



Improved recording and reporting of illegal dumping

The NSW EPA's *Combatting Illegal Dumping: Clean-up and Prevention Program* helped Lismore City Council gather valuable baseline data on illegal dumping hotspots.

Project details

Duration

EPA grant: October 2017 to June 2018

Cost

\$20,000 plus in-kind contributions

Approaches used

- Council staff trained in illegal dumping identification and RIDonline use
- Analysis of data in RIDonline

Contact

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What was the problem?

Before this project, the council was under-recording the number of illegal dumping incidents because of the way categories were identified in its customer relationship management (CRM) system.

What did the council do?

More waste categories

The council increased the number of categories in its CRM system that count as illegal dumping. The new categories included:

- removal and collection of waste dumped on public land
- council garden maintenance
- waste pollution on private land
- water pollution in creeks/rivers
- waste pollution in drains/gutters
- removal of dead animals from parks.

Improved data entry to RIDonline

The council used RIDonline (the EPA's online service for reporting illegal dumping) to collect comprehensive baseline data on illegal dumping in its local government area.

Council staff collaborated across departments to increase data entry into RIDonline. RIDonline training was provided to five council departments:

- Compliance
- Waste
- Civic Pride
- Contact Centre
- Communications.

Using RID-branded collateral

RID-branded collateral was used to raise public awareness of the problem of illegal dumping and to encourage people to report it through RIDonline. Council staff used:

- RID-branded tape to mark illegally dumped materials
- signage to deter further dumping.

What was the result?

Collecting better data gave the council more information about the volumes and types of waste being dumped and about illegal dumping hotspots. For example, the council learned that:

- the local community recycling centre (CRC) was an illegal dumping hotspot for both unwanted household items and undeclared asbestos loads
- areas near the CRC were hotspots for high volumes of household waste.

The use of RID-branded tape to mark illegal dumping showed that the council was reacting to the issue. This led to some residents removing the dumped waste themselves.

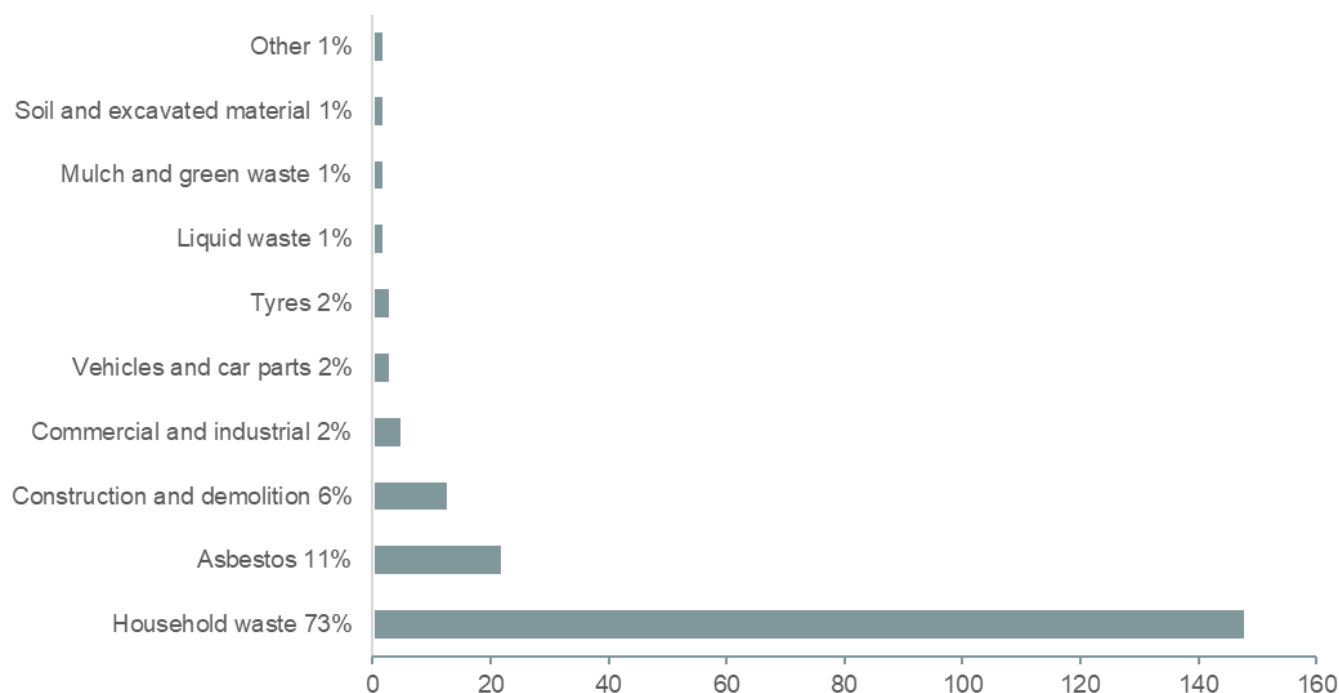


Figure 1 Lismore City Council illegal dumping incidents, October 2017 to May 2018 (tonnes of waste)

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ISBN 978 1 922778 15 4 | EPA 2022P3666

April 2022

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During the 8-month project:

- the council recorded 59% more reports of illegal dumping
- 202 illegal dumping incidents were recorded in RIDonline
- 10 new illegal dumping hotspots were found.

Of the illegal dumps at all hotspots:

- 73% were household waste (148 incidents)
- 11% were asbestos waste (22 incidents)
- 6.4% were construction and demolition waste (13 incidents).

Figure 1 gives a full breakdown of waste types.

What did Council learn?

Engaging and training a range of internal stakeholders led to more incidents being recorded in RIDonline.

The council now has baseline data that will help it:

- develop an approach to tackling illegal dumping. This approach will involve education, enforcement and infrastructure
- monitor illegal dumping over time, to determine the success of interventions.