

QUEENSTOWN LAKES: TOGETHER TOWARDS ZERO WASTE AND A CIRCULAR ECONOMY

Adopted September 2025

WASTE MANAGEMENT AND

MINIMISATION PLAN 2025-2031



QUEENSTOWN
LAKES DISTRICT
COUNCIL



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Chunky reusable serveware.

FOREWORD

Imagine if we could shift our district's waste story from 'production, consumption and disposal' to one where we keep our resources in use and add value for our people and environment.

Waste is everyone's responsibility and each of us can have an impact on the amount of waste we generate and where it ends up. In 2024 we sent on average 960 tonnes of waste to Victoria Flats landfill every week. Most of this could be avoided altogether by changing our behaviours, or managed better with the right services, facilities, and education.

Changing the story of how our district's waste is minimised or managed relies on working together on innovative but achievable solutions. This is where the Waste Management and Minimisation Plan (WMMP) comes in. Although legislation requires Council to write the WMMP, the plan will only be successful if everyone in our community works together to make it happen. This WMMP sets the pathway for our district to transition to a zero waste community built on circular economy principles.

Over recent decades, Aotearoa New Zealand has taken a very linear approach to managing waste - despite real improvements in education, recovery and recycling systems, we still consume a lot and send most of it to landfill. Globally, there's a shift towards a different approach featuring more circular management practices known as 'the Circular Economy'. This approach is reflected in our WMMP.

The WMMP aligns with other key Council plans and strategies and follows on from previous plans, building on the progress that has already been made through initiatives such as the Zero Waste District Programme and Council's improved kerbside recycling service. The WMMP reflects conversations we held with our community about what is important for success when working together towards zero waste and a circular economy.

The WMMP was widely consulted with the community in mid 2025 and following amendments based on feedback was adopted by Council as this final document.

THANK YOU FOR

SHARING OUR JOURNEY.

WHAT IS A WASTE MANAGEMENT AND MINIMISATION PLAN?

The Waste Management and Minimisation Plan (WMMP) is written by Council with input from our community.

It is required by legislation and describes our aspiration for reducing waste generated in the district, and the actions that will better manage what we do produce¹. The WMMP sets out the transition pathway towards a zero waste, low emissions, circular economy-based community. Council has an important part to play, but changing our waste story is only possible if our community works together, collaborating on opportunities and making change happen.



¹ More detail about our legislative requirements is included in the Otago Region Waste Assessment (https://www.qldc.govt.nz/media/f2cbqlao/qldc_otago-region-waste-assessment_jan24.pdf)

DEVELOPING THE WASTE MANAGEMENT AND MINIMISATION PLAN

While developing the WMMP, Council worked with key groups in the Queenstown Lakes community to understand their views about where we want to get to in the future, and what the WMMP should look like.

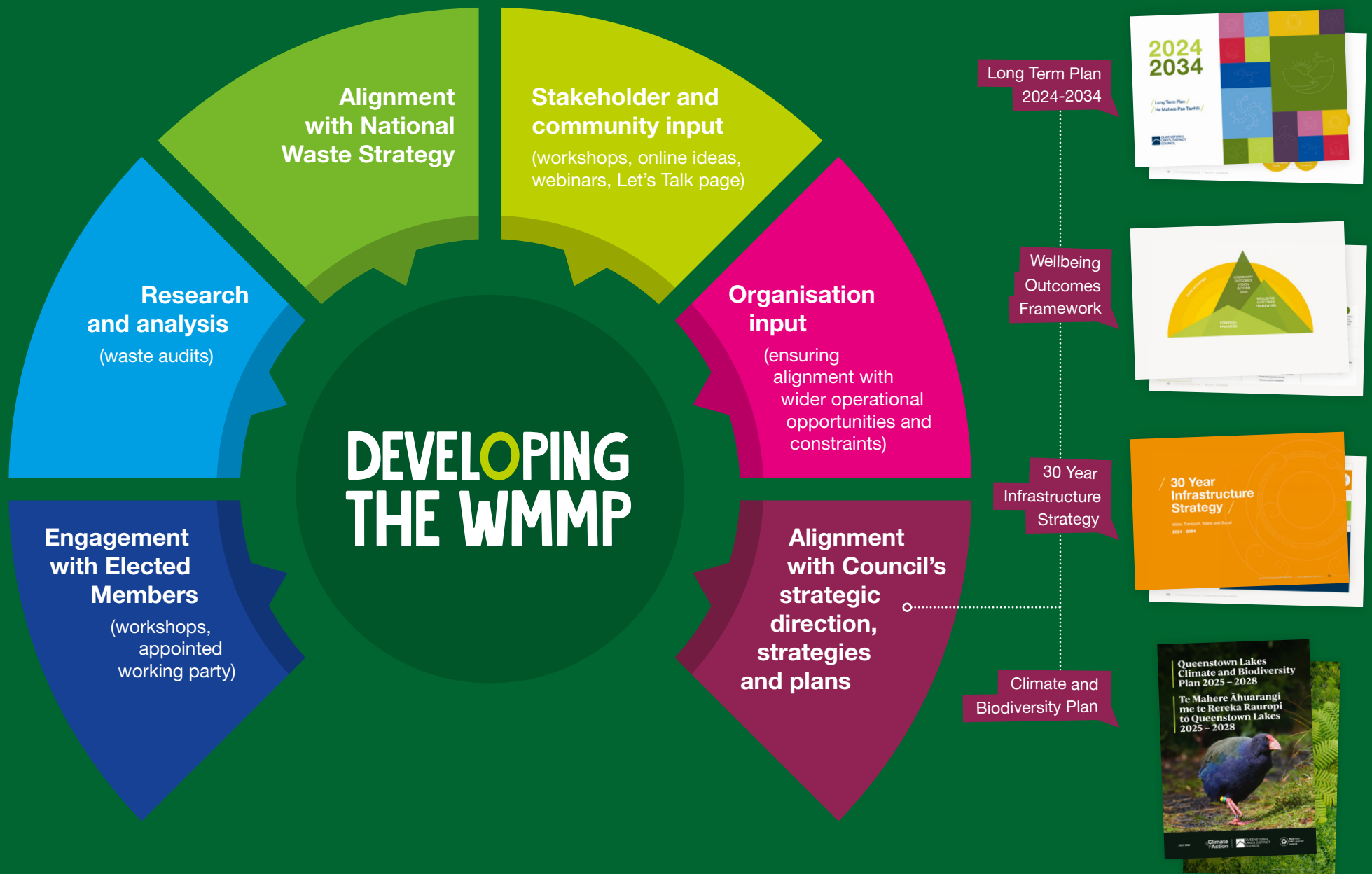
Discussions with the community during workshops held in 2024 gave us a detailed understanding of what issues are important and what direction the WMMP should take.

During these conversations it became clear there are key underlying principles that are important to all of us and should be used to guide our decision-making.

As well as incorporating the views of the community, we have made sure that the WMMP is aligned with Councils strategic direction and the overall direction for Aotearoa New Zealand as set out in the New Zealand Waste and Resource Efficiency Strategy², which aims to minimise waste and improve waste management.

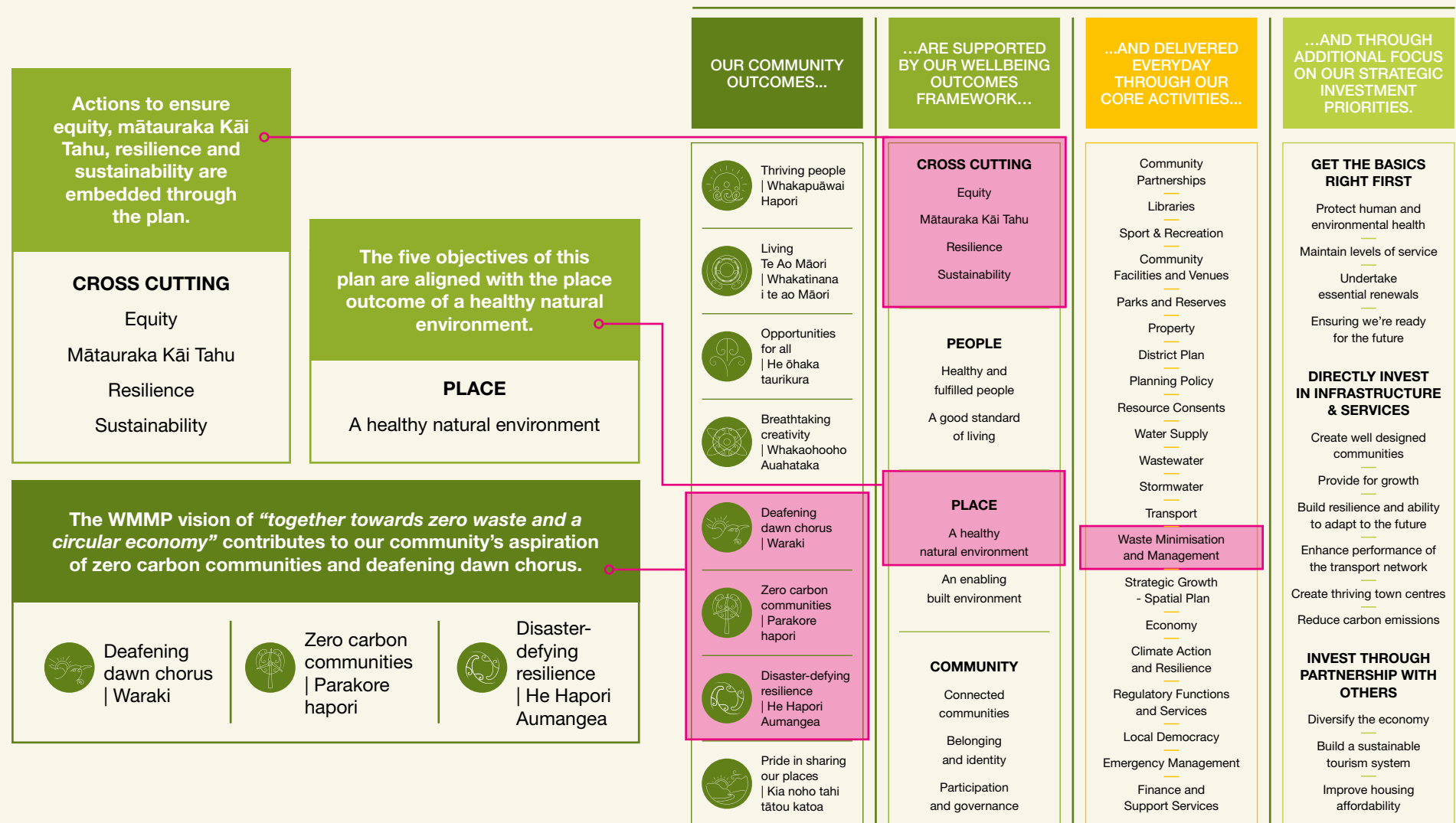
The development of the plan and its alignment with the strategic framework is illustrated in the following graphics.

² <https://environment.govt.nz/what-government-is-doing/areas-of-work/waste/waste-strategy/>



Where does the WMMP fit in?

The WMMP aligns with our community's aspirations and the wellbeing outcomes as outlined in our Strategic Framework.





The WMMP is part of a system of strategies and action plans we have in place to help us work with our community towards our community aspirations and to improve wellbeing across the district.

Along with these core strategic plans there are a range of supporting strategies, action plans and policies that support the objectives of the WMMP:

- > Regenerative Tourism Plan: Travel to a Thriving Future
- > Event Waste and Emissions Reduction Guide and Toolkit
- > Responsible Camping Strategy
- > Small Community Plans
- > Engineering Code of Practice



OUR GUIDING PRINCIPLES

As there are several ways our waste problems can be solved, the guiding principles will be used to help determine the best approach and which actions will result in wider positive impacts for waste, emissions, the environment, and community.

Collaborative working, partnerships, and behaviour change are the themes that came through strongly from our early community engagement, and these are placed alongside the context set by previous WMMPs, other Council strategies and plans, and the national strategy and work plan.

OUR GUIDING PRINCIPLES ARE:

COLLABORATION:

Aim to deliver actions collaboratively through partnerships across a community that takes ownership and participates in solutions. We will focus on developing long term partnerships between Council, iwi, non-profit organisations, local businesses, waste service providers, and other councils.

CIRCULAR SYSTEMS:

Take a Zero Waste approach, prioritising actions that are local, value materials as a resource and sit at the higher levels of the waste hierarchy. This approach will support our progress towards a circular economy for the district, and protect our environment.

BEHAVIOUR CHANGE:

Recognise that progress will be driven by our community understanding the issues and solutions and being committed to supporting these through changes to individual choices.

DATA-DRIVEN SUSTAINABLE SOLUTIONS:

Consider the best data and evidence to inform improvements that enhance our community's quality of life and are environmentally and financially sustainable in the long-term.

VALUE FOR MONEY:

Prioritise opportunities that leverage existing partnerships, initiatives and programmes, reducing the cost to our district and working towards increased producer responsibility.

INNOVATION:

Be open to new and creative way of solving problems, whilst ensuring solutions are also evidence informed and provide value for money.

SUPPORTING TE AO MĀORI:

Support the Māori world view when making decisions in order to act as a good Treaty partner under Te Tiriti o Waitangi.

WIDER BENEFITS:

Prioritise opportunities that also provide benefits to our land, water, air, and community.

WHAT IS ZERO WASTE?

A zero waste approach views all waste materials as valuable resources that can be diverted from landfill through better design and management. Local solutions and community involvement are prioritised.

THE CIRCULAR ECONOMY

Over the last few decades, we have had a very linear approach to managing waste in Aotearoa New Zealand – despite the improvements in education, recovery, and recycling systems we still consume a lot and send most of it to landfill.

Globally there is currently a shift to a more circular management of resources, known as the 'circular economy' where we aim to:

USE AND REUSE RESOURCES AND MATERIALS FOR AS LONG AS POSSIBLE WHILE WE ALSO:

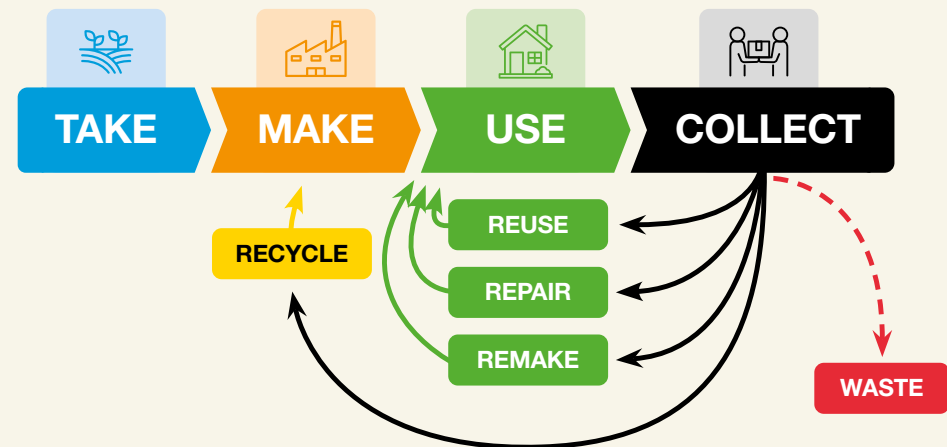
- > avoid waste
- > design out waste
- > reduce environmental impacts and regenerate natural systems
- > reduce carbon emissions through less resource use, consumption, and transport

Many countries around the world have embedded circular economy principles in waste strategies, including those in Europe, Australia, and many in the South Pacific.

THE LINEAR ECONOMY



THE CIRCULAR ECONOMY

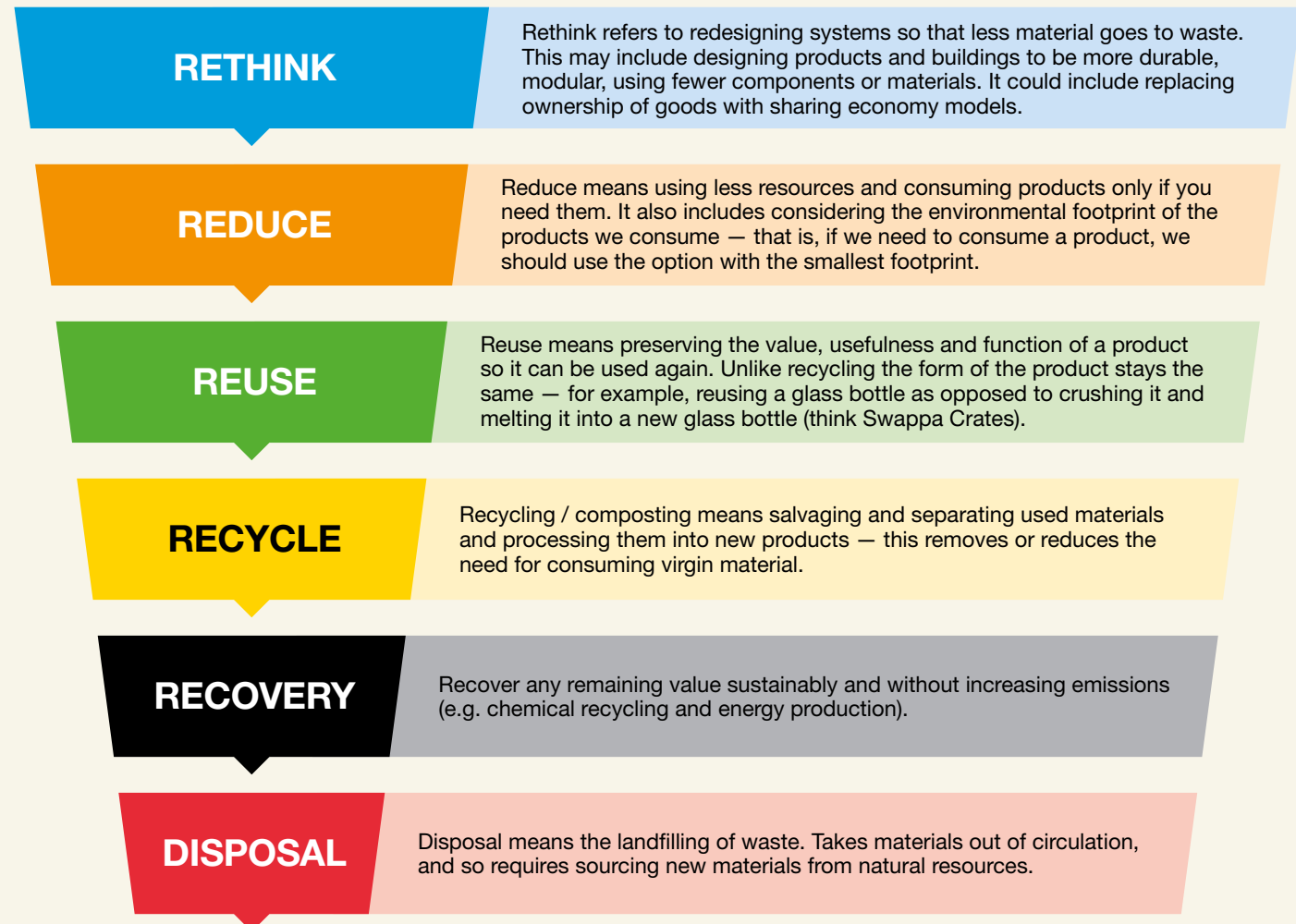


The ideas behind a circular economy for waste are strongly aligned with the themes and priorities that came out of the community discussions, zero waste principles, and te ao Māori, as well as the themes in the Queenstown Lakes Climate and Biodiversity Plan and the Regenerative Tourism Plan. Queenstown Lakes has already seen a shift towards a circular economy, with a zero waste focus in previous WMMPs, and strong community collaboration driving change.

The circular economy builds on the principles of the waste hierarchy, which outlines the most effective and preferred ways of solving waste problems. Rethinking and redesigning systems, so that less goes to waste in the first place, minimises the impact on people and environment and sits at the top of the waste hierarchy, followed by reuse and recycling.

The circular economy and the waste hierarchy provide a wider framework for the development of a WMMP for Queenstown Lakes district.

THE WASTE HIERARCHY



WHAT ARE THE PROBLEMS WE NEED TO SOLVE?

As a district we send a lot of waste to landfill, creating greenhouse gas emissions and wasting finite resources. The Otago Region Waste Assessment 2023³ includes information about waste generation in the region and our district. This helps us understand where the key opportunities are to change our course. The key points are summarised here in the WMMP.

Importantly, the Waste Assessment helps us understand what this waste looks like, and how and why it ends up in landfill. We develop this understanding by undertaking regular surveys including at the Queenstown and Wānaka transfer stations and Victoria Flats landfill. The surveys provide data and insight on the growth challenges experienced in our district.

³ https://www.qldc.govt.nz/media/f2cbqlao/qldc_otago-region-waste-assessment_jan24.pdf

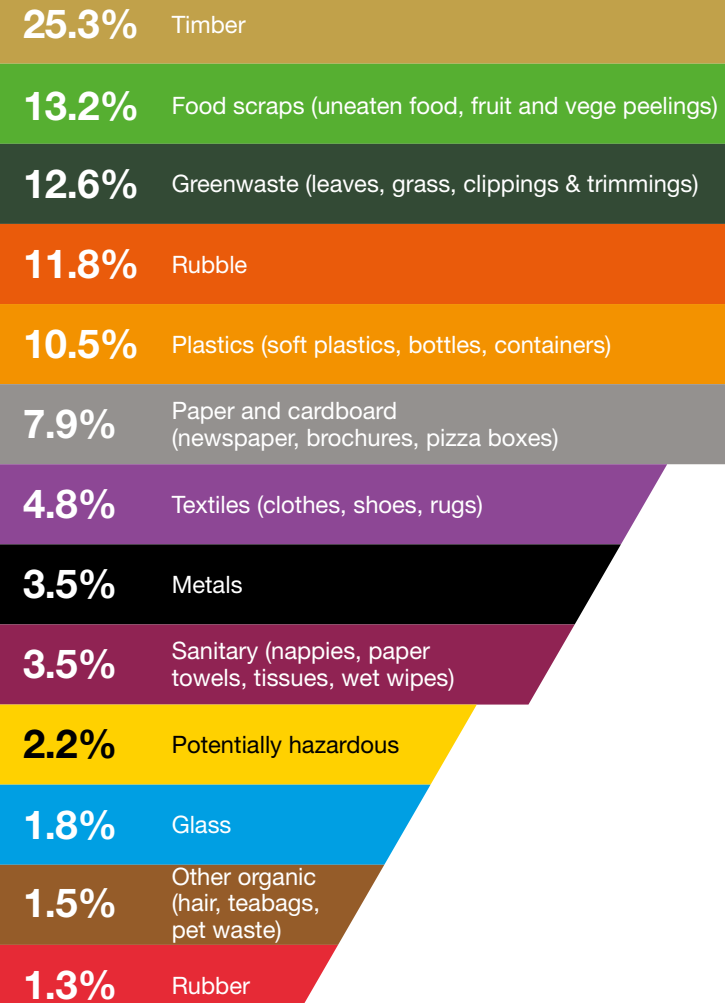
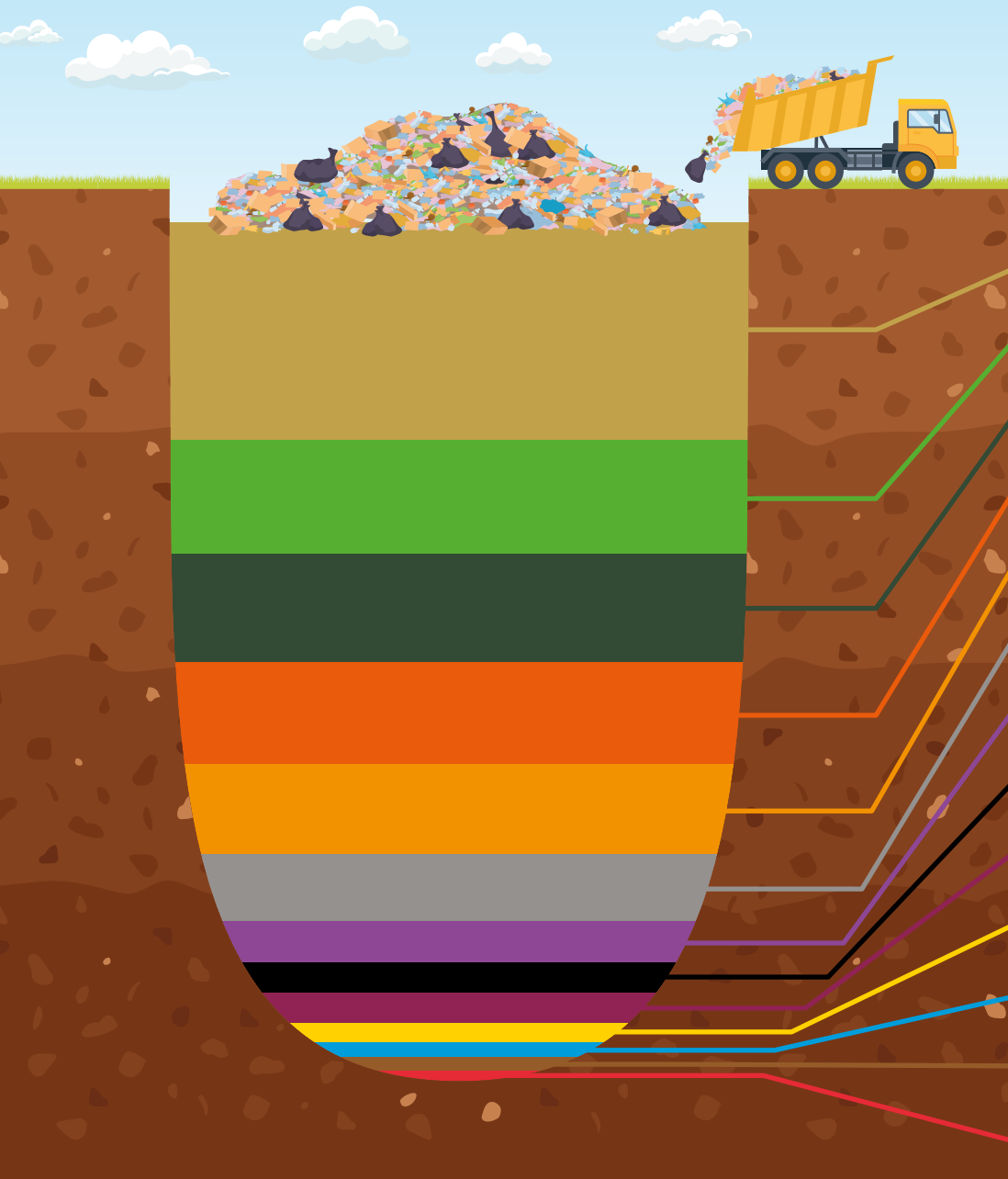
What's in the Victoria Flats landfill?

THESE SURVEYS ALSO TELL US

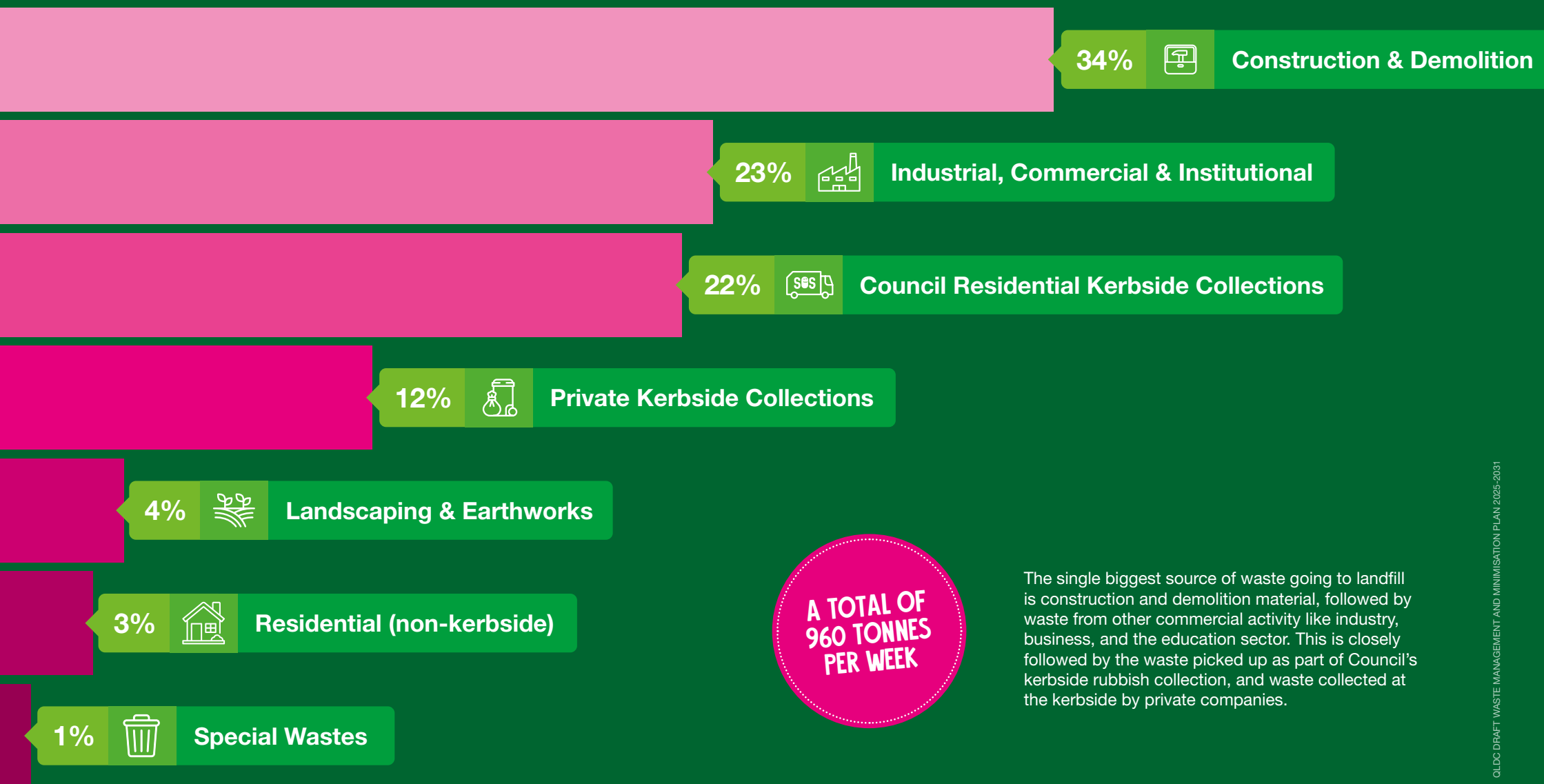
WHERE THE WASTE CAME FROM

AND HOW IT ENDED UP IN LANDFILL

SEE NEXT PAGE



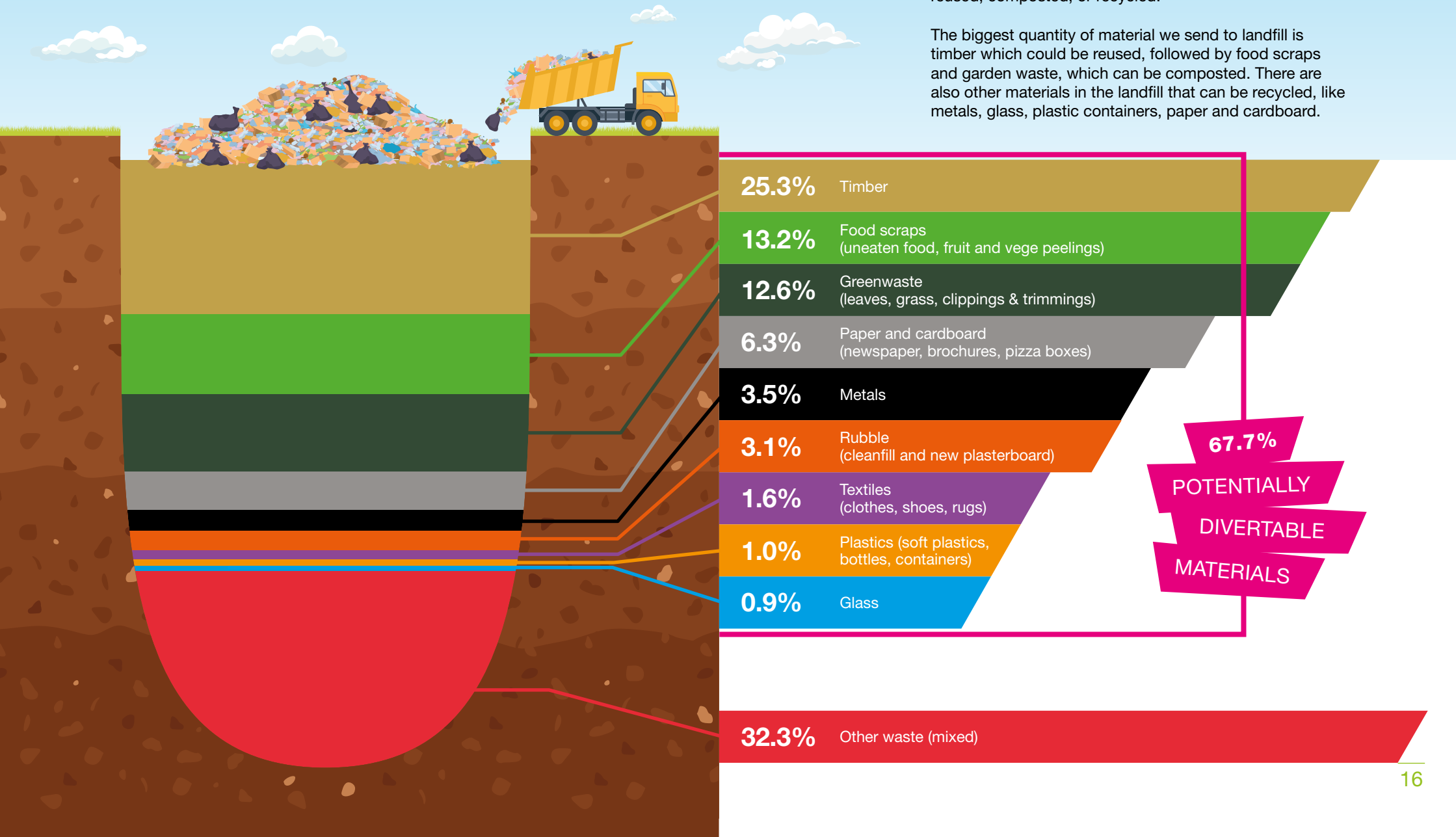
Sources of waste to Victoria Flats landfill



What can be diverted from Victoria Flats landfill?

When we survey the types of materials that are disposed of at landfill, we can see over 67% could instead be avoided, reused, composted, or recycled.

The biggest quantity of material we send to landfill is timber which could be reused, followed by food scraps and garden waste, which can be composted. There are also other materials in the landfill that can be recycled, like metals, glass, plastic containers, paper and cardboard.



To understand what else could be diverted, we have also surveyed the waste collected in the Council kerbside rubbish bins:

Nearly two thirds of the waste sent to landfill, and the waste put out for collection in the Council's rubbish collection, can be recycled or composted – and even more can be avoided or not used in the first place.

These surveys also show that Council only has direct influence over a relatively small proportion of the waste stream – the 22% that is picked up in kerbside collections. Council has some influence over what happens with certain materials at the transfer stations, but in many cases by the time waste has reached these sites, it's too late for any significant diversion. This is why our, to make any significant impact on preventing or diverting the amount of waste that our district sends to landfill, our entire community needs to take action.

Sometimes it can be difficult to divert waste in our district because the type of facilities and services that could support diversion are not currently available locally or are located far away. A combined focus on the reduction of waste at source and support for new diversion opportunities is needed to move towards our vision.

WHAT CAN BE DIVERTED FROM OUR RED RUBBISH BINS?



64.4% CAN BE RECYCLED OR COMPOSTED INSTEAD OF BEING SENT TO LANDFILL

 **6.6%** can be recycled in the yellow mixed recycling bin.


3.9% Paper and cardboard

1.9% #1,2 & 5 Bottles & containers

0.8% Steel & aluminium cans

 **1.9%** can be recycled in the blue glass bin.

1.9% Glass bottles & jars

 **55.9%** can be composted.

33.0% Food scraps

22.9% Greenwaste

 **35.6%** is waste destined for landfill.

35.6% Other waste (mixed)

WHAT HAVE WE ACHIEVED SO FAR?

There are many great partnerships and initiatives that are already making a difference. Since the 2018 WMMP, we've made lots of progress with actions to divert material from landfill and reduce our waste. We've highlight some achievements in the following pages.



The **Zero Waste District Programme** focuses on identifying and partnering with local organisations who possess the resources and expertise to deliver activities outlined in the WMMP. The programme facilitates the establishment of formal agreements with these partners, ensuring that each plays a defined role in achieving waste diversion, resource recovery, and circular economy outcomes. Through clear, actionable partnerships, the Zero Waste District Programme enables a coordinated effort to move us towards achieving our vision of becoming a sustainable and zero waste district.

Through the **Zero Waste District Programme** we have multiple partnership agreements in place supporting delivery of initiatives that help us progress our WMMP action plan. Currently, Council has partnerships with the following key organisations; [Wao, Wānaka Community Workshop, Zero Waste Glenorchy, Grow Wānaka, OneBike, KiwiHarvest, Plastic Free Wānaka, Sustainable Queenstown, and Wastebusters](#) – who Council has also supported in their efforts to help businesses reduce waste⁴ by funding workshops, waste audits, and waste minimisation guidelines. Case studies are developed to ensure best practice is shared between experts and peers.

⁴ <https://www.qldc.govt.nz/services/rubbish-recycling/waste-minimisation-for-businesses/>



The **Community Composting Project**⁵ has benefited from Council funding, and government funding from the Ministry for the Environment's (MfE) Waste Minimisation Fund. This has enabled the establishment of a network of Community Composting Hubs that can divert food scraps and garden waste from landfill and turn it into a beneficial resource. Community Composting Project highlights between 2022 and 2025:

606

606 TONNES OF ORGANIC WASTE
DIVERTED FROM LANDFILL SINCE
PROJECT BEGAN IN JUNE 2022.

4,700

OVER 4,700 PEOPLE ENGAGED
THROUGH EDUCATIONAL
PRESENTATIONS OR WORKSHOPS.



Council's **Waste Minimisation Community Fund**⁶ is an annual opportunity to support local waste minimisation projects through a contestable fund. Several previously funded projects have grown into longer-term partnership arrangements. Council also invests in education campaigns and resources⁷ to ensure residents and visitors know how to use local services and about all the local opportunities for waste reduction⁸.



Council has improved the **household kerbside recycling service** by changing from refuse bags to a three-bin system. This means glass can be separated for recycling, making the whole system work more effectively. Council have also committed to introducing a kerbside organic waste collection service for eligible properties.

⁵ <https://www.qldc.govt.nz/services/rubbish-recycling/green-and-food-waste/#composting-hubs>

⁶ <https://www.qldc.govt.nz/services/rubbish-recycling/waste-minimisation-community-fund/>

⁷ <https://www.qldc.govt.nz/services/rubbish-recycling/how-we-recycle-in-the-queenstown-lakes-district/>

⁸ <https://www.qldc.govt.nz/services/rubbish-recycling/cut-your-waste/>



The district's events are now more sustainable through the **Event Waste and Emissions Reduction Guide**⁹. This includes practical tips, templates, checklists and supporting information, along with workshops for event organisers. Through this work Council's events team is building stronger relationships with event organisers and supporting them to incorporate a sustainability focus.



Council also provides other services which ensure that waste doesn't create a nuisance, or risk possible public health issues, like **public place bins, transfer stations, and a recycling facility**.

⁹ <https://www.qldc.govt.nz/services/rubbish-recycling/zero-waste-events/>

¹⁰ <https://www.wastebusters.co.nz/>

¹¹ <https://sustainablequeenstown.org.nz/>



Wastebusters¹⁰ are working towards circular waste systems across several areas, from the reuse shop in Wanaka to services enabling businesses to recycle and facilitating many workshops and education campaigns aimed at achieving the necessary behaviour change. Often working with like minded organisations such as Sustainable Queenstown¹¹ and Wao.



Ski fields in the district are also working hard to help visitors consume their food and drink in reusable containers, minimise waste and recycle as much as possible whilst enjoying the local ski fields.

¹² <https://www.qldc.govt.nz/services/rubbish-recycling/construction-and-demolition-waste/>

¹³ <https://www.wao.co.nz/better-building>



The **construction sector**¹² is also working hard to set up systems to recycle some of the common waste construction materials, and bring industry on board¹³ with waste reduction practices to ensure that sending materials to landfill is seen as a last resort.

OPPORTUNITIES TO CHANGE THE STORY

OUR VISION

FOR THE FUTURE

TOGETHER TOWARDS ZERO WASTE AND A CIRCULAR ECONOMY

Good progress has been made but there is still much more to do.

We've looked carefully at our current situation and considered the community's priorities using our guiding principles. This has helped us identify objectives to help make more progress towards our vision.

The first three objectives are designed to reduce the highest quantity of materials taken to the landfill. The final two reflect the underlying activities that can influence waste minimisation and management activities more broadly across the system.



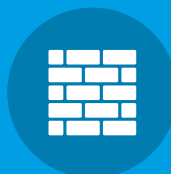
PREVENTING AND REDUCING CONSTRUCTION WASTE:

To prevent waste creation at the source and enhance waste management practices by reducing, reusing, recycling, and recovering more waste from construction and demolition activities.



PREVENTING AND REDUCING ORGANIC WASTE:

To prevent food wastage and minimise food scraps and garden waste going to landfill by implementing effective reduction and recycling strategies.



ENHANCING WASTE MANAGEMENT AND MINIMISATION INFRASTRUCTURE:

To increase the capacity and quality of waste infrastructure and support services, enabling the reuse and recycling of unwanted goods and materials, preventing or diverting greater volumes of waste from landfill.



FOSTERING CIRCULAR ECONOMY BEHAVIOURS:

To promote and facilitate behaviour changes that support the transition to a circular economy, encouraging sustainable practices such as reducing, reusing, and recycling resources.



REGULATORY, POLICY AND ADVOCACY FOR COMMUNITY SOLUTIONS:

To reinforce partnerships and collaborative solutions through local or national regulation and policy, influenced by research and advocacy for our community.

ACCELERATING ACTION THROUGH PARTNERSHIPS

Although Council has the task of developing the WMMP, successfully achieving the vision relies on a wide range of community stakeholders each playing distinct yet interconnected roles. We've identified the following key stakeholder groups across the community:



Council will continue to have a core role in coordinating the WMMP, implementing opportunities directly, or indirectly by enabling and facilitating. Council also has a responsibility to make sure that future demand for waste services is met, and that public health is protected. Council's various roles in working towards zero waste and a circular economy can be categorised as:

COLLABORATE AND FACILITATE across our community, the region and Aotearoa New Zealand.

PROVIDE SERVICES AND FACILITIES that may be funded through rates, local levy funds, national levy funds, or other funding sources such as product stewardship schemes.

FUND LOCAL INITIATIVES and facilitate access to other funding sources.

DRIVE BEHAVIOUR CHANGE by providing information, education, and supporting behaviour change initiatives.

REGULATE AND INCENTIVISE choices that support the district in moving towards a circular economy.

MONITOR AND MEASURE progress against targets and understand what other opportunities may be possible.

SHOW LEADERSHIP AND ADVOCATE on behalf of our district for more action to be taken locally, regionally and nationally.

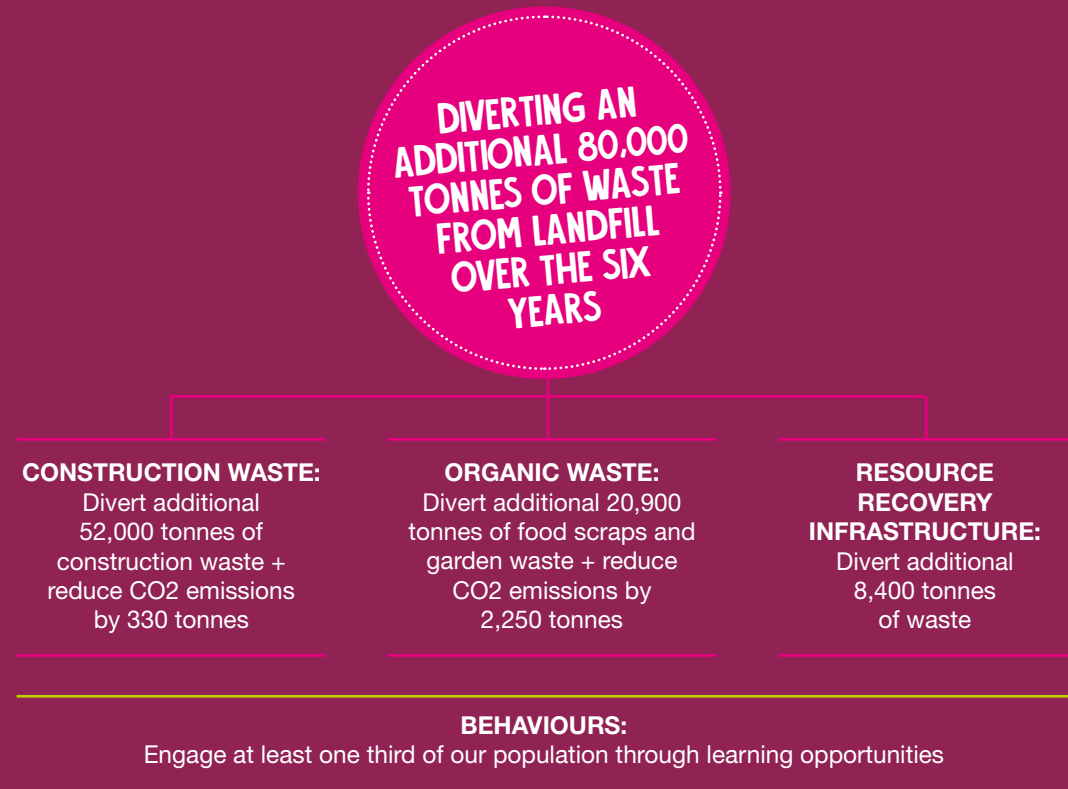
HOW WILL WE KNOW IF WE ARE HEADING IN THE RIGHT DIRECTION?

We will measure our progress by tracking how much waste we are creating and what we are still sending to landfill.

If the Action Plan is implemented fully, we forecast that the district will divert an additional 80,000 tonnes of waste from landfill over the six years of the WMMP.

We will also measure our success by how many people our behaviour change campaigns' reach.

We go into further detail on how we'll undertake this in the 'Monitoring and reporting on our progress' section.



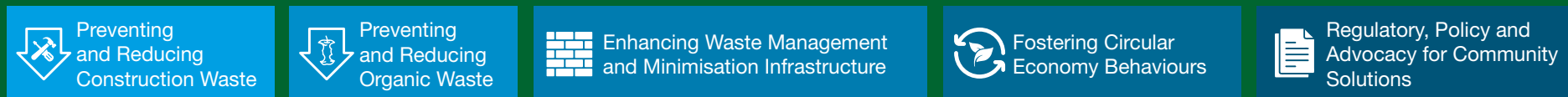
PUTTING IT ALL TOGETHER

WMMP Vision: Together towards zero waste and a circular economy

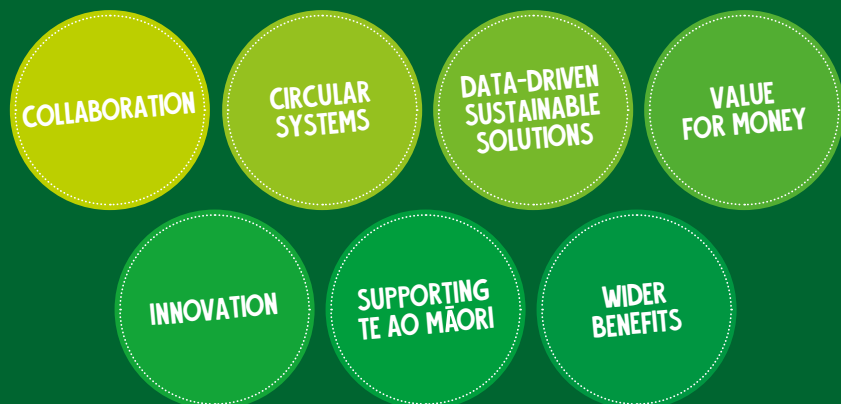
In order to achieve this we will work in partnership with the community...



...and together we will focus on delivering actions against five key objectives...



...and make decisions informed by our guiding principles...



...and we will measure our success by

Diverting an additional 80,000 tonnes of waste from landfill over the six years

CONSTRUCTION WASTE:
Divert additional 52,000 tonnes

ORGANIC WASTE:
Divert additional 20,900 tonnes

RESOURCE RECOVERY INFRASTRUCTURE:
Divert additional 8,400 tonnes

BEHAVIOURS:
Engage at least one third of our population

THE ACTION PLAN

The Action Plan is set out in sections to tackle each of the objectives and describes what Council is committing to over the next six years.

Council cannot make significant progress without the community and stakeholder groups also taking action, so we have also indicated where others can help move us towards zero waste and a circular economy.



THE ACTION PLAN KEY:





OBJECTIVE ONE: PREVENTING AND REDUCING CONSTRUCTION WASTE

Currently, construction and demolition waste accounts for around a third of all material sent to Victoria Flats landfill from the Queenstown Lakes District, over 16,000 tonnes each year. There is a significant opportunity to prevent or divert a lot of this waste through measures such as thoughtful design, improved onsite practices, and enhanced facilities and services that prioritise reducing, reusing, and recycling.







If all of the suggested actions are implemented successfully, an additional estimated 52,000 tonnes of construction waste could potentially be prevented, reused, recycled or recovered over the course of the WMMP, along with greenhouse gas emissions that are equivalent to around 330 tonnes of CO₂.



Construction waste at refuse transfer station.








OBJECTIVE ONE: PREVENTING AND REDUCING CONSTRUCTION WASTE

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
1	 Promote and support initiatives to prevent and reduce construction and demolition waste.	Council will work with the construction sector and stakeholders to develop and promote best practice tools, resources and initiatives to prevent and reduce waste. Groups such as the Better Building Working Group (BBWG), Wastebusters, NZGBC and BRANZ have a key role in driving change and influencing the sector.	Collaborate and facilitate, drive behaviour change, fund local initiatives.	The sector better understands and adopts best practice in avoiding and diverting C&D waste and is equipped with the necessary tools and resources to minimise waste at every stage, resulting in more sustainable and resource-efficient building practices.
2	 Develop regulatory tools to monitor and manage construction waste.	Council supports a regulatory approach to improve construction waste monitoring and management such as mandatory waste minimisation plans, local bylaw regulations and amendments to legislation.	Collaborate and facilitate, drive behaviour change, fund local initiatives, regulate and incentivise.	The construction sector works to a more structured regulatory framework and policy tools, which enhance construction waste monitoring and management and ensure greater accountability in the sector.
3	 Investigate the opportunities for improvement of construction waste diversion services and facilities.	Council investigates and facilitates collaboration for the improvement and expansion of services and facilities to enable the diversion of construction waste.	Collaborate and facilitate, drive behaviour change.	More construction waste can be diverted through for reuse, recycling or recovery, resulting in construction projects that are more sustainable and resource-efficient.
4	 Develop construction waste prevention and minimisation guidance.	Council will establish and support construction site waste prevention and minimisation with guidance, templates, and case studies.	Collaborate and facilitate, drive behaviour change.	The construction sector is required to monitor, measure, and report on construction wastes, providing more information on the types of wastes produced and how they are managed and how this could be improved. The community will be more aware of the types and quantities of construction waste.
5	 Support industry research on construction waste.	Council collaborates and supports industry research to improve understanding of construction waste and identify priority diversion opportunities.	Collaborate and facilitate, fund local initiatives.	The construction sector is more aware of what construction waste is, and what priority diversion opportunities could be implemented.
6	 Support monitoring and data collection on construction waste.	Council will ensure the sector has access to data and information relating to C&D waste that it holds or has access to.	Monitor and measure.	The construction sector is empowered to take effective action on construction and demolition waste reduction based on accurate and accessible data and information provided by Council.



OBJECTIVE ONE: PREVENTING AND REDUCING CONSTRUCTION WASTE

HOW OTHERS CAN HELP

 CONSTRUCTION	 BUSINESSES	 RESIDENTS AND VISITORS	 WASTE OPERATORS	 SOCIAL ENTERPRISE	 NON-PROFIT ORGANISATIONS	 GOVERNMENT
Design out waste from construction projects.	Choose construction partners that prioritise waste prevention, reuse, and recovery and assess performance.	Choose construction partners that prioritise waste prevention, reuse, and recovery and assess performance.	Provide services for construction waste materials.	Provide services for construction waste materials.	Deliver behaviour change and provide advocacy for change.	Regulate – consents, materials, legislation.
Monitor and measure construction wastes more closely.			Collaborate with Council to develop services and facilities.	Collaborate with Council to develop services and facilities.		Coordinate product stewardship programmes.
Improve on-site waste management to facilitate collection for reuse/recycling.				Deliver behaviour change and support reuse systems.		Fund research through the Building Levy, BRANZ.
Make waste materials available to community.						



OBJECTIVE TWO: PREVENTING AND REDUCING ORGANIC WASTE

The Queenstown Lakes District currently sends around 16,000 tonnes of organic waste to landfill each year. 13,000 tonnes of this is food scraps and garden waste making up 27% of the total landfill waste. When these organic materials break down in landfill, they create methane, a very powerful greenhouse gas that contributes significantly to climate change.

Nearly 70% of the food scraps and a significant share of the garden waste reaches landfill through kerbside rubbish collections from households. The rest comes from the commercial sector or from household waste that is dropped off at transfer stations.

By composting this material instead of landfilling it, we can transform this organic waste into a valuable resource that can enrich soils, enhance water retention, and reduce the need for synthetic fertilisers. This supports healthier ecosystems and sustainable agriculture while helping lower greenhouse gas emissions and achieving our climate action goals.








If all the suggested actions are implemented successfully, an estimated 20,900 tonnes of food scraps and garden waste could potentially be prevented, reused, or recycled over the course of the WMMP, along with avoided greenhouse gas emissions that are equivalent to around 2,250 tonnes of CO₂.



Composting at Zero
Waste Glenorchy.



OBJECTIVE TWO: PREVENTING AND REDUCING ORGANIC WASTE

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
7	 Households have access to an organic waste collection service.	Council will provide a household kerbside collection for food scraps and green waste, enabling household to divert these wastes from landfill disposal, supported by a comprehensive education and behaviour change campaign.	Provide services and facilities.	Households can divert their food scraps and green waste from landfill through a new Council collection service and supported in reducing generation in the first place, reducing landfill emissions.
8	 Organics can be diverted through multiple sites.	Council will support organic waste processing into beneficial products by enabling access to greenwaste diversion at designated sites, including community composting hubs, and community greenwaste sites and reduce barriers to establishment of these sites.	Provide services and facilities, fund local initiatives.	The Queenstown Lakes community have access to diversion options for greenwaste through various sites, which can be established and operated without unnecessary regulatory barriers, reducing emissions from landfill disposal.
9	 Support access to opportunities to learn about composting organic waste.	Council will support and facilitate opportunities to learn about composting organic waste e.g. Dr Compost and initiatives at community composting hubs and community gardens.	Fund local initiatives.	Our community engage with local learning opportunities and understand how to compost organic waste and why this is important.
10	 Support food rescue.	Council will deliver and support behaviour change campaigns and systems that support the prevention of food loss e.g. KiwiHarvest.	Fund local initiatives, collaborate and facilitate.	The community understand how to reduce food waste loss through behaviour change and supporting systems such as food rescue initiatives.
11	 Divert greenwaste at transfer stations.	Council will ensure customers can easily access diversion at its transfer stations for specific types of green waste ¹⁴ .	Provide services and facilities.	Greenwaste can be taken to transfer stations and drop-off points for subsequent processing.
12	 Investigate options to manage biosolids.	Council will investigate options for biosolids processing that enables diversion from landfill (reducing emissions), and assess whether this will be a feasible option in future.	Collaborate and facilitate.	The options to divert biosolids from landfill are thoroughly explored and the potential for future implementation is assessed and reported.
13	 Advocate for organic waste processing access.	Council will plan for commercial customer access at organics bulking, consolidation and transfer sites.	Collaborate and facilitate.	Commercial food scraps and greenwaste are recovered.

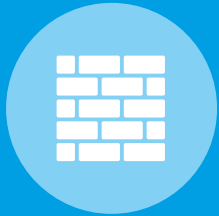
¹⁴ <https://www.qldc.govt.nz/services/rubbish-recycling/green-and-food-waste/#green>



OBJECTIVE TWO: PREVENTING AND REDUCING ORGANIC WASTE

HOW OTHERS CAN HELP

 CONSTRUCTION	 BUSINESSES	 RESIDENTS AND VISITORS	 WASTE OPERATORS	 SOCIAL ENTERPRISE	 NON-PROFIT ORGANISATIONS	 GOVERNMENT
Prevent wasted food and reuse as much as possible.	Prevent wasted food and reuse as much as possible.	Prevent wasted food and reuse as much as possible	Provide organic waste collection services to those other than households.	Provide organic waste collection services and work with other sectors to ensure organic waste can be processed.	Provide organic waste collection services and work with other sectors to ensure organic waste can be processed.	Regulate landfill emissions through the Emissions Trading Scheme.
Separate food scraps and green waste for collection.	Separate food scraps and green waste for collection or community composting.	Separate food scraps and green waste for council collection, home composting, or community composting	Work with other sectors to ensure organic waste can be processed.	Collaborate with Council to develop services and facilities.	Support home and community composting.	Regulate landfill types based on organic wastes accepted.
				Deliver behaviour change and support organic waste solutions.	Deliver behaviour change to support prevention, reuse, and recycling.	Monitor kerbside standardisation compliance for organic waste collections.



OBJECTIVE THREE: ENHANCING WASTE MANAGEMENT AND MINIMISATION INFRASTRUCTURE

While there is a range of ways the community can reuse, recycle or recover materials, some parts of the district have access to a wider range of options than others, and there is potential to develop a resource recovery network that supports more circular management systems. In addition, the Frankton based materials recovery facility, where Queenstown Lakes' recycling is currently sorted and prepared for further processing, needs replacement.








If all the suggested actions are implemented successfully, an estimated additional 8,500 tonnes of material can be diverted from landfill by improving our materials recovery facility and increasing the opportunities for other materials to be diverted from landfill.

Mixed recycling sorting at materials recovery facility.







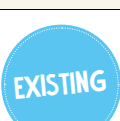
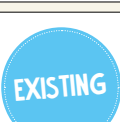
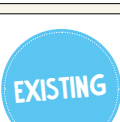


OBJECTIVE THREE: ENHANCING WASTE MANAGEMENT AND MINIMISATION INFRASTRUCTURE

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
14	 Support product stewardship schemes.	Council will work with programme managers and local partners to investigate opportunities and facilitate the implementation of product stewardship schemes in the district.	Collaborate and facilitate.	Extended producer responsibility and product stewardship programs are established nationally and implemented locally. Materials covered by product stewardship programmes can be captured for reuse and recycling.
15	 Plan for and secure an improved materials recovery facility.	Council will identify and assess the options available to provide access to a materials recovery facility, and implement or facilitate the option that provides best outcomes for the district and sub-region.	Provide services and facilities.	The district's recyclables are recovered and processed producing high quality products.
16	 Support regional waste infrastructure planning.	Council will work with other councils in the region to develop a regional waste infrastructure strategy and development framework.	Collaborate and facilitate.	There is a clear framework for regional waste infrastructure that supports a circular resource network.
17	 Provide upgrades to transfer stations.	Council will ensure transfer stations provide capacity for growth, and encourage waste diversion through reuse, recycling, and recovery.	Provide services and facilities.	The community can dispose of waste, and divert from landfill a range of materials using the options available at Council's transfer stations.
18	 Encourage waste diversion.	Council will work with the resource recovery sector to facilitate and support options at non-Council facilities for materials diversion through reuse, recycling and recovery.	Collaborate and facilitate.	The community can divert a range of materials from landfill disposal using the options available at non-Council waste facilities.
19	 Provide collection points for materials that are difficult to recycle or recover.	Council will provide collection points at transfer stations and other locations within its control (e.g. community facilities and libraries) for 'difficult' materials – mobile phones, batteries, e-waste and other products where pathways exist.	Provide services and facilities.	Collection points for specific 'difficult' materials are available at several Council locations across the district.
20	 Provide household kerbside services that support greater waste diversion.	Council will continue to provide household kerbside services and make ongoing improvements to support waste diversion through recycling services, introducing organic waste collection services, and reducing the frequency of residual waste collections in conjunction with this.	Provide services and facilities.	Kerbside services are available and encourage diversion of waste.



OBJECTIVE THREE: ENHANCING WASTE MANAGEMENT AND MINIMISATION INFRASTRUCTURE

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
21	 Provide schools with access to recycling services.	Council will provide recycling collection services for eligible schools.	Provide services and facilities.	Waste produced at school sites can be recycled more easily.
22	 Provide public place litter and recycling bins.	Council will co-locate public place recycling bins with litter bins where practicable and cost effective.	Provide services and facilities.	Public place litter bins are available while also encouraging waste minimisation through public-place recycling.
23	 Provide household hazardous waste disposal options.	Provide facilities for safe household hazardous waste disposal including e-waste, oil and batteries where these are affordable and complement national schemes.	Provide services and facilities.	Options are available to manage household hazardous waste safely.
24	 Support reuse systems and infrastructure opportunities.	Council will support and facilitate the increase of reuse systems and infrastructure for packaging and goods (e.g. washing facilities, reusable cup schemes, event serveware, refilleries and container return schemes).	Collaborate and facilitate.	Opportunities to reduce waste through reuse are frequently and easily accessible.
25	 Enable waste disposal services.	Council will continue to enable waste disposal services at the Victoria Flats landfill.	Enable services and facilities.	Waste disposal is managed through effective, efficient and compliant services.
26	 Prevent illegal dumping.	Council will provide services and education to prevent and respond to illegal dumping.	Provide services. Collaborate and facilitate.	Illegal dumping is managed to avoid harm to the environment.
27	 Manage closed (old) landfills.	Council will monitor and manage closed landfills to minimise harm to the environment.	Provide services and facilities.	Harm to the environment from legacy waste disposal is minimised.



OBJECTIVE THREE: ENHANCING WASTE MANAGEMENT AND MINIMISATION INFRASTRUCTURE

HOW OTHERS CAN HELP

 CONSTRUCTION	 BUSINESSES	 RESIDENTS AND VISITORS	 WASTE OPERATORS	 SOCIAL ENTERPRISE	 NON-PROFIT ORGANISATIONS	 GOVERNMENT
Separate reusable, recyclable and recoverable items and use available services and facilities.	Ensure recyclables are free of contamination. Separate reusable, recyclable and recoverable items and use available services and facilities.	Ensure recyclables are free of contamination. Separate reusable, recyclable and recoverable items and use available services and facilities.	Ensure any recyclables are free of contamination. Collect and bulk material in a way that is aligned with available services and facilities. Provide recycling services to the commercial sector including events.	Ensure any recyclables are free of contamination. Collect bulk material in a way that is aligned with available services and facilities. Provide recycling services to the commercial sector including events.	Ensure any recyclables are free of contamination. Separate reusable, recyclable and recoverable items and use available services and facilities.	Regulate products and approve product stewardship schemes. Regulate and monitor disposal facilities. Fund successful infrastructure projects through the Waste Minimisation Fund.



OBJECTIVE FOUR: FOSTERING CIRCULAR ECONOMY BEHAVIOURS

Changing the way we do things day-to-day is crucial in the shift towards zero waste and a circular economy. A big part of this shift is enabling learning for our community about how to prioritise the prevention and reuse of materials, and encourage purchase of recycled material and things that can easily be recycled.






We aim to deliver some form of intervention or education initiative to one third of the Queenstown Lake's population through direct communication, community behaviour change campaigns, and participation in education programmes.



Mobile water refill station
Credit: LP media NZ








OBJECTIVE FOUR: FOSTERING CIRCULAR ECONOMY BEHAVIOURS

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
28	 Collaborate, facilitate, support, and fund behaviour change initiatives and education.	Council will support impactful programmes designed to engage, educate and inspire actions that achieve the change in behaviour required to move towards zero waste and a circular economy.	Collaborate and facilitate. Drive behaviour change. Fund local initiatives.	Our community understand how to use services and participate in behaviours and initiatives that enable reduction, reuse, and recycling.
29	 Enable reusable schemes.	Council will support the implementation of reusable schemes by investigating options for local regulation, supporting local campaigns and providing facilities and services that enable reuse. e.g. reusable serve ware, tool and toy libraries.	Collaborate and facilitate. Drive behaviour change. Fund local initiatives.	By supporting the implementation of reusable schemes, our community will see a reduction in single-use waste and a shift towards a circular economy. With Council investigating local regulation options our community will receive clear guidance and support to adopt reusable alternatives. The provision of enabling facilities and services will make it easier for people to choose sustainable options.
30	 Support waste minimisation initiatives through a local fund.	Council will support waste minimisation initiatives through the Waste Minimisation Community Fund.	Fund local initiatives.	Funds will be available to support behaviour change and waste minimisation projects.
31	 Provide waste management and minimisation information and education for council services and wider initiatives.	Council will provide up to date information to the community through avenues such as web pages, regular publications, etc.	Drive behaviour change.	The wider community is provided ongoing awareness raising, waste minimisation, and behaviour change communication through Council channels so that everyone is aware of waste issues and what actions they can take.
32	 Promote active exchange networks.	Council will support local exchange networks such as Civilshare, and local marketplace groups.	Collaborate and facilitate. Drive behaviour change. Fund local initiatives.	There are active exchange networks in the community that enable more reuse and recycling.










OBJECTIVE FOUR: FOSTERING CIRCULAR ECONOMY BEHAVIOURS

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
33	 Support minimisation of agricultural waste.	Provide promotional support for agricultural waste minimisation programmes e.g. agricultural chemical containers and bale wrap recovery.	Collaborate and facilitate. Drive behaviour change.	The agricultural sector is aware of the opportunities available to them to minimise and divert agricultural wastes.
34	 Support litter clean up events.	Provide promotional support for community-led litter clean up events.	Collaborate and facilitate.	The community is aware of clean-up events and they are held regularly.
35	 Conduct monitoring of in-house waste.	Develop baseline and reporting measures on waste minimisation and diversion at QLDC operational sites including halls, offices, facilities and regularly publish updates on performance to the public.	Monitor and measure.	The community is aware of Council's waste minimisation and management actions and knows what progress is being made.
36	 Support minimisation of healthcare waste.	Council works with stakeholders in the health sector to investigate and facilitate the improvement and expansion of services and facilitates to enable the safe management and diversion of healthcare waste from landfill.	Collaborate and facilitate, drive behaviour change.	The community's healthcare waste is minimised and well managed.
37	 Support and advocate for drinking water refills.	Council will advocate for installation of drinking water fountains and access to refill options to encourage refilling of drinking vessels and minimisation of plastic waste.	Collaborate and facilitate, drive behaviour change.	The community can avoid purchasing water in single-use packaging.



OBJECTIVE FOUR: FOSTERING CIRCULAR ECONOMY BEHAVIOURS

HOW OTHERS CAN HELP

 CONSTRUCTION	 BUSINESSES	 RESIDENTS AND VISITORS	 WASTE OPERATORS	 SOCIAL ENTERPRISE	 NON-PROFIT ORGANISATIONS	 GOVERNMENT
Preventing the creation of waste through thoughtful design and build projects, and maximising recyclability through careful material choice and consideration of end of life.	Choose products and supplies that support the circular economy by preventing or reducing waste creation, and maximise recyclability.	Choose products and supplies that support the circular economy, and use businesses that provide systems that enable waste prevention, reuse, and recycling.	Provide services and facilities that prioritise reduction, reuse, and recycling.	Provide services and facilities that prioritise reduction, reuse, and recycling.	Provide services that prioritise reduction, reuse, and recycling.	Regulate products and approve product stewardship schemes.
Aim for buildings that are efficient to live in.	Put systems in place that enable customers to make choices that support the circular economy.	Prioritise reuse over buying new.	Encourage customers to use services and manage waste in a way that support the circular economy.	Advocate and deliver behaviour change initiatives.	Advocate and deliver behaviour change initiatives.	Regulate and monitor disposal facilities.
						Fund successful infrastructure projects through the Waste Minimisation Fund.



OBJECTIVE FIVE: REGULATION, POLICY AND ADVOCACY FOR COMMUNITY SOLUTIONS





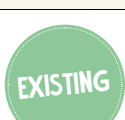


Council is responsible for and has the ability to implement a number of regulatory, policy and advocacy actions some of which can also be undertaken or supported by other groups. Working collaboratively supports a community that takes ownership and participates in the solutions. These actions contribute to the overall goal, along with specific targets included in other action areas.










*Resourceful Communities
and Fabricate*



OBJECTIVE FIVE: REGULATION, POLICY AND ADVOCACY FOR COMMUNITY SOLUTIONS

COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
38	 Support visitor waste reduction strategies.	Council will collaborate with Lake Wanaka Tourism and Destination Queenstown to co-design waste reduction strategies tailored for accommodation, hospitality, activities and events.	Collaborate and facilitate, drive behaviour change	Tourism and visitor sectors actively contribute to reducing waste through co-designed, local solutions.
39	 Adopt a local waste bylaw.	Council will draft, consult, and adopt a local bylaw that covers several issues e.g. construction site waste management plans, waste operator licensing, general responsibilities.	Regulate and incentivise.	Local regulation is established in the district covering a range of issues, encouraging improved waste management and minimisation in the district in several sectors.
40	 Improve the illegal dumping and littering policy and enforcement options.	Council will develop and implement a consistent, comprehensive, enforcement policy for litter and illegal dumping that reflects national regulation.	Regulate and incentivise, drive behaviour change.	Litter and illegal dumping are monitored, and infringements are enforced through a consistent enforcement policy.
41	 Provide waste data, surveys, and analysis.	Council will continue to undertake material composition audits and track waste quantities and types across the system. Data to monitor and measure will also be collected through other methods such as surveys.	Monitor and measure, drive behaviour change.	Data is available to monitor progress, and to understand issues and identify options to address these.
42	 Support business' with research and waste audit opportunities.	Council will support large waste producers through the process of understanding what waste they produce, and how this could be managed better.	Collaborate and facilitate drive behaviour change.	Significant waste producers understand their waste streams and can identify opportunities to improve management, and implement priority options.
43	 Advocate on behalf of the community for extended product stewardship.	Council will advocate to central government on behalf of the community for more action on issues such as product stewardship, extended producer responsibility, product bans, levy arrangements, operator licensing, container return schemes, bans or levies on single use cups, regulating the right to repair, and more.	Collaborate and facilitate, drive behaviour change.	Local initiatives are supported and reinforced by central government policy, regulation, work programmes, and funding.
44	 Review Council's procurement policies.	Council will review procurement policies to ensure they reflect the waste hierarchy and prioritise options that support a circular materials economy.	Collaborate and facilitate, drive behaviour change.	The outcome of council's procurement processes supports the transition towards zero waste and a circular economy.



COUNCIL-LED ACTIONS				
REF #	ACTION	COUNCIL'S ACTION	COUNCIL'S ROLE	OUTCOME
45	 Support waste minimisation at events.	Council events, events held at council facilities, in public spaces and events funded by council are required to complete event waste management plans.	Collaborate and facilitate, drive behaviour change, fund local initiatives, regulate and incentivise.	Events include improved waste prevention, reuse, and reduction.
46	 Monitor and optimise gas capture at the landfill.	Council complies with obligations under the Emissions Trading Scheme and continues to optimise gas capture.	Provide services and facilities.	National compliance requirements are fulfilled and opportunities for improvement are realised.
47	 Comply with resource consent conditions at council facilities.	Council monitors, maintains and reports on consent compliance for its waste facilities and closed landfills.	Provide services and facilities.	Resource management compliance requirements are fulfilled.
48	 Monitor landfill capacity and demand.	The capacity of Victoria Flats landfill will be monitored, and alternative disposal options will be explored when capacity is considered unable to meet future demand.	Provide services and facilities.	Landfill disposal capacity is monitored and options identified to meet future need.
49	 Investigate additional pricing tools to support increased diversion.	Differential pricing tools will be investigated that can support increased diversion at Council waste facilities.	Provide services and facilities, drive behaviour change, regulate and incentivise.	The community have access to services that encourage positive waste minimisation behaviour that supports a circular economy.
50	 Collaborate with other Councils.	Council will collaborate regionally and across the lower South Island on issues including disaster waste management, regulation, regional infrastructure planning and provision for recovery of key materials such as paper/cardboard, glass, timber and organics.	Collaborate and facilitate.	Collaborative initiatives relating to specific waste issues are identified and will reflect the needs and priorities of the district and region.
51	 Support the regional waste officer.	Council will co-fund and support a regional waste officer to enable Otago councils to work together to minimise and manage waste, optimise outcomes, reduce costs, and increase the range of possible solutions available.	Collaborate and facilitate.	This coordinated approach will optimise waste management outcomes and facilitate a more efficient and sustainable regional waste system.



Reusable serve ware at event
Credit: LP Media NZ

FUNDING THE WMMP

THE ACTIONS LISTED ABOVE COULD BE FUNDED IN A NUMBER OF DIFFERENT WAYS:		
FUNDING TYPE	FUNDING SOURCE	ACTIVITIES THAT WILL BE FUNDED
General Rates and Uniform Annual General Charges	Rates that are paid by all properties in the district.	A wide range of Council waste services/activities.
Targeted Rates	Rates that are paid only by eligible properties.	A wide range of council waste services/activities that provide benefit specifically to these properties.
Fees and charges	Paid whenever a specific facility is used, such as disposing of waste at a transfer station e.g. user pays.	Used to fund the facilities being used and supporting activities.
Landfill Levy / MfE Waste Disposal Levy funds	For each tonne of waste sent to landfill the waste disposal levy is paid to MfE. The rate depends on the type of landfill. Half of the levy paid nationally is returned to councils on a per capita basis.	These funds must be spent on waste minimisation activities and in accordance with the WMMP. Activities that will be funded in this way include: <ul style="list-style-type: none"> > Behaviour change > Community projects > Waste minimisation diversion services and infrastructure > Other council activities that support waste minimisation, such as regulation and policy.
Other funding	Half of the waste disposal levy paid nationally, less administration costs, is used by MfE for several activities including the nationally contestable MfE Waste Minimisation Fund (WMF). Waste initiatives can also qualify for other funds depending on criteria and availability.	Capital-investment opportunities like the development of a new recycling facility could potentially qualify for partial funding from the WMF.

For projects that require a significant amount of Council funding, there is a clear process which is followed. Options are costed, assessed, and then the funds required for the preferred option are requested through an Annual Plan or Long Term Plan process. The community can see what projects are proposed and the anticipated cost. Council also seeks funding for high cost projects from other sources, such as the government's Waste Minimisation Fund.

Council will continue to make funds available for local initiatives through the Waste Minimisation Community Fund. The criteria for these funds and the amounts available are publicised on the Council website¹⁵.

¹⁵ <https://www.qldc.govt.nz/services/rubbish-recycling/waste-minimisation-community-fund/>

MONITORING AND REPORTING ON OUR PROGRESS

Council will continue to collect information to ensure it can measure and monitor progress. Some of the actions in the WMMP will help to do this in a more comprehensive way.

Regular brief progress reports will be available through Council's website, and more detailed progress reports will be presented through Council meetings.

Council will also report against the key performance indicators from the Long Term Plan, which currently measure emissions, contamination of kerbside recycling material, and the amount sent to landfill or diverted.

WE WILL MONITOR PROGRESS AND MEASURE PERFORMANCE AGAINST THE TARGETS WE HAVE SET OUT BELOW:

WHAT ARE WE MEASURING?	HOW DO WE GET THIS INFORMATION?	WHAT WILL IT TELL US?
The amount of waste going into Victoria Flats landfill and where it came from.	Weighbridge records reported by the landfill managers showing quantities, and how it reaches landfill (e.g. through transfer stations or direct to the landfill).	Whether the quantity of waste is changing, and whether there are changes in the way it reaches landfill.
The activity that has created the waste going to Victoria Flats landfill, such as construction projects or the commercial sector.	Regular audits at the landfill analyse the types of trucks and loads that are entering the landfill, and allocates them to a specific activity type.	Whether there are any changes in the waste quantities being sent to landfill by a particular sector or activity, for example, improvements in construction waste management meaning more is being diverted.
The type of waste that is going into Victoria Flats landfill, and how it got there – for example, from residential kerbside rubbish collections, or from transfer stations.	Regular audits at the landfill survey a quantity of waste and separate it into more than 20 different material types. This is cross-referenced with the data collected about the ‘activity’.	Whether specific material types are reducing or increasing – for example, the introduction of new household kerbside organics collection services should result in a reduction in food scraps and garden waste going to landfill.
Types and quantities of material passing through the Council's refuse transfer stations, and the activities that the waste has arisen from.	Transfer station operators collect and record data of material coming into the transfer stations, and where this material goes to such as for further reprocessing or to landfill.	The types and quantities of materials that transfer stations are required to manage, and how successfully these materials are being diverted from landfill.
The types of materials that are being thrown out in household kerbside rubbish collections.	Regular audits randomly collect the waste from many rubbish bins, and separate all of this waste into more than 20 different material types.	This data tells us the average weight of a household rubbish bin, and what is in it. Introducing household kerbside organics collection services should result in both a reduction in weight, and a reduction in the quantity of food scraps and garden waste in the bins.
The weight of material collected by household kerbside services.	Monthly reporting from contractors provides bin weight data.	Whether there are any changes in the quantities of materials collected by household kerbside services.
The level of contamination (incorrect materials) that are being put into both kerbside and public place recycling bins.	Audits collect recycling from multiple recycling bins, and separate into multiple, different material types.	These surveys tell us how much contamination is in the recycling bins. A reduction in contamination will tell us that education and behaviour change campaigns have been successful.

WHAT ARE WE MEASURING?	HOW DO WE GET THIS INFORMATION?	WHAT WILL IT TELL US?
Overall quantities of kerbside rubbish, recyclables, and (when introduced) organics collections.	Weighbridge records enable Council's contractors to report on the exact amounts collected in Council's kerbside services.	Changes in these quantities enable us to monitor whether various interventions have improved diversion through recycling and organics collections.
Data on population, demographics, and economy.	StatsNZ data, census reports and local growth projections.	Analysing the information helps us to forecast future demand.
Number of behaviour change programmes/events and numbers of people reached.	Records taken at each event by providers.	Shows how many people are being supported through behaviour change events.
Performance of funded community initiatives (metric will depend on specific project).	Reports provided by funded organisations.	Demonstrates the impact that funded community initiatives are having, and guides where funds should be prioritised in future.
Completion of Council WMMP actions.	Regular reporting to the Council waste team and Council.	Progress against internal Council actions, and actions that Council have sole responsibility for, will be tracked against planned dates.
Quantities of waste handled by non-Council waste operators and destination.	Can be collected from operators once a waste operator licensing system is in place.	Provides a better understanding of waste streams that are out of Council's direct control, and what issues and opportunities exist.
Types and quantities of construction and event waste.	Can be collected through site waste management plans for construction projects and events once local regulation is in place requiring these.	Provides a better understanding of what quantities and types of wastes are created by these sectors, and what issues and opportunities exist.
Customer satisfaction levels.	Surveys regularly carried out by Council.	Enables the assessment of community satisfaction with waste programmes, including the Zero Waste District Programme.
Impact of behaviour change interventions.	Targeted surveys undertaken at various occasions.	Estimates the reach of various actions such as behaviour change and education campaigns.

GLOSSARY AND ABBREVIATIONS

Biosolids	Biosolids are the nutrient-rich organic materials resulting from the treatment of wastewater in a treatment facility.
Circular Economy	An economic system based on designing out waste and pollution, reusing products and materials, and regenerating natural systems.
Class 1 landfill	New Zealand's most engineered and monitored landfills.. All household waste and most commercial, institutional and/or industrial waste is sent to Class 1 landfills.
Construction and Demolition (C&D) waste	Waste generated from the building and construction sector and/or removal of any structure.
Container Return Scheme	A resource recovery scheme that incentivises people to return empty beverage containers for recycling or refilling in exchange for a refundable deposit.
Contamination	Inappropriate material (including excessively dirty material) placed in recycling collections. Contamination may also occur if the method of collection means one recyclable material cannot be efficiently sorted from another (eg. ceramics contaminating glass).
Food scraps	Leftovers and waste from preparing food – vegetable and fruit peelings, leftover cooked food, cooked and uncooked meat, dairy products such as cheese or yoghurt, meat and fish bones, coffee grounds, tea leaves (does not include tea bags, coffee pods, compostable plastics, biodegradable cutlery or packaging, paper or cardboard).
Greenwaste	Compostable plant material including lawn clippings, weeds, plants, and other soft vegetable matter, which by nature or condition, and being free of any contaminants will degenerate into compost. Note, acceptance criteria at local facilities varies. This can also be referred to as garden waste.
Hazardous waste	Waste that is reasonably likely to be, or contain a substance that is explosive, flammable, oxidising, toxic, corrosive or ecotoxic.
Long term plan (LTP)	Every three years we produce a Long Term Plan (LTP), setting out the projects, activities and services that Council will invest in over a minimum ten-year period. This is a requirement under the Local Government Act 2002.

Materials Recovery Facility (MRF)	A Materials Recovery Facility receives, separates, and prepares recyclables such as plastics, paper, cardboard, aluminium, and tins to be sold to an end buyer.
Ministry for the Environment (MfE)	The Ministry for the Environment is the public service department of New Zealand charged with advising the government on policies and issues affecting the environment, in addition to the relevant environmental laws and standards.
New Zealand Waste Strategy	A document produced by the Ministry for the Environment. The latest version, Te rautaki para, was published in 2023.
Organic waste	Organic waste is biodegradable matter, such as food scraps, garden cuttings, grass, and branches, that can be accepted at an organics processing facility or facilities. Note, acceptance criteria at local facilities varies.
Product stewardship	When consumers and businesses take responsibility for the life cycle impacts of products and support the recovery of raw materials that are normally lost when these products become waste.
Recycling	The reprocessing of waste or diverted material to produce new materials.
Rubbish	Waste, that currently has little other management options other than disposal to landfill.
Tonne (metric)	A thousand kilograms. This is a standard measurement for describing quantity of material in the waste system.
Transfer station	Where different types of waste can be deposited by the public or commercial operators to be sorted and transported for recycling, reprocessing or landfill.
Waste	Anything disposed of and discarded.
Waste Assessment	A document summarising the current situation of waste management in the Otago region. It includes facts and figures, and is required under the Waste Minimisation Act (2008).
Waste hierarchy	A list of waste management options with decreasing priority – usually described as ‘reduce, reuse, recycle, reprocess, treat, dispose’.
Waste Minimisation Act 2008 (WMA)	The act administered by the Ministry for the Environment to encourage a reduction in the amount of waste we generate and dispose. The aim of the act is to reduce the environmental harm of waste and provide economic, social and cultural benefits for New Zealand.
Waste Management and Minimisation Plan (WMMP)	councils are responsible for promoting effective and efficient waste management and minimisation within their district. The WMA requires councils to adopt a Waste Management and Minimisation Plan as defined by section 43 of the WMA, which must be reviewed every six years.
Zero Waste	A philosophy for waste management, focusing on Council/community partnerships, local economic development, and viewing waste as a resource.



*Collecting reusables via e-bike and trailer at Luma.
Credit: Luma and Sustainable Queenstown*

QUEENSTOWN LAKES: TOGETHER TOWARDS ZERO WASTE AND A CIRCULAR ECONOMY