



# Recycling Victoria Community Engagement Strategy

2023 – 2026

RECYCLING VICTORIA

We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.



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ISBN 978-1-76136-395-5 (pdf)

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# Contents

<b>About Recycling Victoria</b> .....	<b>3</b>
<b>Our vision</b> .....	<b>4</b>
<b>Our values</b> .....	<b>4</b>
<b>Our strategic objectives</b> .....	<b>4</b>
<b>Community engagement at Recycling Victoria</b> .....	<b>6</b>
What is community engagement?.....	6
What do we mean by community?.....	6
Who is Recycling Victoria’s community?.....	6
Our vision for community engagement.....	7
Principles of engagement.....	7
<b>Recycling Victoria’s engagement strategy</b> .....	<b>9</b>
<b>Recycling Victoria’s engagement strategy continued</b> .....	<b>11</b>
<b>When the strategy is working</b> .....	<b>14</b>
<b>How you can engage with us</b> .....	<b>14</b>
<b>Resource list</b> .....	<b>15</b>





**Our aim is to strengthen Victoria's waste, recycling and resource recovery sector, build resilience and create markets for recycled products through monitoring, reporting and regulation of waste and recycling management.**

# About Recycling Victoria

Recycling Victoria provides leadership and oversight of waste, recycling and resource recovery services to support the circular economy.

Our aim is to strengthen Victoria's waste, recycling and resource recovery sector, build resilience and create markets for recycled products through monitoring, reporting and regulation of waste and recycling management.

Recycling Victoria is a business unit of the Department of Energy, Environment and Climate Action (DEECA).

We support compliance against standards for waste, recycling and resource recovery services. We monitor and report on the system, oversee compliance and intervene if needed.

We have a range of regulatory powers and functions to improve and protect the stability, reliability and integrity of waste, recycling and resource recovery services.

We are focused on preventing risks of harm that may undermine our transition to a circular economy or disrupt our waste, recycling and resource recovery services.

We assist local government and Alpine Resorts Victoria with strategic procurement and contract management.

The *Circular Economy (Waste Reduction and Recycling) Act 2021* outlines activities that we will regulate. These include:

- waste, recycling and resource recovery services
- Container Deposit Scheme
- Waste to Energy Scheme.

We work with stakeholders to improve data collection practices. Our aim is to maximise the value of that data to our partners and stakeholders.

We have a strong regional focus and presence across the state, which is central to Victoria's transition to a circular economy.

Recycling Victoria works with the Environment Protection Authority Victoria, (EPA) and Sustainability Victoria, (SV) to share information, deliver a coordinated and evidence-led approach to managing risks in the sector and deliver a circular economy for Victoria.

## Our vision

# A world class circular economy system that helps build a sustainable future for all Victorians.

## Our values

We have a duty and responsibility to behave in accordance with the Victorian Public Sector Values.

In our day-to-day operations, we will act in accordance with these values:

- Responsiveness
- Integrity
- Impartiality
- Accountability
- Respect
- Leadership
- Human Rights

## Our strategic objectives



### Recovery

Strong and robust circular economy



### Reliability

Resilient waste and resource recovery system



### Economy

Sector investment and growth



### Management

System capacity and capability







# Community engagement at Recycling Victoria

## What is community engagement?

For Recycling Victoria, community engagement means involving people in issues that affect them and working in consultation and collaboration with groups or individuals who share our goals to improve the waste, recycling and resource recovery system and work towards a circular economy.

This involves connecting with our community to:

- build strong relationships
- share information and data
- strengthen our waste, recycling and resource recovery system.

## What do we mean by community?

Community is made up of the people who live, work, and visit a place, or have a common interest. This can include people who share a defined geographical area, such as a local government area as well as people who share common goals or interests such as an industry or professional organisation.

## Who is Recycling Victoria's community?

These are the individuals and groups who make up Recycling Victoria's community:

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<b>Portfolio partners</b>	<ul style="list-style-type: none"><li>• DEECA</li><li>• Environment Protection Authority Victoria</li><li>• Sustainability Victoria</li></ul>
<b>Victorian government partners</b>	<ul style="list-style-type: none"><li>• Department of Jobs, Skills, Industry and Regions</li><li>• Department of Transport and Planning</li><li>• Invest Victoria</li><li>• Infrastructure Victoria</li><li>• Victorian Planning Authority</li><li>• Local Government Victoria</li><li>• Major Transport Infrastructure Authority</li></ul>
<b>Key stakeholders</b>	<ul style="list-style-type: none"><li>• Local government and Alpine Resorts Victoria</li><li>• Waste, recycling, resource recovery, and remanufacturing industry</li><li>• Victorian Government departments and agencies</li><li>• Australian Government and other state and territory government departments and agencies</li><li>• Peak bodies</li><li>• Traditional Owners and Aboriginal networks and communities</li><li>• Victorian public and regional communities</li><li>• Small, medium and large businesses</li></ul>
<b>Advisory committees</b>	<ul style="list-style-type: none"><li>• Recycling Victoria Advisory Committee</li><li>• Local Government Advisory Committee</li></ul>

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## Our vision for community engagement

Recycling Victoria is committed to meaningful, transparent and frequent engagement with our stakeholders. We know that the successful transition to a circular economy relies upon everyone working together.

We will identify the appropriate method of engagement depending on who is involved, the level of participation, accessibility requirements and project goals. Our preferred methods for engagement include, but are not limited to:

- Engage Victoria
- social media
- our website
- direct emails
- meetings and forums.

## Principles of engagement

Our Charter of Engagement outlines our commitment to engage in a way that is:

- meaningful
- inclusive
- transparent
- informed
- accountable
- valuable.

The Charter of Engagement is aligned to the [Victorian Government Public Engagement Framework](#), the [DEECA Charter of Engagement](#) and the [DEECA Traditional Owner and Aboriginal Community Engagement Framework](#).

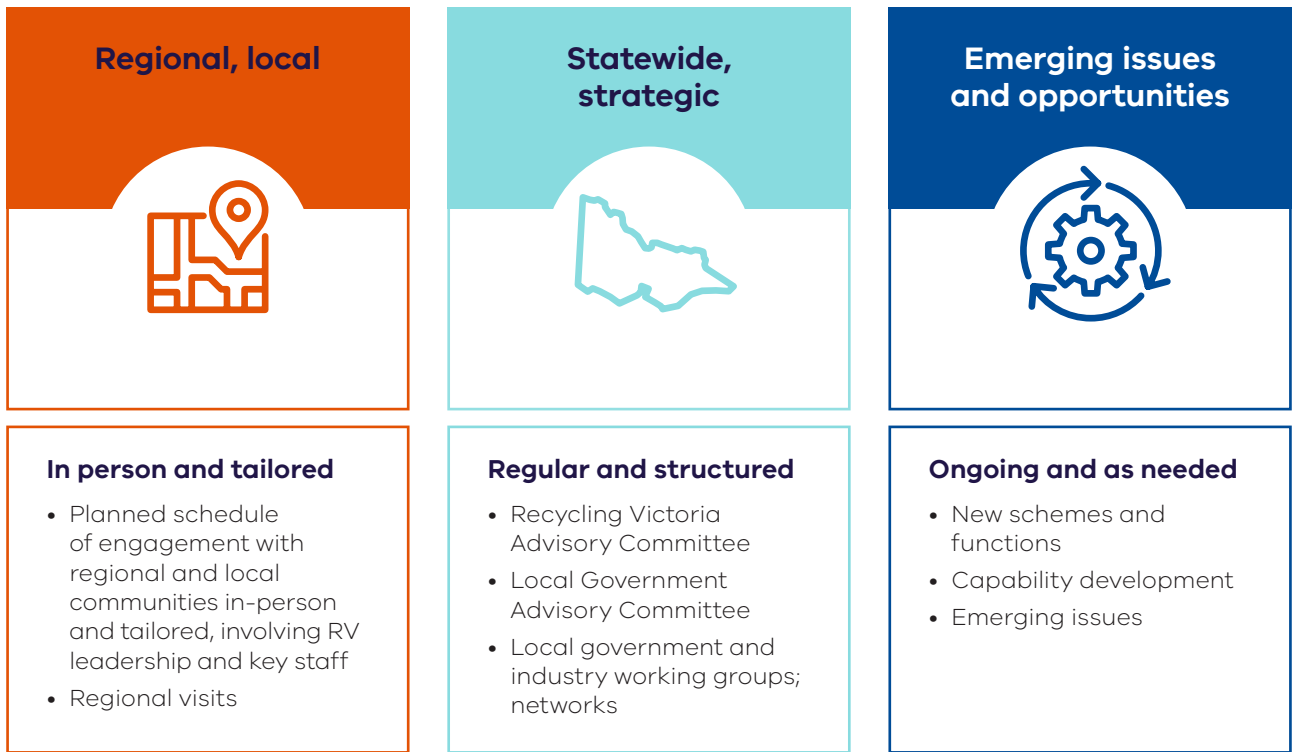








# Recycling Victoria's engagement strategy





# Recycling Victoria's engagement strategy continued

Stakeholder	Why we engage	What we will engage about
<b>The Victorian public and regional communities</b>	<p>In a circular economy, all Victorians have a role to play in reducing waste and getting more value from resources. We will help the Victorian public to take part in the circular economy.</p>	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> </ul>
<b>Local government and Alpine Resorts Victoria</b>	<p>Local government and Alpine Resorts Victoria play a key role in household waste, recycling and resource recovery services. They invest in infrastructure. They are important to the success of Victoria's four stream household waste, recycling and resource recovery service.</p> <p>They are also important to enabling an accessible container deposit scheme.</p>	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> <li>• Circular Economy Risk, Consequence and Contingency Plan</li> </ul>
<b>Waste, recycling and resource recovery industry</b>	<p>The waste, recycling and resource recovery sector brings expertise and investment to waste and recycling services. The sector will be at the forefront of process and technological innovation.</p> <p>Industry and peak associations also play a role in Victoria's circular economy.</p>	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> <li>• Circular Economy Risk, Consequence and Contingency Plan</li> </ul>
<b>Traditional Owners</b>	<p>We acknowledge the deep connection of Traditional Owners to Country. We recognise and respect the authority of Traditional Owners. We empower Traditional Owners and Victorian Aboriginal communities to make decisions about the things that matter to them.</p>	<ul style="list-style-type: none"> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> </ul>

## How we will engage

We will provide open, transparent, and accessible information via:

- regular electronic newsletters, fact sheets, publications, website and social media updates
- online consultation channels
- forums, meetings, information sessions
- email
- online meetings
- face to face meetings
- the Recycling Victoria Advisory Committee.

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We will engage local government and Alpine Resorts Victoria through:

- regular meetings with senior leaders and staff
- online meetings
- face to face meetings
- information sessions
- site visits
- targeted consultation on development and revision of guidelines and plans
- online consultation channels
- the Local Government Advisory Committee
- meetings with the Municipal Association of Victoria and Local Government Victoria
- local government representation on the Recycling Victoria Advisory Committee
- local government operational networks.

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We will engage industry through:

- face to face meetings
- online meetings
- site visits
- participation in industry forums and conferences
- online consultation channels
- targeted consultation on development and revision of guidelines and plans
- industry representation on the Recycling Victoria Advisory Committee.

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- We will take part in forums and conversations at the invitation of Traditional Owners.
  - We will consult Traditional Owners on matters that affect Aboriginal communities in accordance with the DEECA Traditional Owner and Aboriginal Community Engagement Framework.
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Stakeholder	Why we engage	What we will engage about
<b>Victorian government departments and agencies</b>	We engage across the Victorian government and with other regulators to deliver Victoria's circular economy policy and provide an easy to understand and consistent approach to regulation.	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> <li>• Circular Economy Risk, Consequence and Contingency Plan</li> </ul>
<b>Local Government Advisory Committee</b>	Local government plays a critical role in delivering waste, recycling and resource recovery services for Victorian residents. The Recycling Victoria Local Government Advisory Committee will provide a voice for local government to support Recycling Victoria's work.	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> <li>• Circular Economy Risk, Consequence and Contingency Plan</li> </ul>
<b>Recycling Victoria Advisory Committee</b>	The Recycling Victoria Advisory Committee will provide expert advice to the Minister for Environment and the Head, Recycling Victoria to support the state's transition to a circular economy. This committee brings diverse issues, perspectives, and experiences to inform our role and functions.	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> <li>• Circular Economy Risk, Consequence and Contingency Plan</li> </ul>
<b>Businesses</b>	All businesses, small and large, have a role to play in reducing waste and getting more value from resources. We will help Victorian businesses take part in the circular economy.	<ul style="list-style-type: none"> <li>• Charter of Engagement</li> <li>• Community Engagement Strategy</li> <li>• Strategic Plan</li> <li>• Victorian Recycling Infrastructure Plan</li> </ul>
<b>Regulated entities</b>	Regulated entities will be required to meet mandatory standards that will give the community confidence that waste, recycling and resource recovery is being managed safely and effectively with no disruption to services. This will create greater stability, reliability, transparency, and accountability in the market.	<ul style="list-style-type: none"> <li>• Regulatory Strategy</li> <li>• Charter of Engagement</li> <li>• Container Deposit Scheme refund sharing protocols</li> <li>• Victorian Recycling Infrastructure Plan</li> <li>• Strategic Procurement Framework</li> <li>• Waste to Energy Scheme</li> <li>• Service Standards for Household Waste and Recycling Services</li> <li>• Data provision regulations</li> </ul>



## How we will engage

We will engage with government through:

- cross agency working groups
- face to face meetings
- online meetings
- email
- online consultation channels
- memoranda of understanding.

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We will engage this committee through:

- bi-monthly committee meetings
- online consultation channels
- email
- special interest group discussions.

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We will engage this committee through:

- bi-monthly committee meetings
- email
- special interest group discussions.

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We will provide open, transparent, and accessible information via:

- regular electronic newsletters, fact sheets, publications, website and social media updates
- online consultation channels
- community forums, meetings, information sessions
- email
- online meetings
- face to face meetings
- the Recycling Victoria Advisory Committee.

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We will engage regulated entities through:

- face to face meetings
- online meetings
- site visits
- participation in industry forums and conferences
- online consultation channels
- targeted consultation on development and revision of guidelines and plans.

## When the strategy is working

We will know we have been successful if you:

- tell us we have communicated openly and honestly
- are clear about what we do and how we will work together
- are open with us and tell us about your issues and aspirations
- trust us to do our jobs and to work with you.
- feel included and that you are part of our decision-making process.

## How you can engage with us

- participate in engagement activities
- subscribe to our [electronic newsletter](#) and follow us on [LinkedIn](#) and [Twitter](#)
- visit our [website](#) for updates
- contact us at [recycling.victoria@deeca.vic.gov.au](mailto:recycling.victoria@deeca.vic.gov.au)
- call our customer support phone line on 136 186

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service on 133 677 or visit [www.relayservice.com.au](http://www.relayservice.com.au)

When we are engaging, we ask that you:

- be respectful of our staff, other community members and stakeholders
- provide us with feedback on our engagement so that we can improve our processes.

# Resource list

**Our promise**  
DEECA Community Charter

Our community charter describes what you can expect from us. We recognise that communities are made up of diverse sectors, organisations, rights holders, interest groups, influencers, families and individuals.

We will work collaboratively with you to deliver services and create opportunities that support thriving, productive, and sustainable communities, environments and industries.

**In all aspects of our work we will:**

Be available	Issues and place-based focus	Connect with you where you live, work and play on issues that matter to your communities
	<b>Accessibility</b>	Make sure we are easy to contact and our information is straightforward and available in a variety of ways
	<b>Flexibility</b>	Recognise and respect the way you want to work with us and adapt our approach according to needs of individuals, organisations and industries
Involve and listen	<b>Active listening and understanding</b>	Listen to and understand your views and needs, actively seek and respect different opinions
	<b>Honesty and transparency</b>	Be honest about what's driving our priorities, what we can and can't promise to do, our timelines and why decisions have been made
	<b>Clarity and purposefulness</b>	Be clear about why and how we are engaging, making sure we give you real opportunities to participate, shape decisions and make a difference
Take action	<b>Timely and proactive</b>	Engage with communities as early as we can, identify opportunities and be responsive to issues and feedback
	<b>Consistency</b>	Ensure we are consistent in the way we approach decisions
	<b>Closing the loop</b>	Show outcomes with communities and report back on what we heard, and how we adapted

**Our business is:**

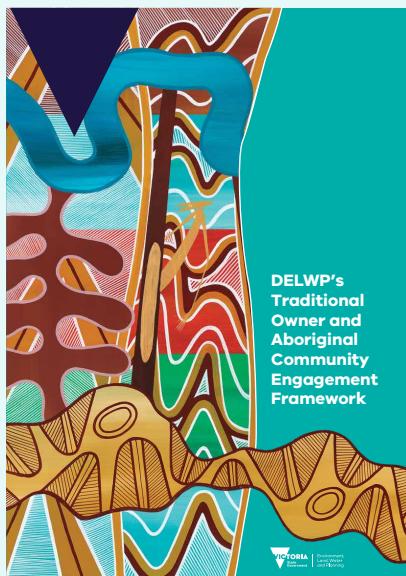
- Agriculture and Forestry
- Climate Action
- Earth Resources
- Emergency Management
- Energy
- Environment and Resource Recovery
- Land Management
- Water

**Aboriginal self-determination**

Our charter reflects our unique relationship with First Peoples as rights holders and embodies our commitment to self-determination. This requires us to be culturally capable and safe and that we recognise and embrace Aboriginal decision-making. Our promise is articulated in Paangorngi Mammornepu "Owning our Future" – Aboriginal Self-Determination Reform Strategy 2020-2025

VICTORIA | Department of Energy, Environment and Climate Action

Department of Energy, Environment and Climate Action, Community Charter, 2023



Department of Energy, Environment and Climate Action Traditional Owner and Aboriginal Community Engagement Framework, 2019



[Victorian Government Public Engagement Framework 2021-2025](#), Department of Premier and Cabinet, November 2021



