

17th February 2018

To: IPART

From: Vicki & Peter Clayton [REDACTED]

Re: Reverse Vending Machine (RVM) placed at IGA Union Road North Albury

We wish to make a submission to this enquiry, and draw your attention to the installation of a Reverse Vending Machine (RVM) at the workplace of the IGA supermarket in Union Road North Albury NSW 2640. This RVM has been installed without a development application, under the State Environmental Planning Policy (Exempt & Complying Codes) 2008 version 15/12/17.

However, this installation clearly does not comply with the exemption requirements and we have raised (as have others) our concerns with the IGA proprietor, the Albury City Council, the EPA, our local member Greg Aplin, Safework NSW and TOMRA Cleanaway who manage the RVMs. While each of these have responded in some manner to our concerns and some minor changes have been forthcoming (with more to follow we expect), the RVM to this day remains in breach of the complying codes; and we believe also poses a significant health and safety risk to people in the vicinity.

After living on Union Road for the past 34 years, we have literally just moved out of the residence that adjoins this RVM (with the new owners literally moving in there today). However, we feel that we are well qualified to provide feedback about the negative impacts we have experienced over the past few months, and can justifiably say that we probably know this area of Union Road better than most.

Our concerns in dot point as follows:

- There has been a significant increase in traffic on Union Road, which is a main thoroughfare and a very busy road. People using the RVM are unloading trailers, boxes and bags of bottles/cans to take to the RVM. Earlier this month, we witnessed a young girl crossing the road with boxes of bottles/cans, which she subsequently dropped and bottles spewed across the road. Fortunately all oncoming traffic stopped in time to avoid what could have been a terrible accident as she scrambled to pick them all up.
- There are limited numbers of car parks available on the IGA site, so the increased activity flows onto the road and at times even the footpaths. The IGA carpark becomes congested with people parking outside of parking bays vying for a spot close to the RVM. The RVM is located right beside the exit driveway, making this even more problematic for customers exiting the IGA
- Clear vision from the driveway of our previous residence is impeded by trucks, cars, vans and trailers sometimes 5-6 cars deep on both sides of the road, tailgates raised and parked either side of the driveway (and sometimes across it). At times this made backing out of the driveway very difficult and dangerous. Some RVM users are bringing in commercial quantities of cans/bottles meaning that they are parked there for 2-3 hours at a time
- The emptying of the RVM is currently done twice per day and can take up to 25-30 minutes (approximately 11 bins to be emptied consisting of glass, cans and plastic

bottles). We believe that the noise emitted is in the range of 80 dB and was actually painful to our ears, even when we were inside our residence. Albury City Council have taken readings and we believe will be taking action for this non compliance with the exemption code clearly not met with regard to noise pollution

- The noise emitted from this workplace is not only deafening when the RVM is being emptied, it is also constant from the clunking of cans and bottles as they fall into the bins. Current operation is from 8am till 8pm 7 days per week, with rarely a time when there is not someone at the machine (in fact we have been told by TOMRA that this is a very high volume unit). These new times have just been introduced recently, with original operating hours from 7.00am - 10.00pm. Either way 12-15 hours of constant noise being emitted from this RVM interfered with our health and well being, causing headaches, stress and sleep interference. We have no doubt that the young family who has purchased the property will unfortunately suffer the same ill effects that we experienced as a result of this installation.
- We have witnessed the emptying of the RVM on multiple occasions and note that there seems to be no cordoning off of the area while the large Cleanaway trucks lift multiple bins onto the tines for emptying into the truck. People (including the many children who come with their parents) are able to wander around the truck and the RVM, which has its back door open, while it is being emptied. Last week we also heard one of the bins spill over and 1000s of bottles spewed out. Two TOMRA workers arrived in haste to help the driver pick up all of the spilled bottles
- The exit and entry driveways to the IGA are being ignored by both users of the RVM and even at times by the Cleanaway drivers - seemingly for ease to get closer to the RVM, clearly having the potential to cause an accident The number of U-turns occurring on this very busy road have also increased exponentially, adding to the risk of a major accident within the vicinity.
- We would like to know if there has been any consideration given to the health and safety matters we have raised, particularly as there has been no development application where residents have the opportunity to find out more about the development and raise any concerns through appropriate channels. Has this workplace and/or TOMRA conducted a proper analysis and risk assessment for this RVM installation?

We believe that this installation is totally inappropriate for this site, which is situated within a residential zone; on a very busy road; where there are pedestrians using the shop and walking by; where there is a school bus stop right in front of the shop; where there are many cars passing on Union Road (at 60kmph) and trying to get into the IGA carpark and, where there are multiple large trucks lifting heavy bins multiple of times per day.

This RVM has now been in operation for only a couple of months, and with the use of it increasing in volume everyday (with the highest intensity happening on weekends), we are concerned that the many near misses we have already witnessed will ultimately lead to a serious incident either on Union Road itself or within the IGA carpark.

We remain concerned about the impacts of noise, rubbish, lack of privacy, property values and detraction from the general amenity of residential areas wherever these RVMs are installed on such inappropriate sites, such as this one on Union Road North Albury.

We have photographs and videos of some of the issues that are experienced by residents who are unfortunate enough to be living beside one of these RVM units, and would happily make these available to further support our submission and this investigation.

Please contact us if you require any further information.

Regards

Vicki & Peter Clayton