

City of Ipswich

Resource Recovery Experience

Community Engagement Report

May 2025



CONTENTS

EXECUTIVE SUMMARY

WHY WE ENGAGED

HOW WE ENGAGED

WHAT THE COMMUNITY TOLD US

WHO ENGAGED

FINDINGS.....

APPENDIX

2

2

3

6

15

18

19

Disclaimer: Quantitative and qualitative data was collected from participants during the engagement, in accordance with council’s Information Privacy Policy. Quantitative data was downloaded from the various digital platforms and/or transcribed into a master Excel database by project staff. The data was cleaned, de-identified, aggregated and charted in the master database. Open thematic analysis of qualitative comments was carried out using Excel. For the purposes of this report, percentages are rounded to the nearest whole number, which may result in a total not equal to 100%.



EXECUTIVE SUMMARY

Queensland has the second lowest recycling rate of all Australian states and territories. In 2022-23 Queensland's recycling rate was around 47%, compared to the national rate of 66%. South Australia led the nation, with a recycling rate of almost 82%¹.

Ipswich residents disposed over 135,000 tonnes of waste in 2023/2024 and recovered only 27%. In efforts to improve resource recovery across Ipswich, Council's Resource Recovery Strategy and Implementation Plan 2021-2031 was developed and sets out the city's waste management and resource recovery strategy.

A key element of achieving the vision and goals outlined in the strategy relies on community behavioural change.

The themes and stakeholder insights identified in this report, along with waste audit data, will help inform interventions implemented by Ipswich City Council to improve resource recovery habits across Ipswich.

A second phase of community engagement will be undertaken to understand the impact of the implemented interventions.

WHY WE ENGAGED

The purpose behind this engagement project was to:

- understand current behaviour and attitudes towards resource recovery
- identify opportunities for encouraging greater participation in resource recovery
- provide qualitative insight into the effectiveness of education and behaviour change interventions.

¹Department of Climate Change, Energy, the Environment and Water. (2025). *National waste and resource recovery report 2024*. <https://www.dccceew.gov.au/sites/default/files/documents/national-waste-and-resource-recovery-report-2024.pdf>

HOW WE ENGAGED

The engagement was undertaken between 1 April 2025 and 9 May 2025.

Engagement feedback channels

The community was able to contribute their feedback through the channels detailed below.

Shape Your Ipswich

Comments were captured via an online survey on the project page, [Resource Recovery Experience](#), hosted on Shape Your Ipswich. Survey questions can be seen at Appendix 1.

Hard copy survey

Community members were able to complete a hard copy survey to share their feedback. The questions in the survey replicated the online version on Shape Your Ipswich. These surveys were sent by direct mail to 31,000 households, could be picked up at community engagement events or downloaded from Shape Your Ipswich.

Community engagement events

Four community engagement events were held to provide the broader community with general information on the project and capture feedback. In total, 72 community members were informed of this opportunity through the events. The events were held across all four divisions in Ipswich at the following locations:

Date	Location
Saturday 12 April 2025	Town Square Redbank Plains
Saturday 26 April 2025	Goodna Marketplace
Tuesday 29 April 2025	Brassall Shopping Centre
Tuesday 6 May 2025	Riverlink Shopping Centre

Email

The community was able to directly reach out to council via communityengagement@ipswich.qld.gov.au with feedback on this project.

Phone

The community was able to directly reach out to council via 3810 6666 with feedback on this project.

Promotional channels

To maximise engagement, the following communication channels were used to reach the community and trigger awareness.

Shape Your Ipswich

Two email campaigns were sent out via Shape Your Ipswich. The first campaign was sent on 1 April 2025 and was sent out to Shape Your Ipswich members who had selected Waste/Resource Recovery as a category of interest. This campaign was sent to a total of 421 members, of which 188 opened the email.

The second campaign was sent on 14 April 2025 as part of a quarterly newsletter. This campaign was sent to a total of 3,940 members, of which 1,460 opened the email.

Ipswich City Council website

Ipswich City Council's [Recycling](#) page was updated with a call to action box at the top of the page, encouraging community to participate in the engagement. This call to action remained on the page for the duration of the engagement period. A screenshot of the call to action can be seen at Appendix 2.

It is noted that additional promotional channels were used as part of the 'Let's Get it Sorted' campaign to encourage community to learn more by visiting the Recycling page. However, may not have specifically addressed the opportunity to engage. This included:

- 2-page advertisement in Ipswich in Autumn Newsletter (distributed 10 March 2025)
- 7x digital billboards (Tulmur Place, East Street, Goodna, Sinnathamby Boulevard, Springfield Greenbank Arterial, Bundamba, Brisbane Street)
- bus shelter panel advertisements
- shopping centre panel advertisements (Brassall Shopping Centre, Orion Springfield Central, St Ives Shopping Centre Goodna, Booval Fair, Riverlink, Redbank Plains)
- 5x bus back advertisements.

Direct mail

A formal notification was sent by mail to approximately 31,000 households across Ipswich, specifically targeting residents in Redbank Plains, Collingwood Park, Springfield Lakes, Goodna, Camira, Brassall and North Ipswich. These suburbs were prioritised as they are part of the bin tagging that is occurring as part of the Let's Get it Sorted (LGIS) campaign. The letter provided an overview of the Let's Get it Sorted campaign and encouraged recipients to participate in the community engagement, providing a QR code which sent recipients directly to Shape Your Ipswich. This QR code was scanned 487 times.

Environment Matters

Environment Matters is a monthly newsletter covering updates on environment and sustainability news and initiatives across Ipswich and beyond. The April edition was sent on 21 April 2025 to 1,853 subscribers, of which 865 opened the email. The newsletter included a section which encouraged recipients to participate in the Resource Recovery Experience community engagement.

Ipswich First

The article, [Ipswich residents called on to help 'Get it Sorted'](#), encouraged community to share their feedback on their recycling habits. The article was distributed on 24 April 2025 and received 1,251 views.

Social media

Paid social media posts were shared across Meta social media on 2, 6, 7, 8 and 9 May 2025, and on TikTok between 2-9 May 2025. Across all platforms, posts reached 61,120 accounts, and 2,362 clicked through to Shape Your Ipswich. A screenshot of the post can be seen at Appendix 3.

In addition to the promotional channels used to share the engagement, community members were incentivised to participate for the chance to win one of four \$100 e-gift vouchers. Overall, these activities led to 4,754 views of the Shape Your Ipswich page and 1,114 contributors throughout the engagement as outlined in the table below.

Engagement Channels	Contributors ²
Shape Your Ipswich	986
Hard copy surveys	1
Community engagement events	46
Email	0
Phone	81
Total	1,114

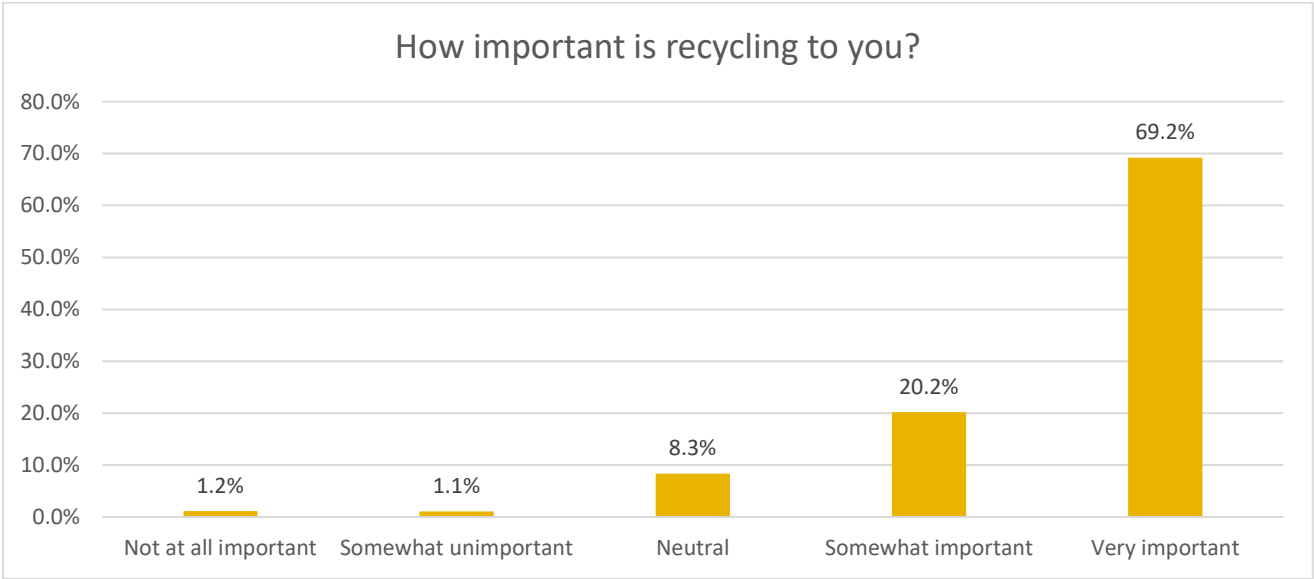
² Total number of unique individuals who submitted feedback per engagement channel. An individual who makes more than one contribution on a single engagement channel is only counted as a single contributor. Noting individuals may be counted multiple times if submitting feedback across multiple engagement channels.

WHAT THE COMMUNITY TOLD US

A summary of the feedback received across all channels has been outlined below.

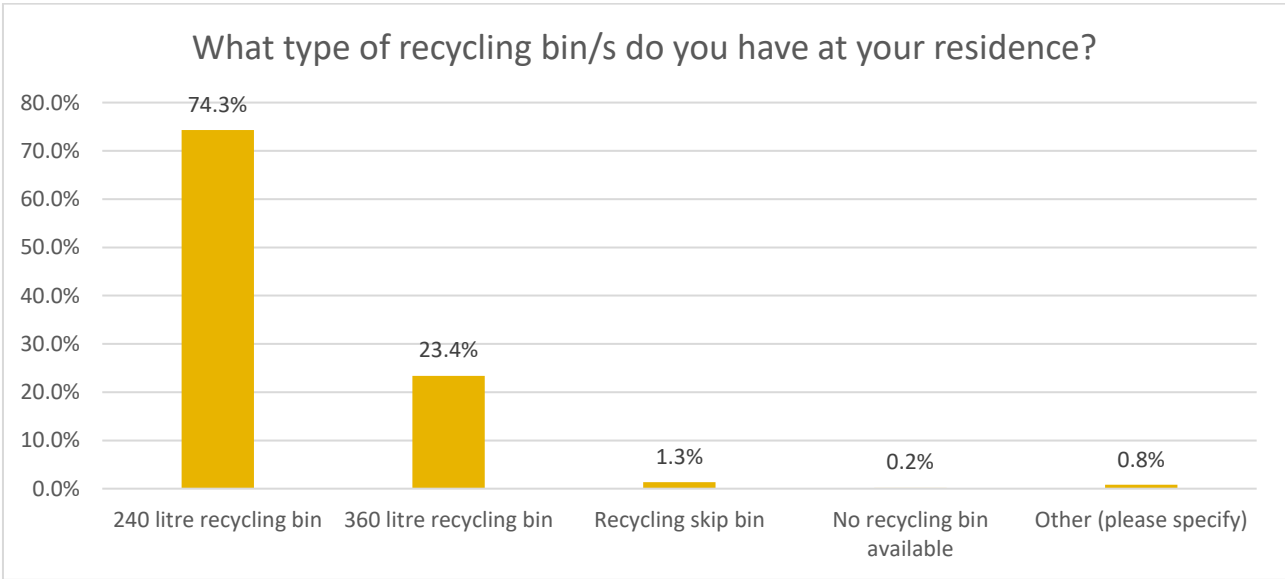
How important is recycling to you?

All 1,114 respondents provided an answer to this question. Of those who completed the survey, the majority found recycling to be either somewhat important (20.2%) or very important (69.2%).



What type of recycling bin/s do you have at your residence?

All 1,114 respondents provided an answer to this question and could select multiple options. Most respondents have a 240 litre recycling bin at their residence (74.3%), followed by a 360 litre recycling bin (23.4%). Of those who selected 'Other', most clarified additional resource recovery methods they use at their home, inclusive of the green GO bin, bottle collection and composting.



Over the past 6 months, which of the following recycling solutions have you used?

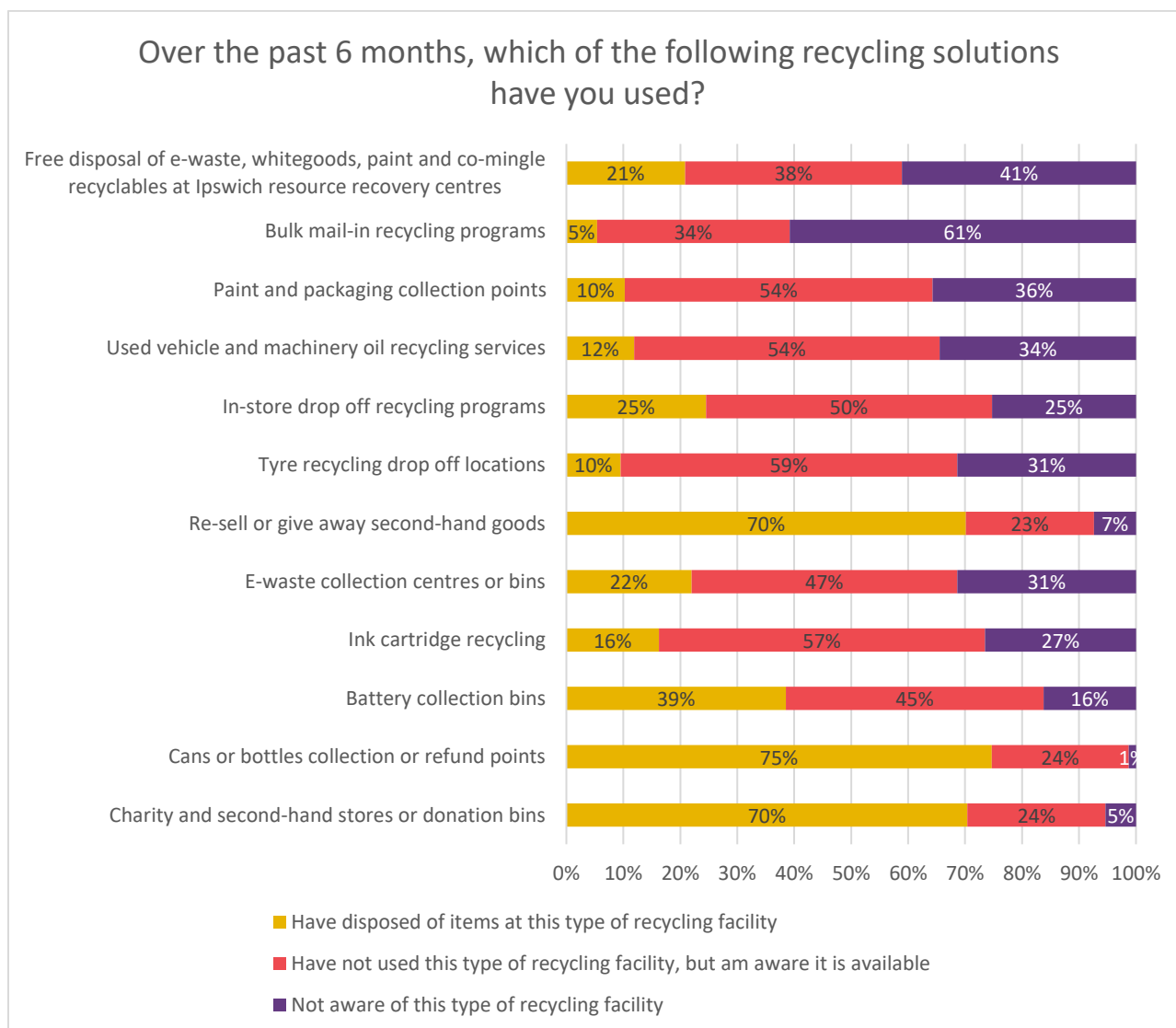
1,105 respondents provided an answer to this question. Of the recycling solutions provided, most respondents had either used the facility in the last 6 months or were aware of it. The most used and well-known recycling solutions included:

- cans or bottle collection or refund points (99% use or are aware of the facility)
- charity and second-hand stores or donation bins (94% use or are aware of the facility)
- re-sell or give away second-hand goods (93% use or are aware of the facility)

Solutions that most respondents were aware of but not many had used in the past 6 months included:

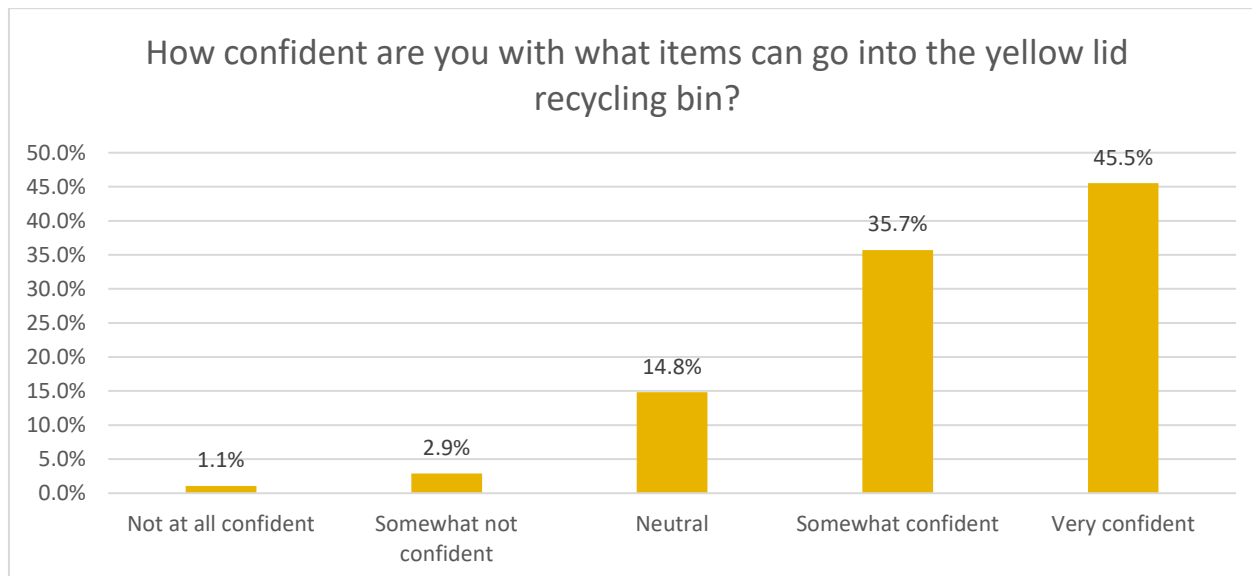
- paint and packaging collection points (10% use, 54% aware of the facility)
- used vehicle and machinery oil recycling services (12% use, 54% aware of the facility)
- tyre recycling drop off locations (10% use, 59% aware of the facility).

It is noted that most respondents were not aware of bulk mail-in recycling programs (61%), and only 5% reported using this solution in the past 6 months.



How confident are you with what items can go into the yellow lid recycling bin?

All 1,114 respondents provided an answer to this question. Overall, respondents felt confident in their understanding of what can go into the yellow lid recycling bin, with 78.2% selecting somewhat confident or very confident.

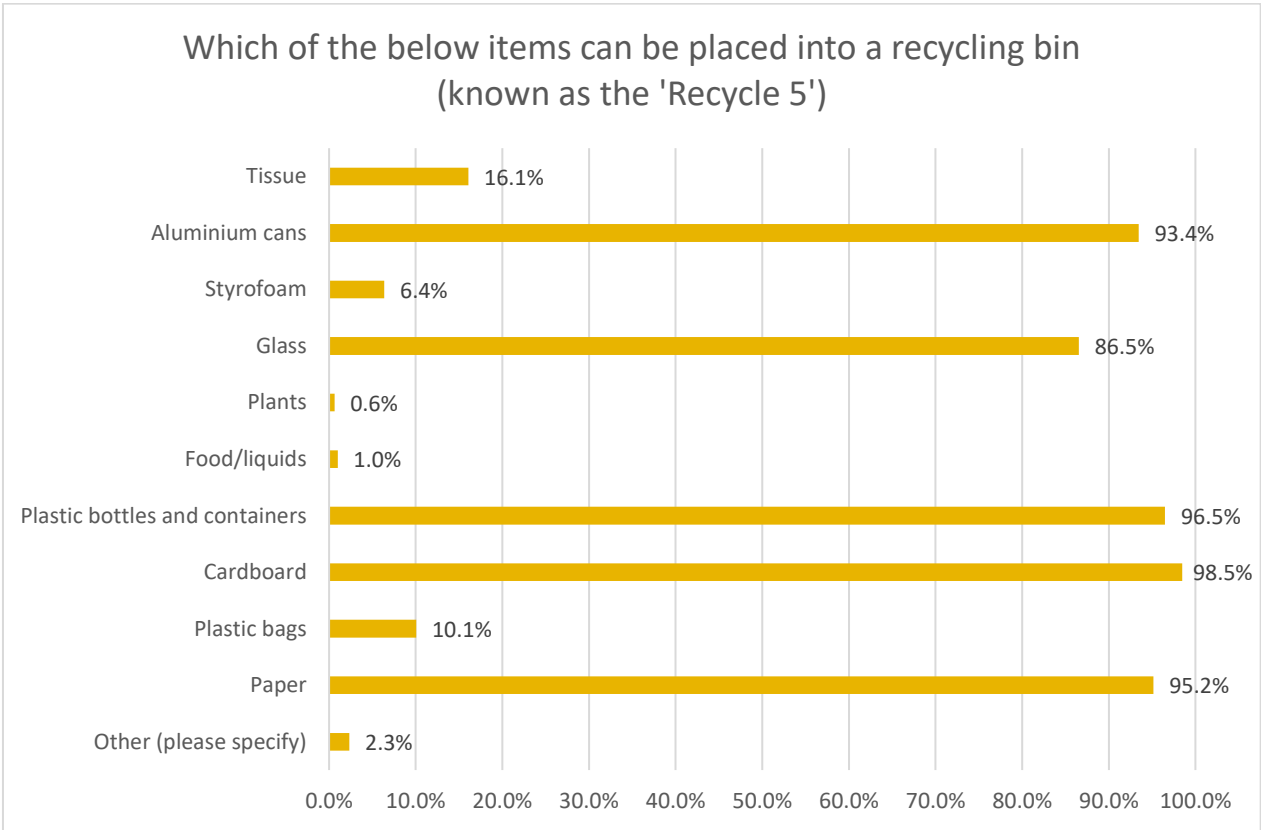


Which of the below items can be placed into a recycling bin (known as the 'Recycle 5')

All 1,114 respondents provided an answer to this question and could select multiple options. A very high percent of respondents selected the items considered part of the 'Recycle 5', which include aluminium cans (93.4%), plastic bottles and containers (96.5%), cardboard (98.5%), paper (95.2%) and glass (86.5%). It is noted glass was the least selected of the 'Recycle 5', suggesting some uncertainty around this item.

Significantly less respondents selected tissue (16.1%), plastic bags (10.1%) and styrofoam (6.4%). Food/liquids and plants were very rarely selected, indicating strong community awareness around what can and cannot be placed into a recycling bin. Of those who selected 'Other', key themes have been outlined below:

Theme	Detail
Glass	Respondents who referenced glass products typically mentioned: • uncertainty on whether it can be recycled • cannot be broken to recycle • must be a specific type of glass to recycle • must be clean.
Plastic	Respondents who referenced plastic products typically mentioned: • mixed sentiment on whether lids could be recycled • hard plastics only • depends on type of plastic (check product label) • must be clean.
Other	Other items respondents perceived as recyclable included: • cat litter • foil (rolled into a ball) • tetra packs • microwave safe containers.



Which barriers prevent your household from recycling?

All 1,114 respondents provided an answer to this question and could select multiple answers. Barriers selected by respondents were varied, with the most common barriers selected being:

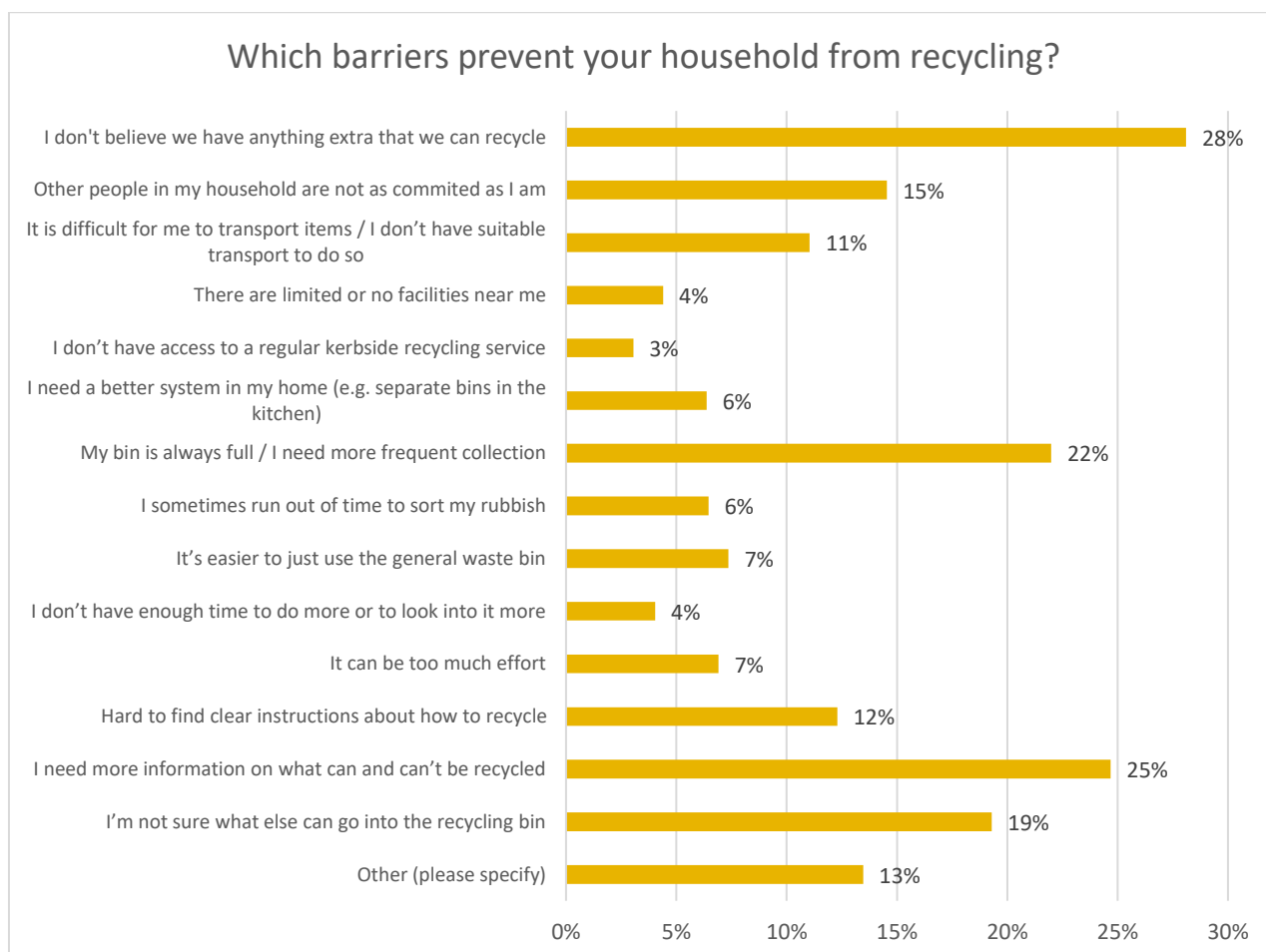
- I don't believe we have anything extra that we can recycle (28%)
- I need more information on what can and can't be recycled (25%)
- My bin is always full/I need more frequent collection (22%)
- I'm not sure what else can go into my recycling bin (19%).

Of the most common barriers identified, responses suggest some remaining uncertainty on what can be recycled, as well as reaching a limit in terms of space or items that can be recycled. Of those who selected 'Other' (13%), additional themes identified have been outlined below:

Theme	Detail
No barriers	44% of respondents who selected 'Other' indicated very few or no barriers, with comments typically mentioning: • already recycle everything they can • regularly sort waste for easy recycling • proactively self-educate when unsure • passionate about recycling.
Recycling accessibility and scope	15% of respondents who selected 'Other' indicated a desire to improve recycling accessibility and scope, with comments such as: • reflection that many common items still cannot be recycled • restoration of soft plastics recycling

	want additional services available to support disposal of large products, e-waste, tyre, oil and hazardous waste.
Education opportunities	13% of respondents who selected 'Other' referenced uncertainty/confusion for themselves or other members in their household in recycling practices, with some suggestions offered to improve community awareness. This included: - clear and consistent recycling labelling on products - more consistency in recycling practices across different councils to minimise confusion - council resources including Bin App and bin stickers identify which recycling symbols are accepted in Ipswich bins.
Distrust in process	7% of respondents who selected 'Other' referenced distrust in the process, with comments including: - perception that waste all collected by the same truck - inconsistent collection of household bins - limited evidence that waste is appropriately recycled after collection.
Cost	7% of respondents who selected 'Other' referenced costs, with comments encouraging a reduction of fees for use of resource recovery centres to recycle items. These comments indicate lack of community awareness around free drop off for recyclable items at resource recovery centres.

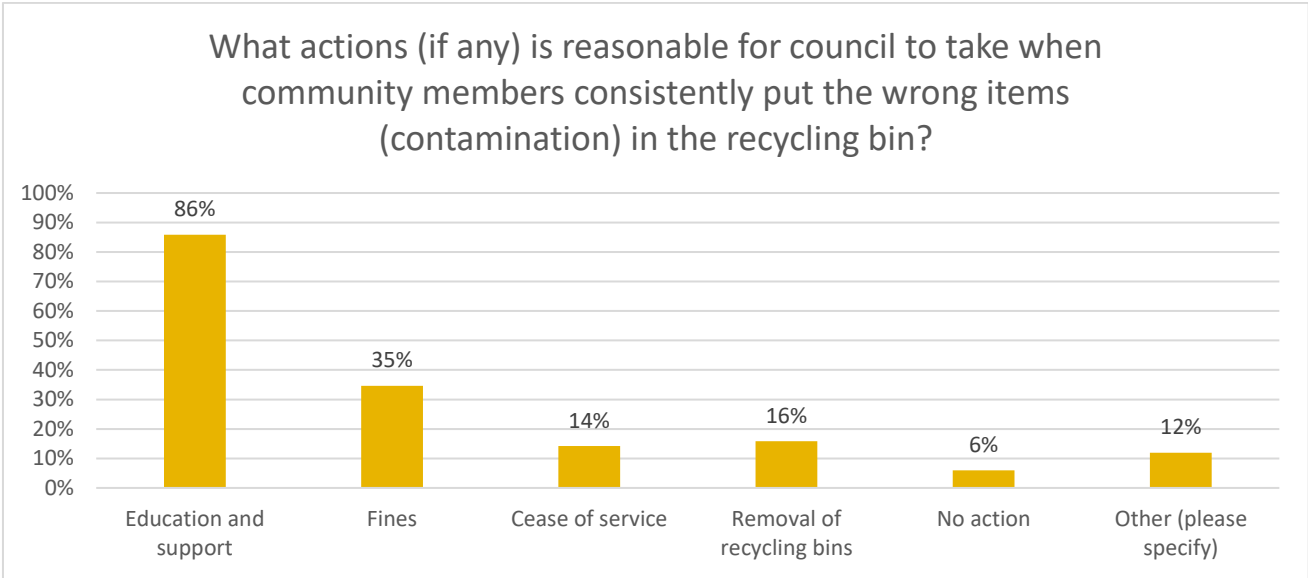
Others reiterated insufficient capacity in their recycling bins to recycle more, too much effort, or personal circumstances limiting their ability to recycle.



What actions (if any) is reasonable for council to take when community members consistently put the wrong items (contamination) in the recycling bin?

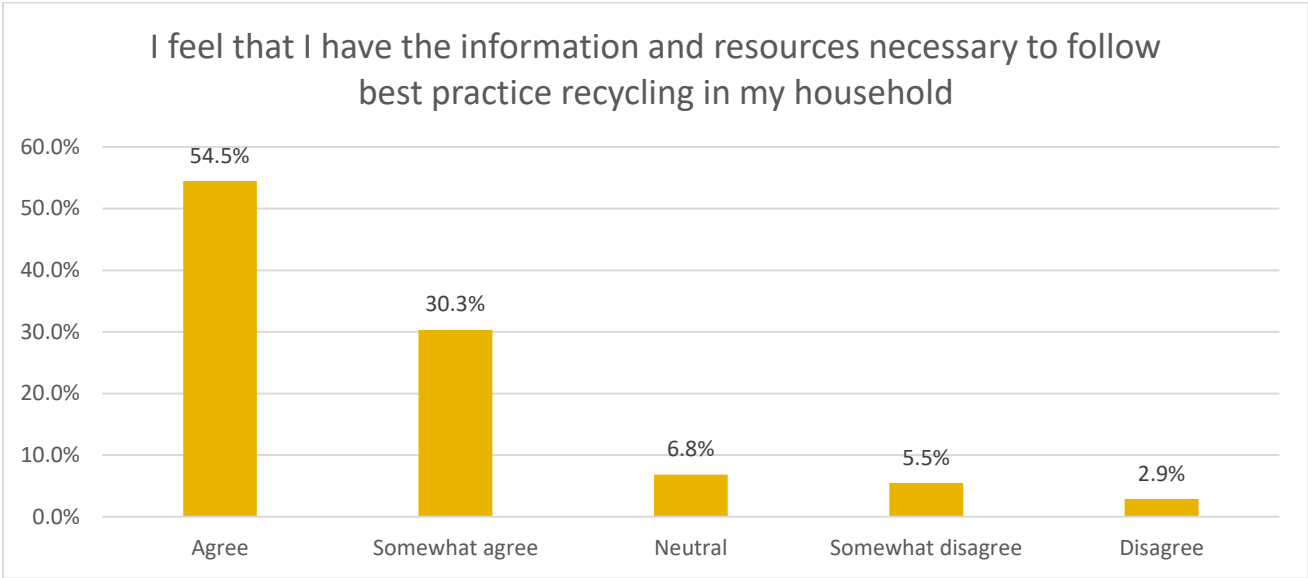
All 1,114 respondents provided an answer to this question and could select multiple options. 86% supported education and support as the primary action for council to take in response to community members consistently put the wrong items in the recycling bin. The next most popular option was fines (35%). Only 6% of respondents felt no action was appropriate. Of those who selected 'Other' (12%), themes identified have been outlined below.

Theme	Notes
Education	33% respondents referenced education opportunities, and were generally supportive of this approach to communicate the value of recycling, with suggestions including: • use this approach as the first action • individual education – call, letter, notice on non-compliant bins, text message, home visit • widespread education – newspapers, online videos, TV, social media, information stickers on bins, school programs, Ipswich Bin App. It is noted that some respondents stated that there is already sufficient information available and more would not be effective.
Fines	14% referenced fines, with mixed sentiment. Comments included: • typically considered appropriate after initial warnings provided • suggest use fines for more serious contaminations (e.g. batteries which risk staff safety) • concerns for issuing fines to households: ○ already struggling with cost of living ○ making a genuine mistake ○ whose bins are contaminated by strangers.
Cease of service/removal of recycling bins	10% referenced cease of service/removal of recycling bins. Mixed sentiment was provided, with some suggesting this was a sensible approach to implement as a last resort, while others felt it would not solve the problem. A common suggestion was to temporarily cease service, paired with an educational sticker/letter to educate on why, and resume service once bin has been sorted.
Other actions	11% referenced other actions to reduce contamination: • reduce recycling bin size if consistently contaminated • implement consistent recycling approach nation wide for ease of understanding and applying • provide additional/more frequent collection of general waste bins • provide services/products to assist sorting waste.
Rewards and incentives	4% of respondents suggested use of incentives and rewards to encourage correct usage of recycling bins, such as: • discounts/chance to win prizes for households with consistently compliant bins • gamify the process, sending updates on best performing streets/suburbs.



I feel that I have the information and resources necessary to follow best practice recycling in my household

All 1,114 respondents provided an answer to this free text question. Respondents generally agreed they have the information and resources necessary to follow best practice recycling in their household, with 84.8% selecting agree or somewhat agree.



What information and resources would support your household in following best practice recycling? Consider how council, businesses, neighbours, or others may be able to assist.

395 respondents provided an answer to this question. Comments generally discussed what type of information respondents would like to receive, the type of channels to communicate them through, and additional support. These themes have been outlined below.

Theme	Notes
Types of information	what can and cannot go in each bin (yellow, red, green, Containers for Change)

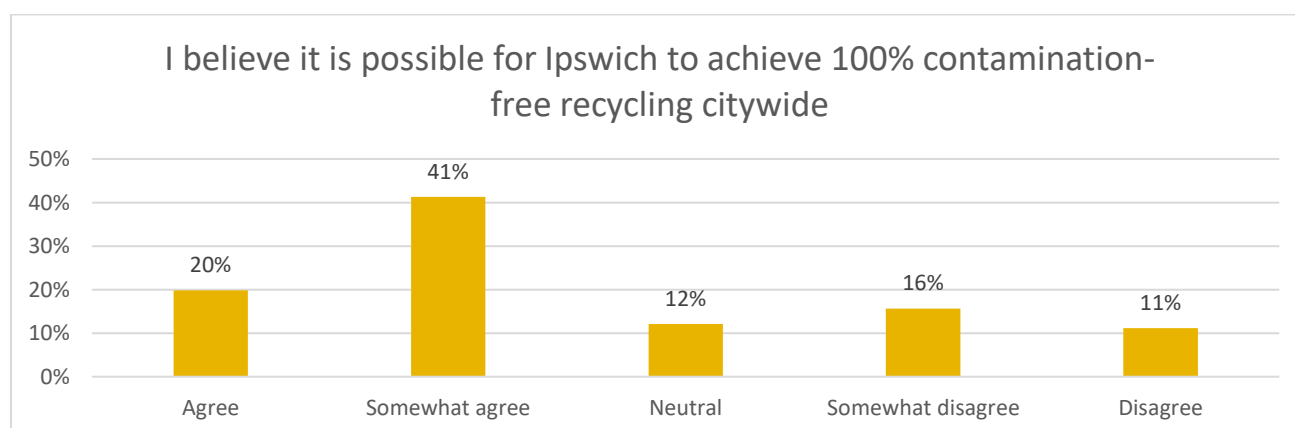
	• clarification on ambiguous items (e.g., meat trays, lids, soft plastics, UHT cartons) • how to prepare items for recycling (how clean/big does it need to be) • understanding recycling symbols and plastic codes (RIC codes). • services available for managing items not accepted in household bins (batteries, e-waste, oils, paint) • clarity around the recycling process and why it is important.
Communication tools/channels	• printed materials – fridge magnets, bin sticks, posters, pamphlets • digital tools – online databases, phone app, email newsletters, text, social media, TV, radio. • in person – delivered by councillors/council staff as part of school programs, volunteer programs and educational courses. • accessible – multilingual and with visual aids

A small number of respondents expressed frustrations with existing services or felt recycling efforts was not community responsibility. Others suggested organisations manufacturing products need to take greater ownership in developing recoverable products. Quotes from respondents included:

- *“A detailed app, maybe one that scans the barcode of an item and tells you specifically what parts recyclables are. I.e., remove foil wrapped or sleeve etc.”*
- *“Clear labels on the bin, showing what can and can’t be recycled. More information required on things like batteries or engine oils.”*
- *“Council sends brochure and information about whether to drop the recycle items for residents to know since sometimes we have a large amount of cardboard or bulky items, we would like to destroy but we don’t have any place to drop-off.”*
- *“All councillors and Mayor should demonstrate and promote the recycling program with the same unified approach with all present in a video at our resource recovery centres together each talking about a recycling process. No excuses their all involved.”*
- *“Videos and posters, collaboration with schools to provide education.”*
- *“Refuse companies who produce and manufacture non recycled content.”*

I believe it is possible for Ipswich to achieve 100% contamination-free recycling citywide

All 1,114 respondents provided an answer to this question. There were somewhat more mixed responses. While the majority (61%) generally agreed it was possible, a much larger portion of respondents have selected somewhat agree, indicating some hesitation. In addition, 27% either somewhat disagree or disagree, indicating doubt from respondents in the city achieving 100% contamination-free recycling.



How do you think council could better support, inspire or guide the community to follow best practice recycling?

845 respondents provided an answer to this question. The main suggestions for how council could better support, inspire, or guide the community to follow best practice recycling were focused on education and awareness (60%). Infrastructure and access were also significant, mentioned by 37% of respondents. Incentives and penalties were highlighted by 20%, while community engagement was noted by 7%. Behavioural change was mentioned by 4%. Key themes have been outlined in the table below.

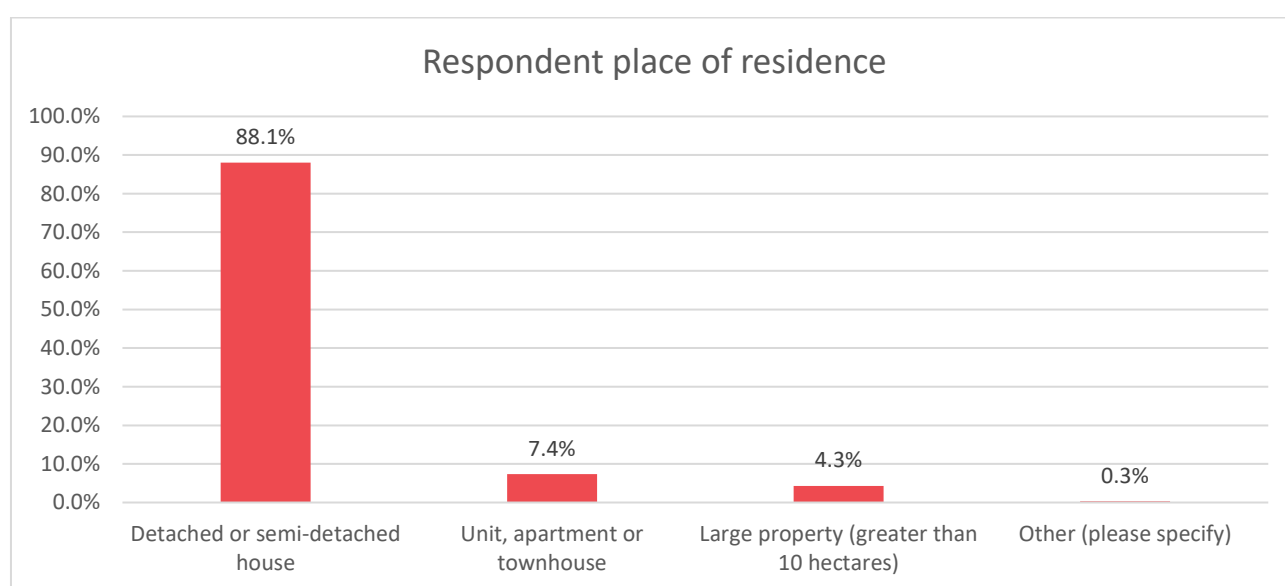
Theme	Detail
Education and Awareness	60% of respondents emphasised the need for better education and awareness around recycling. Suggestions included: • clearer communication on what can and cannot be recycled • school and community programs to build long-term habits • campaigns to dispel myths and reduce confusion • more visible signage and multilingual resources • use of social media and local media to spread information.
Infrastructure and Access	37% of respondents noted that improved infrastructure would support better recycling practices. Comments included: • more public recycling bins in parks and shopping areas • easier access to recycling facilities, especially in rural areas • better bin design to reduce contamination • regular maintenance and clear labelling of bins • expansion of kerbside recycling services.
Incentives and penalties	20% of respondents suggested using incentives and penalties to encourage recycling. Ideas included: • reward programs for households or businesses that recycle well • fines for repeated contamination or misuse of bins • discounts on rates for sustainable practices • council-run competitions or recognition programs.
Community Engagement	7% of respondents highlighted the importance of community involvement. Suggestions included: • local workshops and events to promote recycling • partnering with schools, businesses, and community groups • creating recycling champions or ambassadors • sharing success stories to inspire others.
Behavioural Change	4% of user respondents referenced behavioural change. Comments noted: • encouraging personal responsibility and pride in sustainable habits • normalising recycling through consistent, everyday messaging • using real-life stories to make the impact of recycling more relatable • promoting intergenerational learning, where children influence household behaviours.

WHO ENGAGED

Where reasonable, demographic data was captured as part of engagement activities. Data has been compared to the Ipswich population based on 2021 census data. Where no relevant census data was not found, no comparison has been made.

Place of residence

A significant portion of respondents live in a detached or semi-detached house (88.1%). While Census data categorises place of residence differently, this tends to align with most Ipswich community members residing in a 'separate house' (87.5%). Of those who selected 'Other', respondents defined their place of residence as a retirement village, church/community hall, or preferred not to say.

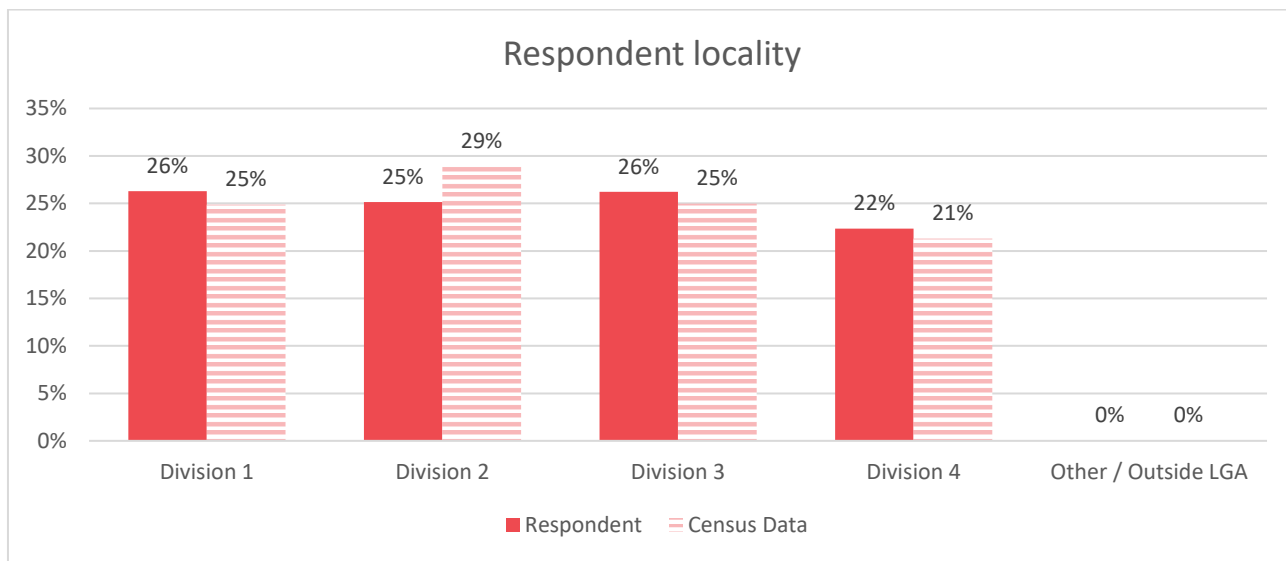


Locality

Respondents were relatively equally spread across all four divisions of Ipswich, indicating good representation of all four divisions. In total, 68 suburbs were represented:

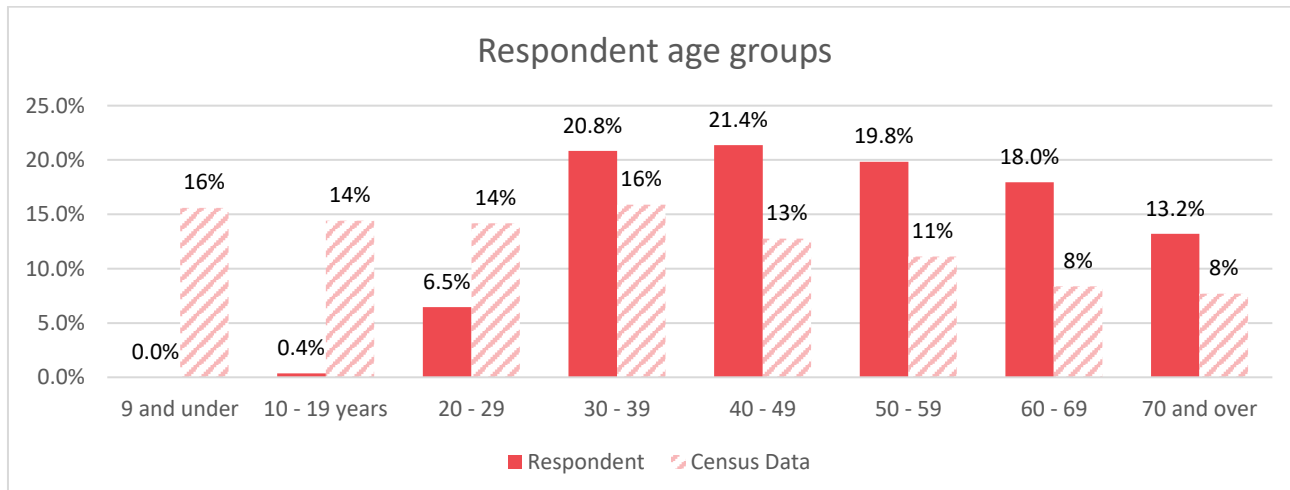
- Augustine Heights
- Barellan Point
- Basin Pocket
- Bellbird Park
- Blacksoil
- Blackstone
- Booval
- Brassall
- Brookwater
- Bundamba
- Calvert
- Camira
- Churchill
- Chuwar
- Coalfalls
- Collingwood Park
- Deebling Heights
- Dinmore
- East Ipswich
- Eastern Heights
- Ebbw Vale
- Ebenezer
- Flinders View
- Gales
- Goodna
- Grandchester
- Haigslea
- Ipswich
- Ironbark
- Karalee
- Karrabin
- Leichhardt
- Lower Mount Walker
- Marburg
- Moores Pocket
- Mount Forbes
- Mount Marrow
- Muirlea
- Mutdapilly

- Newtown
- North Booval
- North Ipswich
- One Mile
- Pine Mountain
- Purga
- Raceview
- Redbank
- Redbank Plains
- Ripley
- Riverview
- Rosewood
- Sadliers Crossing
- Silkstone
- South Ripley
- Spring Mountain
- Springfield
- Springfield Central
- Springfield Lakes
- Tallegalla
- Thagoona
- The Bluff
- Tivoli
- Walloon
- West Ipswich
- Willowbank
- Woodend
- Wulkuraka
- Yamanto



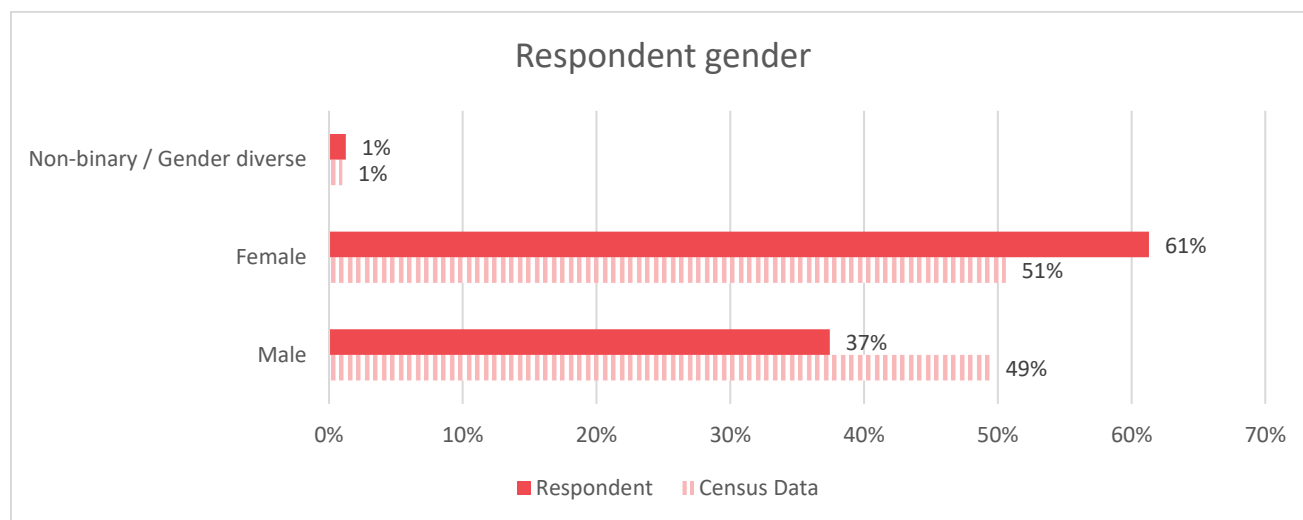
Age

Respondents aged 30 and older were well represented, while those aged 20-29 were somewhat underrepresented, however, still captured a reasonable sample size. It is noted that this feedback is not considered representative of age groups 19 years and younger due to limited engagement with these age groups.



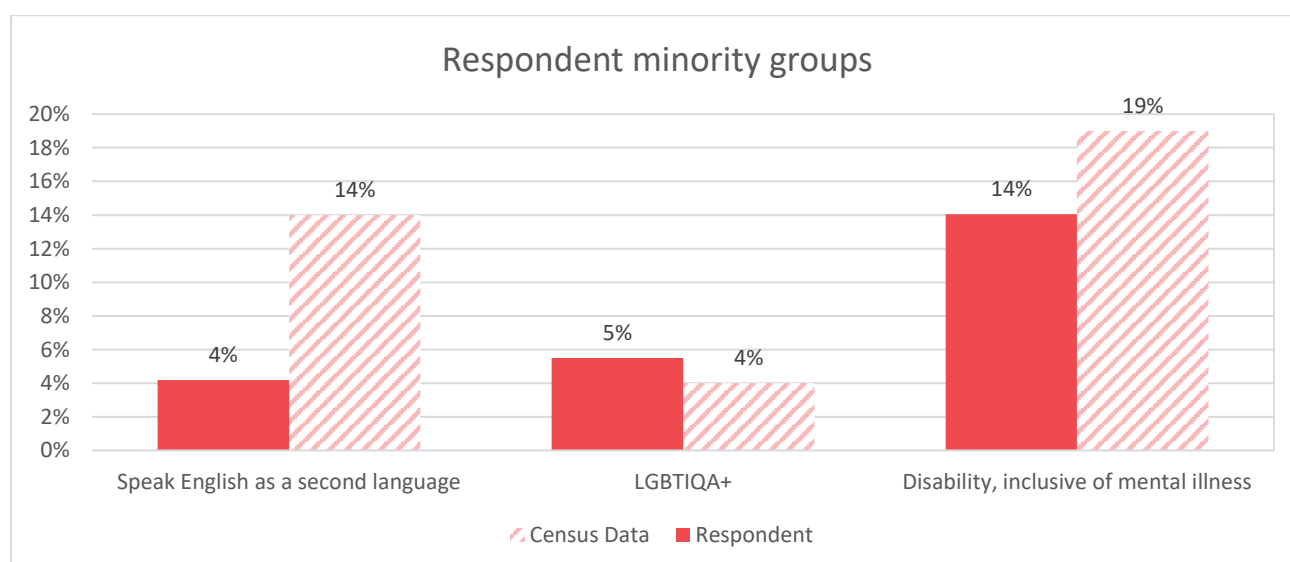
Gender

All gender categories were represented among survey respondents, and were relatively reflective of the Ipswich community, with somewhat of a skew towards females (61%).



Minority groups

As census data for these areas is not available specifically for the Ipswich community, this has been compared to overall Australia percentages. All surveyed minority groups were represented as part of engagement, with reflective numbers for people identifying as LGBTIQ+ or having a disability, inclusive of mental illness. People who speak English as a second language were somewhat underrepresented, with only 4% of respondents selecting this.



FINDINGS

Review and analysis of the data from all engagement activities identified the following key findings from the community.

Findings as outlined in this report are to be shared publicly via Shape Your Ipswich, along with relevant project updates to show how the community's feedback has shaped this project.

- 89% of respondents indicated that recycling is important to them, and most respondents are familiar with/use common recycling options like bottle refund points and donation bins. However, awareness and usage of specialised services—such as tyre recycling, oil disposal, and bulk mail-in programs—were significantly lower.
- While only 45.5% were confident in their knowledge around what can go into a recycle bin, when tested, a very high majority accurately selected the items considered part of the 'recycle 5'. This suggests that while there is some uncertainty across the community, most respondents are correctly informed.
- A large majority (86%) of respondents supported education and support as the most appropriate initial council response to recycling contamination, with general support for escalating through fines, cease of service or removal of recycling bins if the issue persists.
- Respondents emphasised the importance of council-led education campaigns, improved infrastructure, and incentive programs. Suggestions included clearer bin labels, school programs, use of digital tools, and more consistent recycling practices across regions.

The information may be used to inform next steps for this project.

APPENDIX

1. SURVEY QUESTIONS

01. How important is recycling to you?

Tick one answer only

☐	Very important
☐	Somewhat important
☐	Neutral
☐	Somewhat unimportant
☐	Not at all important

02. What type of recycling bin/s do you have at your residence?

Tick all that apply

☐	240 litre recycling bin
☐	360 litre recycling bin
☐	Recycling skip bin
☐	No recycling bin available
☐	Other (please specify)

03. Over the past 6 months, which of the following recycling solutions have you used?

Tick the description that best fits your experience with each of the listed recycling solutions

	<i>Have disposed of items at this type of recycling facility</i>	<i>Have not used this type of recycling facility, but am aware it is available</i>	<i>Not aware of this type of recycling facility</i>
Charity and second-hand stores or donation bins			
Cans or bottles collection or refund points			
Battery collection bins			
Ink cartridge recycling			
E-waste collection centres or bins			

Re-sell or give away second-hand goods			
Tyre recycling drop off locations			
In-store drop off recycling programs			
Used vehicle and machinery oil recycling services			
Paint and packaging collection points			
Bulk mail-in recycling programs			
Free disposal of e-waste, whitegoods, paint and co-mingle recyclables at Ipswich resource recovery centres			

04. How confident are you with what items can go into the yellow lid recycling bin?

Tick one answer only	
☐	Very confident
☐	Somewhat confident
☐	Neutral
☐	Somewhat not confident
☐	Not at all confident

05. Which of the below items can be placed into a recycling bin (known as the 'Recycle 5')

Tick all that apply	
☐	Aluminium cans
☐	Cardboard
☐	Food/liquids
☐	Glass
☐	Paper
☐	Plastic bags
☐	Plastic bottles and containers
☐	Plants
☐	Styrofoam
☐	Tissue
☐	Other (please specify)

06. Which barriers prevent your household from recycling?

Tick all that apply	
☐	I'm not sure what else can go into the recycling bin
☐	I need more information on what can and can't be recycled
☐	Hard to find clear instructions about how to recycle
☐	It can be too much effort
☐	I don't have enough time to do more or to look into it more
☐	It's easier to just use the general waste bin
☐	I sometimes run out of time to sort my rubbish
☐	My bin is always full / I need more frequent collection
☐	I need a better system in my home (e.g. separate bins in the kitchen)
☐	I don't have access to a regular kerbside recycling service
☐	There are limited or no facilities near me
☐	It is difficult for me to transport items / I don't have suitable transport to do so
☐	Other people in my household are not as committed as I am
☐	I don't believe we have anything extra that we can recycle
☐	Other (please specify)

07. What actions (if any) is reasonable for council to take when community members consistently put the wrong items (contamination) in the recycling bin?

Tick all that apply	
☐	Education and support
☐	Fines
☐	Cease of service
☐	Removal of recycling bins
☐	No action
☐	Other (please specify)

08. I feel that I have the information and resources necessary to follow best practice recycling in my household

Tick one answer only

☐	Agree
☐	Somewhat agree
☐	Neutral
☐	Somewhat disagree
☐	Disagree

09. What information and resources would support your household in following best practice recycling? Consider how council, businesses, neighbours, or others may be able to assist.

--

10. I believe it is possible for Ipswich to achieve 100% contamination-free recycling citywide

Tick one answer only

☐	Agree
☐	Somewhat agree
☐	Neutral
☐	Somewhat disagree
☐	Disagree

11. How do you think council could better support, inspire or guide the community to follow best practice recycling?

--

ABOUT YOU

Please complete these questions to help us know who has or has not been represented in this survey.

12. Which of the following statements best describes your household?

Select one answer only	
☐	Detached or semi-detached house
☐	Unit, apartment or townhouse
☐	Large property (greater than 10 hectares)
☐	Other (please specify)

13. Gender

Select one answer only	
☐	Male
☐	Female
☐	Other identity

14. Year of birth

15. Relationship to Ipswich

Tick all that apply	
☐	Work in Ipswich
☐	Live in Ipswich
☐	Visit Ipswich
☐	Own a business in Ipswich
☐	Pay rates in Ipswich
☐	Other (please specify)

16. Which suburb do you live in?

17. Cultural background

18. Access, equity and inclusion. Do you identify as any of the following?

Tick all that apply	
☐	A person with a disability, inclusive of mental illness
☐	A person identifying as LGBTIQ+
☐	A person speaking English as a second language
☐	None of the above

2. IPSWICH CITY COUNCIL RECYCLING PAGE – CALL TO ACTION

Resource Recovery Experience Survey

We would love to hear from you on all things recycling, complete the Resource Recovery Experience survey by 9 May 2025, by clicking the button below. This survey should take no longer than 8 minutes.

Sharing your experience will support us to provide hints, tips and information that target common recycling challenges.

To show our appreciation, everyone who completes the survey will be entered into a draw to win one of four \$100 Visa gift cards.

COMPLETE SURVEY

3. SOCIAL MEDIA POST

**Ipswich City Council**
2 May at 09:41 · 🌐

Ipswich, Let's Get it Sorted!
Have your say on recycling in Ipswich by completing our survey and go into the draw to win one of four \$100 Visa gift cards.
Terms and conditions apply.
This initiative is supported by the Queensland Government's Recycling and Jobs Fund.
[#LetsGetitSorted](#)
[#QueenslandEnvironment](#)



Let's get it sorted

Complete the survey

LET'S GET IT SORTED

IPSWICH.QLD.GOV.AU/RECYCLING
Have your say on recycling in Ipswich 
Share your feedback on resource recovery solutions provided in Ipswich.

Learn more



Ipswich City Council
PO Box 191, Ipswich QLD 4305,
Australia

Phone (07) 3810 6666
council@ipswich.qld.gov.au
ipswich.qld.gov.au

Join us online:



[/IpswichCityCouncil](https://www.facebook.com/IpswichCityCouncil)



[/ipswich-city-council](https://www.linkedin.com/company/ipswich-city-council)



[/IpswichCityCouncilTV](https://www.youtube.com/IpswichCityCouncilTV)