**Waste and Recycling
for Aged Care Facilities**

**Better Practice**

**ASSESSMENT WORKBOOK**

** **

The ‘Waste and Recycling in Aged Care Facilities - Better Practice Guide’, ‘Waste and Recycling Performance Calculator’ and this ‘Assessment Workbook’ is an initiative of Aged and Community Services Australia (ACSA) in partnership with Green Industries SA (GISA) and Rawtec Pty Ltd.

Funding to develop and pilot this guide and the associated tools was awarded to ACSA through the GISA Business Sustainability Program in January 2018.

This project was managed through the South Australian office of ACSA to support residential aged care facilities management to identify and implement practical initiatives to improve waste management across their facilities including opportunities to reduce waste generation and increase levels of recycling and landfill diversion.

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**Introduction**

This Assessment Workbook (Workbook) is a supporting tool of the *Waste and Recycling for Aged Care Facilities - Better Practice Guide*.

This Workbook enables an aged care facility to:

* review waste and resource management practices
* identify improvement opportunities and actions
* document its performance
* form commitments and targets for reducing waste generation and increasing recycling.

The Workbook is broken down into different sections covering different areas of the facility.

* **Waste review details –** This section gathers key information about the review, important to retain and keep on file for future reference.
* **Facility wide review –** This section covers aspect that can impact on the facility as a whole.
* **Area specific review –** This section covers specific areas within an aged care facility and draws upon the Better Practice Guide to identify actions for the specific area.
* **Waste and recycling implementation plan –** This section enables a facility to summarise its current waste and recycling performance, form commitments to achieve better practice waste and recycling management, and set targets for reducing waste generation and increasing landfill diversion

Accompanying the Workbook is the *Waste and Recycling Performance Calculator*. The calculator will enable you to understand the current performance of the facility.

Throughout the assessment it will be important to speak to key staff to understand practices and processes. The table below provides some recommendations on who to involve in the review process.

|  |  |
| --- | --- |
| Area | Key staff to consult |
| Procurement | Financial officer, staff involved in procurement and purchasing |
| Bin signage | Operational manager, maintenance staff, administration staff, hotel services staff |
| Kitchen and servery | Head chef, kitchen staff, procurement staff, nurses |
| Operations and maintenance | Maintenance staff, operational managers, procurement staff |
| Offices and administration | Administration staff, procurement staff |
| Residential and public areas | Operational manager, maintenance staff, administration staff |
| Tenancies | Contract manager, tenancy manager, tenancy staff |

1. Waste review details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Reviewer name: |  |  | Date of review: |  |
|  | Contact details: |  |  |  |  |
|  |  |  |  |  |  |
|  | Facility name: |  |  |  |  |
|  | Number of staff: |  |  | Number of beds: |  |
|  |
|  | Has a waste review/audit been undertaken previously?  |  |  | Date(s): |  |
|  | Is there a dedicated manager for waste and recycling management at the facility?  |  |  | Detail: |  |
|  |
|  | Provide detail on who has been consulted in this review *(e.g. head chef, maintenance supervisor, hotel services supervisor):* |  |
|  |
|  | Details of waste storage area: |  |
|  | Is the cleaning contract internal or external? *Detail any provisions relating to waste* |  |
| Is the catering contract internal or external?*Detail any provisions relating to waste.* |  |

1. Facility wide review

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| Procurement practices | Does the facility’s procurement process for waste and recycling services align with the *Waste and Recycling for Aged Care Facilities - Better Practice Guide*? (Section 1.3 and 3.4) |  |  |  |  |  |  |
| Bin signage | Do all bins meet better practice signage standards, including:* Do internal and external bins have signage and signage corresponds to the bin it refers to?
* Is signage consistent throughout the facility?
* Are the messages clear and simple and use a combination of text and images?
* Does the signage comply with Australian Standard colours?
 |  |  |  |  |  |  |
| Bin storage areas | Are bin storage areas a better practice standard, including:* Neat and tidy?
* Accessible for staff and collection contractors?
* Screened off from public/resident view?
 |  |  |  |  |  |  |

1. Area specific review
	1. Kitchen and servery

|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Avoid/Reduce | Are there documented policies and procedures to guide waste and recycling practices/requirements?  |  |  |  |  |  |  |
| Do staff duty statements/job descriptions include waste and recycling activity requirements? |  |  |  |  |  |  |
| Does the induction for new staff include information on waste and recycling processes? |  |  |  |  |  |  |
| Is stock regularly rotated to minimise the expiry of food? Is this recorded and reviewed by the head chef/hotel services coordinator? |  |  |  |  |  |  |
| Are guidelines in place and communicated to staff for food preparation and portion size? |  |  |  |  |  |  |
| Is food preparation and consumption recorded to ensure only appropriate volumes are prepared? |  |  |  |  |  |  |
| Is food bought in bulk (where possible) and stored in sealable and reusable containers to reduce packaging and spoilage? |  |  |  |  |  |  |
| Have you contacted your supplier(s) to discuss if packaging can be returned, making them responsible for the end product? |  |  |  |  |  |  |
| Reuse | Have you explored options with you supplier(s) to utilise reusable packaging that can be returned, sterilised and reused? |  |  |  |  |  |  |
| Recycle | Do staff collect food waste and general waste separately in kitchen and servery areas? |  |  |  |  |  |  |
| Are comingled recycling bins provided in kitchens? |  |  |  |  |  |  |

* 1. Operations and maintenance

|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Avoid/Reduce | Are there procurement guidelines to help reduce excessive purchasing for the facility? |  |  |  |  |  |  |
| Are goods bought in bulk (where available) to reduce packaging? |  |  |  |  |  |  |
| Are products with high levels of recycled content purchased as standard (e.g. toilet paper, tissues)? |  |  |  |  |  |  |
| Are long lasting LED lights standard in the facility? Are they installed during renovations? |  |  |  |  |  |  |
| Reuse | Is old furniture from operations that is in good condition donated rather than sent to landfill? |  |  |  |  |  |  |
| Recycle | Are batteries safely stored and collected or dropped off at a suitable collection location (e.g. council/waste transfer station)? |  |  |  |  |  |  |
| Are fluorescent lights safely stored and collected or dropped off at a suitable collection location (e.g. council/waste transfer station)? |  |  |  |  |  |  |
| Are gas/oxygen bottles safely stored and returned to suppliers or collected or dropped off at appropriate collection locations? |  |  |  |  |  |  |
| Are printer cartridges safely stored and collected or dropped off at a suitable collection location (e.g. council/waste transfer station)? |  |  |  |  |  |  |
| Is E-waste stored safely and collected or dropped off at a suitable collection location (e.g. council/waste transfer station)? |  |  |  |  |  |  |
| Is scrap metal separated and stored and collected or dropped off at a suitable collection location (e.g. waste transfer station)? |  |  |  |  |  |  |
| Is garden waste recycled through an organics service (e.g. through a contracted bin service or removed by the gardening contractor)? |  |  |  |  |  |  |
| Are old x-rays securely and safely stored until collected by a specialist collection contractor? |  |  |  |  |  |  |

* 1. Offices and administration

|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Avoid/Reduce | Does the facility have a digital document management system, to minimise printer usage? |  |  |  |  |  |  |
| Are default settings of printers set to print double sided and black and white/greyscale? |  |  |  |  |  |  |
| Are individual printers minimised? Do printers use a ‘follow-me’ system which require staff to go to a printer to print? |  |  |  |  |  |  |
| Does the facility purchase paper and other stationary with high recycled content? |  |  |  |  |  |  |
| Reuse | Is there an area for staff to store, share and reuse office supplies? |  |  |  |  |  |  |
| Recycle | Are there minimal under desk bins and designated bin stations with better practice signage in place? |  |  |  |  |  |  |
| Does the staff room have an organics bin? |  |  |  |  |  |  |
| Does the facility recycle white paper (e.g. through white paper service or comingled recycling bin?) |  |  |  |  |  |  |
| Are staff directed to only use the confidential paper bins for disposal of confidential documents? |  |  |  |  |  |  |
| Are printer cartridges collected to be recycled? |  |  |  |  |  |  |

* 1. Residential and public areas

|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Avoid/Reduce | Are hand dryers installed in bathrooms? |  |  |  |  |  |  |
| Reuse | Does the facility have a policy for donating goods residents no longer need and that are in good condition? |  |  |  |  |  |  |
| Recycle | Are bins clearly signed and all services (general waste, recycling etc.) available to the public? |  |  |  |  |  |  |
| Are residents able to easily recycle (e.g. within their rooms)? |  |  |  |  |  |  |
| Are paper towel only bins provided in bathrooms (which can be disposed of in the organics bin)? |  |  |  |  |  |  |
| Are batteries (e.g. from hearing aids) stored safely until collected or dropped off at a suitable collection location (e.g. council/waste transfer station)? |  |  |  |  |  |  |
| Treat/Dispose | Is any medical waste/sharps produced in residential rooms disposed of safely and correctly (not in the general waste bins)? |  |  |  |  |  |  |

* 1. Tenancies

|  | Assessment question | Yes | No | Unsure | Details of current practices | Identified improvement actions | Action priority(L, M, H) |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Avoid/Reduce | Does the tenancy agreement require recycling practices that meet the organisation’s policies and procedures (e.g. separation of food waste and coffee grounds)? |  |  |  |  |  |  |
| Do tenancy staff undertake regular stock reviews to ensure that food is not going out of date? |  |  |  |  |  |  |
| Is food stored in sealable and reusable containers? |  |  |  |  |  |  |
| Do tenancy staff purchase products in bulk (where possible) to reduce packaging? |  |  |  |  |  |  |
| Has the tenant approached suppliers to explore opportunities to reduce and return packaging? |  |  |  |  |  |  |
| Reuse | Does the tenant provide dine in options (e.g. reusable crockery)? |  |  |  |  |  |  |
| Where safe, does the tenant donate leftover foods that are past their *best before* date? |  |  |  |  |  |  |
| Recycle | Do tenants have recycling bins that reflect the services provided at the facility? |  |  |  |  |  |  |
| Are compostable containers the only takeaway options provided? |  |  |  |  |  |  |
| Are coffee grounds and food waste recycled? |  |  |  |  |  |  |

1. Waste and recycling implementation plan

The waste and recycling implementation plan (the Plan) summarises a facility’s current waste and recycling performance, its commitments to achieve better practice waste and recycling management and the targets set for reducing waste generation and increasing landfill diversion. The Plan can be used as a standalone document, or it can form part of a facility (or organisation wide) environmental management plan or strategy.

* 1. Executive summary

The executive summary details the facility’s commitment to achieving better practice waste and recycling management (e.g. cost reduction, environmental performance, social commitment). The executive summary should include a brief summary of current practices, why they need improving, what it will take to achieve better practice and how the leadership team of the facility will set the example for doing so.

|  |  |  |
| --- | --- | --- |
|  | **Executive summary:** |  |
|  | **Name:** |  |  | **Signature:** |  |
|  | **Position** |  |
|  | **Date**  |  |

* 1. How managers and staff will implement the Plan

To achieve better practice, it is important to ensure that all managers and staff are aware of the organisation’s targets and actions for reducing waste generation and increasing landfill diversion. Detail in the table below, how managers and staff will implement the plan (e.g. adding waste and recycling into job duty statements and policies and procedures).

|  |  |  |
| --- | --- | --- |
|  | **How will the plan be communicated to and implemented by managers and staff?** |  |

* 1. Current Performance

Communicating the current performance of a facility helps to get staff involved. They can then implement the actions and initiatives for achieving better practice at the facility. Information to populate the table below can be gathered by using the *Waste and Recycling Performance Calculator*.

**Our facility’s current waste and recycling performance is:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Date of latest review: |  |  | Disposal/processing methods | Estimated tonnes per annum | % |
|  | **Previous review undertaken by:** |  |  | **Reuse** | Insert tonnes  | Insert %  |
|  |  | **Est. waste generation** | **Est. landfill diversion rate** |  | **Recycle** | Insert tonnes  | Insert %  |
|  | **Typical SA aged care facility** | 3.82kg per bed day | 40% |  | **Recover** | Insert tonnes  | Insert %  |
|  | **Your facility** | Insert waste generation kg per bed per day | Insert percentage % |  | **Treat/Dispose** | Insert tonnes  | Insert %  |
|  | **Better-practice aged care facility**  | 0.85kg per bed day | 70% |  | **Totals** | Insert total tonnes  | **100%** |

* 1. Targets

Setting targets for reducing waste generation and increasing landfill diversion is important to ensure that the facility has a roadmap for working towards better practice. Information to populate this table can be gathered by completing the *Waste and Recycling Performance Calculator*. An appropriate target for most facilities can be based on the better practice aged care facility performance detailed in the table above and in the *Waste and Recycling for Aged Care Facilities - Better Practice Guide*.

**Our aged care facility is committed to:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  |  | **Current Performance** |  | **Targets** |
|  | **Reducing our waste generation from:** | Insert waste generation kg per bed per day | **in** | Insert month, year | **to** | Insert waste generation kg per bed per day | **by** | Insert month, year |
|  | **Increasing our landfill diversion rate from:** | Insert percentage % | **in** | Insert month, year | **to** | Insert percentage % | **by** | Insert month, year |

* 1. Actions

Setting improvement actions and assigning personnel to complete the actions provides a facility with a series of small steps to achieving better practice at a facility. Provide detail in the table below on improvement actions that were identified while undertaking the review of the facility in Section 2 and Section 3 above.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | Identified improvement actions | Area of facility | Implementation priority(L/M/ H) | When this will be completed by(Insert month, year) | Who is responsible? | Status(Not started/ In progress/ Achieved) | Date completed(Insert date) |
|  | *e.g. Ensure all bins have appropriate signage* |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |

* 1. Historical performance

Comparing previous reviews allows a facility to track waste and recycling performance over time. This helps a facility understand how far away it is from meeting targets for reducing waste generation and increases in landfill diversion. Provide in the table below the details of previous and future reviews gathers from using the *Waste and Recycling Performance Calculator*.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Review no. | Review financial year(insert year) | Date of review(insert date) | Review undertaken by | Estimated waste generation(kg/bed/day) | Estimated landfill diversion rate(%) | Avoid | Reuse | Recycle | Recover | Treat/Landfill | Total |
|  | **1.** |  |  |  |  |  | **Est. tonnes per annum** |  |  |  |  |  |
| **%** |  |  |  |  |  |
|  | **2.** |  |  |  |  |  | **Est. tonnes per annum** |  |  |  |  |  |
| **%** |  |  |  |  |  |
|  | **3.** |  |  |  |  |  | **Est. tonnes per annum** |  |  |  |  |  |
| **%** |  |  |  |  |  |
|  | **4.** |  |  |  |  |  | **Est. tonnes per annum** |  |  |  |  |  |
| **%** |  |  |  |  |  |
|  | **5.** |  |  |  |  |  | **Est. tonnes per annum** |  |  |  |  |  |
| **%** |  |  |  |  |  |