

<sup>2</sup> Source: qld-waste-management-resource-recovery-strategy, pg8.



### Strategic Priorities

The *Queensland Government Waste Management Resource Recovery Strategy* has set out three strategic priorities which has been identified to help drive a fundamental shift in the way waste is managed in Queensland which supports the transition to a zero-waste society.

The below strategic priorities which will guide the decisions DTIS make in the management of their waste.

Strategic Priorities	Definition	Examples of activities that DTIS undertake to support the priority
Reducing the impact of waste on the environment and communities.	A healthy environment creates safe and healthy communities, supports our economy, and contributes to our general health and well-being. Which is why it is important that we protect it for future generations. Future waste management solutions that increase resource recovery and deliver waste from landfill will reduce the impact on Queensland’s environment and deliver better outcomes for local communities.	DTIS undertakes to teach and educate staff on how to recycle better, avoid waste, reduce waste and to choose to reuse products. This aligns with the waste and resource management hierarchy.
Transitioning towards a circular economy for waste.	The transition to a circular economy will support higher recycling and recovery rates in Queensland, driven by world-class industry and technological advances.	Departmental staff are guided to purchase materials through vendors that support the circular economy waste such as products that are carbon neutral and recycled.
Building economic opportunity.	Building economic opportunity will stimulate investment and market development in the waste management and resource recovery sector and support economic and jobs growth.	DTIS is part of the Whole-of-Government (WoG) procurement process which engages with private contractors who collect, weigh, and dispose of waste from departmental leases. This data is used to help the department report on a yearly basis to the Department of Energy and Science (DES) for their State Entity Reporting.

**Continuous Improvement:** The diagram below illustrates how the activities that we propose for the plan will align with a cycle of continuous improvement in the department’s office-based operation.

**Figure 3: Cycle of continuous improvement in waste management**



## 4. Long-term Objectives

DTIS will address its waste reduction and recycling responsibilities through ongoing assessment of its activities and implementing industry best-practice where possible by:

- facilitating the on-going collection of baseline data at DTIS's major leased offices
- measuring the monitoring and the success of the waste plan
- promoting waste reduction and recycling awareness
- encouraging, collecting, and consolidating ideas for improved waste management and waste reduction.

DTIS will strive for continuous improvement and will review and refine waste reduction and recycling activities where possible.

The nine-year timeframe for realising the State-wide targets provides for three phases of agency data, each with a three-year timeframe. Broadly speaking, it is envisaged that the three plans will take the following approaches:

- Plan: 2015-2018 (completed) – baseline data collection, development and implementation of initial waste reduction and recycling activities
- Plan: 2018-2021 (completed) – continuous improvement, review and refinement of waste reduction and recycling
- Plan: 2022-2025 – further improvement and consolidation

These plans are integrated, with each plan building on the work of the previous one.

## 5. Activities planned for 2022 to 2025

The guiding principle for the plan will be to continue the journey necessary to maximise DTIS' contribution to achieving the State-wide *Waste Management and Resource Recovery Strategy* targets set for 2025. In doing so, DTIS will consider best practice waste management and reduction principles most relevant to department's waste profile and operating environment.

Activities for the implementation period of the 2022-2025 Plan is to act to strengthen the management of waste reduction and recycling activities including:

- educating staff on the appropriate use of recycling facilities.
- rethink the wastes produced from their activities and how this can be better managed
- adopting waste management and reduction practices, where possible
- continuing to identify and monitor the department's waste profile.

## 6. Waste reduction and recycling targets

The Act requires DTIS to set waste reduction and recycling targets for the waste generated by DTIS in carrying out its activities. However, due to the nature of its operations this may not be possible in all office environments as the data may not be reliable due to a changing environment.

### Waste generation target

In line with the reduction target for all general waste, DTIS will strive towards best practice as a means of contributing towards a 10% reduction in state-wide waste generation by 2025.

For the period of the plan, the department's aim is to quantify the amount of waste generated in order to determine an accurate baseline. This has been significantly impacted with the outbreak of COVID-19, which has seen departmental staff working from home more frequently.

### Recycling target

DTIS will strive towards best recycling practice (as relevant to individual locations) by increasing staff awareness as a means of contributing towards the state-wide target recycling rate of 55 per cent in the commercial and industrial waste stream by 2025, as outlined in the below table.

Stream	Baseline (2018)	2025
C&I (Commercial & Industrial)	46.5%	55%

**Table — Recycling rates (as a percentage of total waste generated)**

Table Source: *qld-waste-management-resource-recovery-strategy*, pg10.

## 7. Roles and responsibilities

### ***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.

### ***Business area management***

DTIS' Deputy Director-Generals, Assistant Director-Generals, Chief Executives, Executive Directors, Regional Directors, Directors and Managers are responsible for ensuring that waste reduction practices are implemented and reviewed in accordance with the requirements and supporting plans.

### ***Accommodation Services, Corporate Services***

The Accommodation Services 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 central contact point for expert advice and assistance to departmental officers and to supplier organisations on all aspects of waste reduction and recycling.

### ***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 the 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.

## 8. Reporting

DTIS will review the plan at least every three years and produce an annual report on waste reduction and recycling in accordance with the requirements of the relevant legislation.

Reporting will include progress made against the office-based activities set out in the plan and include:

- the types and amounts of waste generated, recycled, or disposed of by the department in carrying out its operations
- actions taken to reduce the amounts of waste generated or re-used or recycled waste
- actions taken to increase the use of recycled materials for example through the procurement of recycled-content products.

## 9. Appendix A – Baseline Data Collection

While DTIS currently has a reasonably good understanding of the types of waste generated from its operations, better information can be collected on the volumes of the waste types.

DTIS' waste comes from office-based activities and due to the MoG change which has only recently created this department, it is essential that a baseline be established before effective action plans to manage the department's waste can be developed and implemented. Baseline data will provide the means to analyse how waste is being generated and managed. It will also highlight practices that have the potential for improvement and can help with the identification of potential cost savings.

Action plans with realistic outcomes cannot be effectively developed and sustainably implemented if the current situation is not identified and documented for future monitoring and measurement.

### ***Waste generation***

- Identify the types of wastes generated as a result of office-based activities
- Verify the current level of staff awareness of waste management practices specific to their location.

### ***On-site waste handling***

- Signage for waste segregation and storage
- Waste receptacle types, numbers, and accessibility
- Current storage and disposal practices.