Supplementary Workbook

Assess your performance against the better practice guidance

Workbook 1: During site development

Workbook 2: During site operation and a management

# About this workbook

This workbook helps resource recovery centre (RRC) owners, operators and other stakeholders to document and assess their performance against the better practice guidance in the *Guide to Better Practice at Resource Recovery Centres* (the guide). The guide is available on the Sustainability Victoria website.

The workbook is divided into two sub-workbooks:

* Workbook 1: Assessing better practice during site development
* Workbook 2: Assessing better practice during site operation and management

## How to use this workbook

Complete the steps listed below.



|  |  |
| --- | --- |
| Section 1: Person completing workbook | |
| Name |  |
| Organisation |  |
| Position |  |
| Contact number |  |
| Email |  |
| Signature |  |

## Section 2: Facility details

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Facility name |  | | | | | |
| Facility address |  | | | | | |
| Council |  | | | | | |
| Site owner  *(contact name, organisation,*  *contact details)* |  | | | | | |
| Site operator  *(contact name, organisation,*  *contact details)* |  | | | | | |
| Towns and communities serviced |  | | | | | |
| Estimated population served by facility |  |  | | Estimated annual population growth (%) |  | |
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| **Facility details (cont.)** | |
| **What are the current (or proposed) activities to be carried out on site** *(e.g. used solely for waste and recycling transfer operation,  used as a location to house collection and service vehicles, used for storage and processing of recyclables such as garden organics and concrete)* |  |
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| **What is the current (or intended) throughput of the facility** *(estimated tonnes per annum processed)* |  |
| **What category size does the facility fall into?** | Category 1: 0–1000 TPA  Category 2: 1001–30,000 TPA  Category 3: >30,000 TPA |
| **Who are the customers of the facility?** | Public  Commercial  Other – Please detail \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **Current development or operating stage of the facility?** |  Site selection & initial concept development   Detailed design   Construction   Currently operating   Closure and rehabilitation |
|  |  |

## Section 3: Material streams

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| --- | --- | --- |
|  | **Material stream** | **Estimated tonnes per annum** |
| **What are the current (or expected) non-hazardous and non-dangerous goods waste and recycling material streams received at the facility?** | General waste |  |
| Commingled recyclables |  |
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| **What are the current (or expected) hazardous or dangerous goods waste and recycling material streams received at the facility?** |  |  |
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# Workbook 1: Assessing better practice during site development

## Risk management

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance details | Suggested improvement activities | Priority (low, medium or high) | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Legislation and regulations | | | | | | |
| Regulations and legislation | Have you researched, considered and complied with the most up to date OHS, dangerous goods and environment protection legislation and associated regulations during site development? | 3.4.1, 3.4.2, 3.4.3, 7.2 |  |  |  |  | |
| Have you discussed the proposed facility with the EPA Victoria? | 3.2 |  |  |  |  | |
| Have you discussed the proposed facility with council? | 3.2 |  |  |  |  | |
| Can the site be used for an RRC under the local planning scheme? | 3.2 |  |  |  |  | |
| What is the minimum threshold distance to sensitive land uses in the local planning scheme? | 3.1.4, 3.2 |  |  |  |  | |
| Site risks | | | | | | |
| Planning for site risks | Was a landfill previously located at the site? If yes, do you know where the previously landfilled waste was located? | 3.1.9 |  |  |  |  | |
| Did you consider natural features and climate conditions of the site when developing the site? | 3.1.11 |  |  |  |  | |
| OHS | | | | | | |
| Personnel safety | Do you have enough safety barriers and fall prevention devices in the site design? | 3.3.1, 3.4.2 |  |  |  |  | |
| Traffic management | Have you completed a traffic impact assessment? (only required for Category 2 and 3 facilities) | 3.1.2, 3.4.4, 7.2.3 |  |  |  |  | |
| Are roads and traffic management devices designed in accordance with relevant Australian Standards? |  |  |  |  | |
| Plant and equipment safety | Have you selected plant and equipment to eliminate or reduce the risk of injury resulting from hazardous manual handling? | 3.4.2 |  |  |  |  | |
| Does all plant and equipment comply with the Australian Standard AS4024.1 Safety of machinery? | 3.3.4 |  |  |  |  | |
| Do all site structures comply with relevant building codes, building regulations and planning regulations? | 3.4.5 |  |  |  |  | |
| Signage | Have you selected and designed appropriate safety signage for the development? | 3.4.8 |  |  |  |  | |
| Does safety signage comply with relevant Australian Standards? | 7.2.3 |  |  |  |  | |
| Does signage give consistent information that is clearly and prominently displayed? |  |  |  |  |  | |
| Emergency response | | | | | | |
| Emergency vehicle access | Has the site been designed to maximise accessibility for emergency vehicles, including fire trucks, ambulances and other emergency equipment? | 3.4.4 |  |  |  |  | |
| Environmental | | | | | | |
| Ecology | Was a flora and fauna study conducted if previously undisturbed land or land containing areas of remnant vegetation is near the site? | 3.1.10, 3.1.11 |  |  |  |  | |
| Was the risk of pre-existing soil pollution assessed before the site was developed? |  |  |  |  | |
| Litter | Have litter control measures been designed into the site? | 3.1.10, 3.4.3, 3.4.5 |  |  |  |  | |
| Storm water and leachate | Is the facility designed to prevent storm water run-off from the site becoming contaminated with waste or leachate? | 3.4.3, 3.1.11 |  |  |  |  | |
| Odour | Is the facility designed to minimise odour problems? |  |  |  |  | |
| Vermin | Is the facility designed and operated to minimise vermin problems? |  |  |  |  | |
| Dust and mud | Is the facility designed to minimise dust problems? |  |  |  |  | |
| Noise | Is the facility designed to minimise noise problems? | 3.4.3, 3.5.1 |  |  |  |  | |
| Construction activities | Have you developed an environment improvement plan in accordance with the EPA Victoria’s Guidelines for the Preparation of Environment Improvement Plans? | 3.5 |  |  |  |  | |
| Hazardous materials and dangerous goods | | | | | | |
| Legislation and regulations | Does the facility comply with all applicable legislation and regulations relating to the storage and handling of dangerous goods and hazardous waste, including but not limited to the OHS Act 2004, OHS Regulations 2017, Dangerous Goods Act 1985 and the Dangerous Goods (Storage & Handling) Regulations 2012? | 7.2 |  |  |  |  | |
| Bunding | If required and implemented, has bunding been designed in accordance with the EPA Victoria’s bunding guidelines? | 3.4.3 |  |  |  |  | |

## Managing stakeholder needs

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Regional groups | | | | | | |
| Efficient procurement and service delivery | Have you explored opportunities to cooperate with other facilities in the region (e.g. consolidating services or transport efficiency opportunities) during site development? | 2.2, 3.1.6 |  |  |  |  |
| Community | | | | | | |
| Location | Does the facility meet council requirements and community expectations for siting and location? | 3.2, 3.1.4, 3.1.5 |  |  |  |  |
| Facility capacity | Is the facility designed to cater for volumes and types of waste and recyclables generated by the community, taking into account the capacity of any other facilities in the region? | 3.1.1, 3.1.6, 3.1.8 |  |  |  |  |
| Customers | | | | | | |
| Service levels | Does the design meet customer expectations for opening hours, levels of customer service, fees for deposit of waste and recyclables and site cleanliness and aesthetics? | 3.1.1, 3.1.2, 3.1.5, 3.3.1, 5.2.8, 5.5 |  |  |  |  |
| Government | | | | | | |
| Compliance | Does the facility design comply with all relevant legislation, regulations and standards? | 7.2 |  |  |  |  |
| Staff | | | | | | |
| Facilities | Are adequate facilities for staff included in the site design, that are appropriate and practically achievable for the site? | 3.4.16, 5.2.7 |  |  |  |  |
| OHS | Have employees been consulted on matters relating to OHS, as required under s35 of the OHS Act? For example, on hazard identification, risk controls, plant and equipment purchase. | 3.4.2 |  |  |  |  |

## Smart materials management

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Traffic and access | | | | | | |
| Traffic | Does the site need a traffic impact assessment? If so, has one been completed by a traffic engineer? | 3.1.2, 3.4.4 |  |  |  |  |
| Does the site have good road access for heavy vehicles that minimises the impact on residential or other sensitive areas (e.g. schools, hospitals)? | 3.1.2, 3.1.4 |  |  |  |  |
| Does the site provide adequate space for onsite roadways, queuing and parking as necessary at the facility? | 3.1.2, 3.1.4, 3.3.1 |  |  |  |  |
| Does the facility allow for separation of truck, car and pedestrian movements? | 3.3.1, 3.4.4 |  |  |  |  |
| Resource recovery | | | | | | |
| Environment and materials efficiency | Does the facility encourage recovery of materials by placing recycling drop-off areas before any waste disposal area? | 3.4.12 |  |  |  |  |
| Will the site use energy and water efficient infrastructure and equipment? | 3.5, 5.4.2, 3.3.4 |  |  |  |  |
| Does the facility provide a separate area for processing operations that is not accessible to facility users? | 3.3.1, 3.3.3 |  |  |  |  |
| Does the facility have a gatehouse to allow for traffic management, inspecting incoming waste, recording waste types and quantities, collecting gate charges and directing users to appropriate unloading areas? | 3.3.1, 3.4.9, 3.4.12 |  |  |  |  |
| Governance | | | | | | |
| Record keeping | If the facility cannot afford a weighbridge, have you allowed for future construction of a weighbridge? | 3.4.11 |  |  |  |  |

## Financial sustainability

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Need for activity | Have you analysed the need for the facility and determined that the location is suitable for an RRC? | 3.1.12 |  |  |  |  |
| For existing facilities, does your expansion and/or redesign consolidate site operations and/or facilities to achieve cost savings? | 2.4 |  |  |  |  |
| Demand for end products | Have you worked with stakeholders to develop local end markets for recovered recyclables (where practical), to reduce exposure to price volatility of international commodity markets? | 2.2, 2.4, 5.7.3 |  |  |  |  |

## Futureproofing

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Land use compatibility | Do land use planning authorities have plans to expand residential areas? If so, will residential areas move closer to the facility and place pressure on operations? | 3.1.8, 3.1.4 |  |  |  |  |
| Capacity | Is the population set to increase in the region over the next 5–10 years? If so, is the facility set up to manage expected additional volumes of waste from more residents? | 3.1.8, 3.4.11 |  |  |  |  |
| Are any landfills in the region earmarked for closure? If so, is the RRC likely to receive more waste (previously disposed of at the landfill)? |  |  |  |  |
| Future economic viability | Is the cost of disposal likely to increase? If so, will the facility change the design or operations to increase landfill diversion of mixed waste to reduce future costs? | 3.3.5, 5.6.15, 5.7.1 |  |  |  |  |

# Workbook 2: Assessing better practice during site operation and management

## Risk management

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance details | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Regulations and legislation | | | | | | |
| Regulations and legislation | Does the site comply with the relevant duties under OHS and dangerous goods legislation and regulations (e.g. duties associated with hazardous manual handling, noise, the prevention of falls, plant, hazardous substances, asbestos)? | 2.1, 5.1.1, 7.2 |  |  |  |  |
| Have you developed an emergency management plan in accordance with WorkSafe Victoria’s Compliance code: Workplace amenities and work environment? | 5.1.3 |  |  |  |  |
| Are adequate first-aid measures in place? | 5.1.7 |  |  |  |  |
| Does the site provide adequate facilities for staff welfare, such as clean drinking water, toilets and areas for eating and drinking? | 5.2.7 |  |  |  |  |
| Do plant and equipment comply with all relevant OHS legislation, regulations and standards, in particular, Part 3.5 (Plant) of the OHS Regulations? | 5.1.1, 5.6.6 |  |  |  |  |
| Does the site comply with the EPA Victoria’s procedures for containing and managing certain types of prescribed industrial waste, while waiting to be transported off-site by a licensed contractor? | 5.5.5, 5.1.7, 5.6.11 |  |  |  |  |
| Does the site comply with all relevant legislation, regulations and standards on storing and handling of dangerous goods, hazardous waste and asbestos? In particular, the DG (Storage and Handling) Regulations 2012, and Part 4.1 and Part 4.4 of the OHS Regulations. | 5.6.12, 5.6.13 |  |  |  |  |
| Insurance | | | | | | |
| Insurance | Do facility operators hold adequate insurance to cover fire, theft and malicious damage? | 5.1.6 |  |  |  |  |
| Is adequate public liability insurance held to cover injuries and damage sustained by facility users? | 5.1.6 |  |  |  |  |
| OHS | | | | | | |
| Roles and procedures | Are procedures implemented at the site to adequately guard against theft? | 5.1.9 |  |  |  |  |
| Are measures in place to monitor and record site activity (e.g. infrastructure and equipment maintenance, customer complaints)? | 5.1.7, 5.1.9, 5.1.10, 5.3.3, |  |  |  |  |
| Is the RRC supervised at all times when open? | 5.1.10, 5.5.5 |  |  |  |  |
| Is necessary supervision provided to ensure that safety procedures are followed. For example, is there supervision to ensure that no employee, contractor or customer stands in the body of trucks, utes or other vehicles while moving? | 5.5.6, 5.1.10 |  |  |  |  |
| Are workplace hazard inspections conducted regularly at the site? | 5.1.1, 5.6.9 |  |  |  |  |
| Are suitable measures in place to carry out better practice plant and equipment maintenance? | 5.6.9 |  |  |  |  |
| Is the facility periodically audited to ensure the measures in place to address potential impacts from the site are effective? | 5.1.1, 5.6.9 |  |  |  |  |
| Have you developed a hazard identification and risk control system? | 5.1.1, 5.6.9 |  |  |  |  |
| Have safe work procedures (e.g. Safe Work Method Statement) or site operating procedures been conducted and documented for all activities and tasks at a site? | 5.1.1, 7.3.2 |  |  |  |  |
| Do you have a site operations manual with all the required information? | 5.1.1, 5.1.2 |  |  |  |  |
| Is the site operations manual readily available to all staff as a reference should they be in doubt of any procedures? | 5.1.2, 5.1.7 |  |  |  |  |
| Training and inductions | Have staff been inducted in site operating procedures, emergency procedures and received necessary training that enables them to do their job safely and properly? | 5.1.7, 5.6.6 |  |  |  |  |
| Are all employees and contractors inducted to the site OHS and traffic management procedures? | 5.5.6, 5.1.7 |  |  |  |  |
| Are all personnel operating equipment licensed (where required) and suitably trained? | 5.1.7, 5.6.6 |  |  |  |  |
| Plant and equipment | Have staff and contractors been provided with appropriate personal protective equipment and suitable footwear where required? | 5.1.1 |  |  |  |  |
| Are all vehicles equipped with safety signs and lights? | 5.5.6 |  |  |  |  |
| Are fall arrest systems or passive fall prevention devices in place for staff or contractors who need to perform work at heights (e.g. climbing on vehicles to place or remove tarpaulins)? | 5.1.1 |  |  |  |  |
| Is signage at the centre maintained to ensure that all site directions, traffic control measures and safety instructions are clear and legible to facility users? | 5.5.6, 5.6.7, 5.6.8 |  |  |  |  |
| Have facility operators provided staff with appropriate equipment and plant to enable them to carry out their responsibilities effectively and safely? | 5.6.9 |  |  |  |  |
| Emergency response | | | | | | |
| Roles and procedures | Have emergency response procedures and infrastructure been developed for accidents, injuries, fires, spills, explosions, bomb threats and workplace bullying? | 5.1.3 |  |  |  |  |
| Are procedures in place so that temporary storage of waste in the event of an emergency is carried out with written approval from the EPA Victoria and any other relevant authorities, and correct environmental and safety measures are followed? | 5.1.3, 5.6.11, 5.6.12 |  |  |  |  |
| Environmental | | | | | | |
| Environmental risk management | Does the site have adequate provisions for managing windblown litter? | 5.1.4 |  |  |  |  |
| If the facility is exposed to the wind, have you established a protocol for operating on days with significant wind? |  |  |  |  |
| Are environmental risks monitored? |  |  |  |  |
| Are procedures and appropriate equipment in place for managing spills? | 5.2.4 |  |  |  |  |
| Are enough procedures in place to manage dust and mud at the site? | 5.2.2 |  |  |  |  |
| Are enough procedures in place to manage odour at the site? | 5.2.6 |  |  |  |  |
| Plant and equipment | Are lids or covers placed over bins when not in use, and are vehicles depositing and collecting waste and recyclables covered where possible? | 3.4.3, 5.6.1 |  |  |  |  |
| Are infrastructure and engineered controls in place to help control and minimise impacts from environmental risks (e.g. stormwater and leachate)? | 5.1.4, 5.2 |  |  |  |  |
| Are staff provided with adequate training to respond to a fire?  Does your facility have an adequate fire protection system? | 5.1.3, 5.1.7 |  |  |  |  |
| Hazardous materials and dangerous goods | | | | | | |
| Documentation and procedures | Are procedures for the safe storage and handling of potentially hazardous waste and dangerous goods specified in the site’s operations manual? | 5.1.1, 5.1.2, 7.2 |  |  |  |  |
| Are documented procedures in place for inspecting incoming materials to identify recyclable loads and potentially hazardous material, as well as direction to the appropriate drop-off location? | 5.6 |  |  |  |  |

## Meeting stakeholder needs

| Area | Assessment question | Section ref. | Achieved?  (Yes, no, unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Legislation and regulations | | | | | | |
| Compliance | Does the site comply with all relevant legislation, regulations and WorkSafe Victoria’s *Compliance code: Workplace amenities and work environment*? | 5.2.7 |  |  |  |  |
| Onsite management | | | | | | |
| Roles and procedures | Are procedures in place to keep the site clean and tidy? | 5.1.4, 5.2.8 |  |  |  |  |
| Is the facility maintained by vegetation screening and regular cleaning and maintenance? | 5.2.8 |  |  |  |  |
| Are procedures in place and documented in the site operations manual to manage customer complaints? | 5.1.2, 5.3.3 |  |  |  |  |
| Service levels | | | | | | |
| Operating hours | Are facility operating hours structured to cater for customers using the facility where practical? | 5.5.4 |  |  |  |  |
| Where commercial collection vehicles use the facility, do site operation hours account for the schedules that these vehicles operate under? | 5.5.4 |  |  |  |  |
| Community acceptance | | | | | | |
| Aesthetics | Is the facility well maintained with visual enhancements such as screening and gardens? | 5.2.8 |  |  |  |  |
| Do you have a regular cleaning schedule to minimise litter, dust and other contaminants? | 5.2.8 |  |  |  |  |
| Comms and education | Are the objectives of recycling and the facility’s role in resource recovery promoted in the local community? | 5.3 |  |  |  |  |
| Does the facility have a dedicated education area, community open days and tours, or other community engagement activities? | 5.3 |  |  |  |  |

## Smart materials management

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Resource recovery | | | | | | | |
| Viability of resource recovery | Have the following factors been considered, and where necessary, complied with, when deciding which materials to segregate for recycling:   * legislative and regulatory requirements * local, state, national and international markets * environmental benefits * financial sustainability of accepted material stream, considering: * transport costs for processing * any disposal savings (e.g. diversion from landfill or product stewardship costs/rebates) * infrastructure available at a facility * capabilities of personnel operating a facility. | 2.4, 5.1, 5.6 |  |  |  |  |
| Waste stream contamination | Have measures been put in place to lower the contamination rate of material streams (e.g. by ensuring enough bins/containers and using a gate fee system that rewards customers for recycling)? | 5.6.1 |  |  |  |  |
| End markets | Are reusable waste items recovered for resale? | 5.6.5 |  |  |  |  |
| Are materials processed onsite to increase their value where viable? | 5.6.4 |  |  |  |  |
| Transport | | | | | | | |
| Transport efficiencies | Have you taken measures to maximise payloads (e.g. by compacting waste where viable)? | 5.6.2 |  |  |  |  |
| Procurement | | | | | | | |
| Procurement | Is the environmental footprint of products considered when purchasing materials and products, including consumables for staff amenities and office equipment? | 5.4, 5.6.3 |  |  |  |  |
| Sustainability | | | | | | | |
| Greenhouse gas emissions | Have you taken measures to minimise greenhouse gas emissions (e.g. by de-gassing electrical equipment)? | 5.6.3 |  |  |  |  |

## Financial sustainability

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Demand for end products | Has the site developed onsite uses and local end markets for recovered materials where practical? | 5.7.3 |  |  |  |  |
| Demand for end products | Does facility management proactively monitor and respond to changes in costs and revenues brought about by external factors (e.g. price received for recovered materials)? | 2.4, 5.7.1 |  |  |  |  |
| Need for activity | Have you investigated regional collaboration opportunities for improved cost efficiencies in transport, purchasing power and economies of scale? | 5.4.1, 5.7.2 |  |  |  |  |
| Have you investigated opportunities for collaborative procurement for waste and resource recovery services and/or infrastructure by consolidating waste materials or products? | 5.7.2 |  |  |  |  |

## Futureproofing

| Area | Assessment question | Section ref. | Achieved?  (Yes, no or unsure) | Current performance | Suggested improvement activities | Priority (low, medium or high) |
| --- | --- | --- | --- | --- | --- | --- |
| Roles and procedures | Have you developed standard operating procedures for managing emerging waste streams? | 5.6.15 |  |  |  |  |
| End markets | Have you developed onsite uses and/or end markets for managing emerging waste streams? | 5.6.15, 5.7.3 |  |  |  |  |
| Post-closure | Have you determined how the site will be used (post-closure) in consultation with the local community, planning authorities and other stakeholders? | 5.8 |  |  |  |  |