

Case study  
June 2016 -  
May 2017



Hey Tosser! banner displayed at the Queanbeyan Show

Community surveys showed overwhelming positive feedback on the cleanliness of the area and the new infrastructure and amenities.

## Clean waterways in Jerrabomberra

Queanbeyan-Palerang Regional Council organised community clean-up days, promotional stands at local shows, and new infrastructure such as benches and landscaping around Lake Jerrabomberra. Our project fostered community pride and achieved a 98% reduction in litter in and around the lake.

### What was the problem?

- Queanbeyan-Palerang Regional Council carried out Local Litter Checks around Lake Jerrabomberra. We identified litter from uncovered bins, on the sporting ground and in the car park, and on an adjacent arterial road.
- Litter was entering Jerrabomberra waterways, harming aquatic wildlife.
- Littered materials included drink containers, plastic, paper and cardboard, cigarette butts, and many rubber tennis balls.
- There were 16 bins located throughout the area, 13 of them uncovered.

## Cost

Grant: \$51,364

In-kind:  
\$157,725

Total cost:  
\$209,089

## What did we do?

Our project aimed to educate site users about their role in reducing litter found in Jerrabomberra waterways. The target was a 10% reduction in litter volume in the first year and 20% the following year.

Target audiences were commuters, park users, anglers, residents and families whose properties adjoin the lake, sportsground and car park users, the local community, scouting groups and the local school.



Before: Items collected during a Local Litter Check



After: New dual bins with Hey Tossler! signage and 'Dirty facts on litter' installed around Jerrabomberra Lake



Before: David Mathew Oval, old overflowing bins



After: David Mathew Oval, new covered bins and signage

### Queanbeyan-Palerang Regional Council:

- completed several clean-up days and litter checks, including a silt and litter clean-out at two sites in Jerrabomberra Lake
- formed partnerships with Jerrabomberra Rotary, Jerrabomberra Scouts, Jerrabomberra Walking Group and Jerrabomberra School, to hold education sessions; the council also attended sports days at the sportsground and held information sessions at Jerrabomberra Community Centre
- displayed campaign information such as banners and posters throughout Queanbeyan and on social media, posted residents flyers, and placed articles in the council newsletter
- put up information stands at Queanbeyan Show, the Environmental Expo/River Festival and the Multicultural Festival
- installed eight dual litter-recycling bins and three tangler bins, and new infrastructure in the park around Jerrabomberra Community Centre, including a new bbq and shade structure, benches, a foot path, bollards and landscaping.

## What did we achieve?

- Litter volume was reduced by 98% at Lake Jerrabomberra and by 53% around Jerrabomberra Community Centre, far exceeding the 10% reduction target.
- Community surveys showed overwhelming positive feedback on the cleanliness of the area and the new infrastructure and amenities.
- Thirteen council staff completed litter enforcement training.

There is now a greater sense of pride in the area, and community members will continue to keep the lake clean.

## How we evaluated our program

We conducted Local Litter Checks throughout the project in addition to visual spot checks, and recorded conversations with the community to assess changes in attitude.

## What did we learn?

- Issues with the construction and installation of the dual litter–recycling bins caused project delays. It is important to maintain good communication with all parties involved, and to keep on top of any issues that arise.
- When approaching community members to discuss the 'Hey Tosser!' program, several people were hesitant about chatting until we provided a handout.
- We had to modify our original plans after some stakeholders were not available. Weather cancelled a couple of outdoor events, and independent studies determined that the installation of gross pollutant traps was not feasible. Always be flexible and willing to find alternative ways to complete tasks.

## Legacy

There is now a greater sense of pride in the area, and community members will continue to keep the lake clean. Litter will be collected and stay in the provided bins while the community sets an example of good behaviour for surrounding communities.

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**Photos:** Queanbeyan-Palerang Regional Council

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