

Bayside Repair and Reuse Service Feasibility Study and Delivery Model Report

Bayside City Council



HIP V. HYPE



Bayside
CITY COUNCIL

BUNURONG TRADITIONAL CUSTODIAN

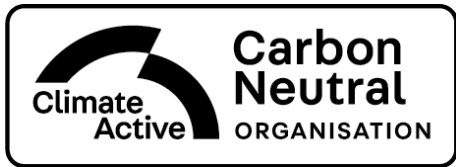
The Bunurong People of the Kulin Nation are the Traditional Owners and Custodians of the land now referred to as Bayside.

We pay our respects to their Elders, past, present and emerging and acknowledge the Bunurong’s continuing relationship to the land and waterways, and respect that their connection and spiritual identity is maintained through ancient ceremonies, songlines, dance, art and living culture.

ABOUT HIP V. HYPE

HIP V. HYPE Sustainability provides advice that is commercially grounded, yet ambitious. We pursue exceptional outcomes that are socially, economically and environmentally sustainable and enable action across government, institutions and organisations.

We seek to partner with those who are willing to think strategically to achieve better. We lead, collaborate and support others to deliver impact and build Better Cities and Regions, Better Buildings, and Better Businesses.



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REV	DATE	DETAILS
Unedited draft V1	12 Sept 2021	Background review
Unedited draft V2	28 Oct 2021	EOI survey and conversations
Unedited draft V3	30 Nov 2021	Business model
Complete Report V4	23 Dec 2021	Complete report
V5	21 Jan 2022	Final report



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Project Context

The vision set in the Bayside Recycling and Waste Management Strategy 2018 - 2027 is that ‘the Bayside community prioritises the avoidance of waste in the first instance, then re-uses and recycles to recover resources when waste is generated and Council utilises technology, such as waste to energy, to divert as much residual waste from landfill as possible.’

With this vision in mind, Bayside City Council is keen to assess the feasibility of establishing a repair and re-use centre or service for the broader community, and support the transition to a circular economy.

The Toy Library and the Men’s Sheds are currently the only community borrowing and repair services in Bayside. There are also a range of related services (see ‘Bayside waste and the circular economy context’ section for more details).

Council’s audit data, coupled with community sentiment, indicates that there is an opportunity to provide and promote a service that avoids waste to landfill, encourages repair and re-use of goods, and provides an opportunity for community members to skill-share and connect.

Through this study, Council wishes to explore services that include repairing, borrowing, skills development, and community partnerships components as a minimum. In particular Council is keen to understand opportunities for:

- A meeting place where residents can visit to get things repaired. Tools and materials will be provided and will include local volunteers with different repair skills
- A catalogue of common items for residents to borrow for free. Including items such as tools, appliances, and toys that people use on occasion or periodically
- Group learning workshops, student and volunteer training, and repair mentoring
- Community partnerships that engage volunteers to assist with the day-to-day operations. Partner with local TAFE’s, schools, and other educational institutions.

Council has identified a number of priority materials the service for which solutions have been explored in this report:

- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.
- Clothing/textiles
- Toys including electric, stuffed, wooden, etc.
- Crockery and other kitchen/dining equipment
- Small pieces of furniture e.g. chairs, bedside and coffee tables, etc.
- Bicycles and other sporting/recreational equipment.

REPAIR AND REUSE - WHAT DO WE MEAN?

For the purpose of this report, we are defining the following terms:



Repair - Where a broken item is repaired so it can continue to be used (e.g. repair cafe).



Reuse - When an item is reused rather than thrown away. This most typically occurs where one person no longer needs the item so it is sold or given to another person in need (e.g. op shop).



Borrow - A catalogue of common items for residents to borrow for free, including tools, appliances, and toys that people use on occasion or periodically (e.g. library of things).

Method

Bayside City Council engaged HIP V. HYPE Sustainability to conduct research into repair, reuse and borrowing services to develop a model for Bayside that would contribute to the local circular economy and divert materials from landfill.

The model for Bayside was developed and refined through six stages:

- Desktop review
- Survey and interviews
- Findings summary
- Model development
- Community workshop
- Model refinement

DESKTOP REVIEW

The desktop review set out to summarise insights about:

- What repair, borrowing and reuse services already exist in Bayside
- Known community demand for repair, reuse and borrowing services in Bayside
- The national repair, reuse and borrowing context
- Barriers and opportunities for repair, borrowing and reuse services based on the experience of existing services.

SURVEY AND INTERVIEWS

An online survey was developed to uncover people and organisations within Bayside and Melbourne who could contribute to a repair, reuse or borrowing service within Bayside. It also gathered advice from people experienced in repair, reuse or borrowing services.

A number of one-on-one interviews were also conducted with individuals operating an organisation or group within the repair, borrowing and reuse space. This direct feedback allowed more qualitative, granular insights that should be considered in Bayside.

FINDINGS SUMMARY

Insights from the desktop review, survey and interviews were summarised to establish a current state and to help set the direction for the development of the service model.

Given the very different service parameters needed across repair, reuse and borrowing, it became clear that focusing on one of the three areas would be the most feasible way forward. Given what was known about the Bayside community and the broader policy context, repair became the key focus for the service model.

DRAFT MODEL DEVELOPMENT

The findings from the desktop review, research survey and interviews were used to draft a model for a Bayside repair service.

The model was developed drawing on the structure set out by the [Business Model Canvas](#) and a set of criteria established by Council to ensure the model maximises value for the Bayside community.

COMMUNITY WORKSHOP

A 2-hour community workshop was held with participants from community groups and organisations that already operate repair and reuse services, interested local community members and Council staff from the Arts, Libraries and Sustainability teams.

The group was assembled as a ‘brains trust’ to test the model developed to date, identify any critical success factors and risks, and to brain-storm repair programming ideas.

FINAL REPAIR SERVICE MODEL

With essential insights gathered from workshop participants, the repair service model was finalised and is presented in this report on page 20.

THANK YOU TO THE BAYSIDE COMMUNITY AND THE REPAIR, BORROWING AND REUSE EXPERTS THAT CONTRIBUTED TO THIS REPORT

We would like to acknowledge the generous contributions made by interview, survey and workshops participants. Your experience and ideas have been critical to the development of this report and the Bayside Repair Hubs concept.

Bayside waste and the circular economy context

To support recommendations for future services, it is critical to understand the current state of waste, recycling, reuse and repair in Bayside, both in terms of the services on offer and community need.

Like all councils, managing waste is a huge challenge and significant cost for Bayside. However, working together, Council and community have a proven record of diverting waste from landfill. A stronger and long-term focus on repair, borrowing and reuse is another way Council and community can collaborate to continue to cut down on waste to landfill.

LOCAL WASTE CONTEXT

The Bayside community of 107,541 people now produce 45,100 tonnes of waste every year, of which over 17,590 tonnes end up in landfill. At current rates, and allowing for population growth, Bayside residents will be contributing almost 30,000 tonnes of waste to landfill by 2036.

Landfill is problematic in that it is expensive, results in resources going to waste, and has detrimental environmental impacts (the decomposition of organic matter under anaerobic conditions in landfills produces methane, a potent greenhouse gas, and landfills have also been known to contaminate land, groundwater and freshwater streams).

Bayside has been comparatively successful in reducing waste to landfill but working in partnership with community, they are determined to further reduce this amount.

The Bayside Recycling and Waste Management Strategy 2018 - 2027 set a goal to increase overall diversion of waste from landfill to 60% by 2020 and 75% by 2025.

Council has consistently achieved around 50% diversion from landfill for many years. Following the introduction of a food and green waste service, the rate of diversion increased to 58.57% in 2020/21, well ahead of other similar councils (see diagram below). At the time of writing this report, Bayside had achieved a 60% diversion rate.



Source: knowyourcouncil.vic.gov.au/councils/bayside/reports/waste-collection

Bayside circular economy context

LOCAL REUSE AND REPAIR CONTEXT

Currently, there is no designated repair shop or library of ‘things’ in Bayside. There is only one designated community repair cafe in the surrounding area - the St Kilda Repair Cafe, which is run by volunteers out of the Port Phillip Eco Centre and operates for three hours once a month.

There is a surprising number of repair and reuse related services already operating within Bayside, however they don’t all fulfil Council’s requirements to drive increased social connection and partnerships within the Bayside community. Existing services are summarised in the table to the right and over page.

DONATION DISASTER

Many sustainable Australian’s think they are doing the right thing by donating unwanted goods to charity but charities want consumers to think twice.

“If you wouldn’t lend it to a friend, or give it to a friend ... don’t donate it,” Omer Soker from the National Association of Charitable Recycling Organisations (NACRO) said.

Cheap, mass-produced clothes are often in no shape to be handed down so Australian charities are forced to dispose of them, with a devastating impact on their budgets. Australian charitable recycling organisations are spending a staggering \$13 million per year sending unusable donations to landfill.

“Fast fashion has no intrinsic value in the fibres; it’s not designed to last. It really should be called fast-to-landfill fashion, because ultimately that’s what it is” said Soker.

NAME (TYPE)	SERVICE DESCRIPTION	TYPE	RELEVANT GOODS	ACCESSIBILITY
<u>Brighton Men’s Shed and Beaumaris Men’s Shed</u> (NFP)	Making and mending timber and metal items using new or recycled materials	Repair Reuse Borrow	Various timber and metal items	Reasonable. Open 4 days a week for half day. Single location and limited to male participants. Low cost
<u>Bayside Toy Library</u> (NFP)	Toy lending service that also accepts donations of used toys and books in good condition	Borrow	Toys	Reasonable. Open 4 days a week, for two hrs at a time. Single location. Low cost
<u>Salvos Stores</u> (Charity)	Resale and donation of goods, including capacity to arrange pick up of donations	Reuse	Clothing and Accessories, Bric-A-Brac and Homewares, Toys, Books, CD’s, DVD’s, Records, Electrical Goods, White Goods, Furniture. All must be in good working order	Very good. There are 4 stores in or close to Bayside, open 6 days a week. Pick up of goods can be booked over the phone or online. Low cost
<u>Quick Electronics Service</u> (SME)	Repairs and installations of electronics	Repair	TV’s, Projectors, Videos, Digital Set Top Boxes, Surround Sound Systems, Amplifiers, Home Theaters, DVD players/ Recorders/ HDD Recorders, Computers/ PC’s/ Laptops	Good. Based in Brighton and open six days a week. On site services to Balaclava, Bentleigh, Black Rock, Brighton, Caulfield, Elsternwick, Elwood, St Kilda, Hampton, Melbourne, Moorabbin, Oakleigh, Ormond and Sandringham. Fee for service
<u>Returnr</u> (SME)	Groceries, liquor and pre-made meals. Delivered weekly in reusable packaging, with empty packaging collection and washing service	Reuse	Packaging	Very good. Online orders with weekly delivery. Barriers are customer ability to use online ordering system and the selection of products is still being built up so most people will still need to do some shopping at a conventional supermarket
<u>St Kilda Repair Café</u> (Community group)	A volunteer run fixing service for a wide range of good. Note that this service falls close to but outside of the Bayside municipality	Repair	Most items including bikes, clothing, mechanical or electronic device, small appliances, something that needs glueing, furniture, kitchen items, tools	Low. Open monthly in St Kilda and staff 100% by volunteers

Bayside circular economy context



Bayside Toy Library

NAME (TYPE)	SERVICE DESCRIPTION	TYPE	RELEVANT GOODS	ACCESSIBILITY
<u>Brotherhood Community Stores</u> (charity)	Resale and donation of goods	Reuse	Clothing, homewares, furniture, electrical items	Reasonable. One store in Bayside, open 6 days a week. Low cost
<u>Kids Off the Kerb</u> (charity)	Repair of white goods for resale with profits returning to support the broader youth program. Some Councils have an agreement to support free donation pick-ups in their municipality	Repair Reuse	White goods	Low. People have the opportunity to donate their white goods but need to deliver them to Thomastown
<u>DonateDirect</u> (Charity)	Creates matches between people wishing to donate and Community Service Providers to ensure the good go directly to people in need	Reuse	Furniture, kitchen items, linen, electrical items, clothing, musical instruments, white goods, unopened toiletries	Good. There are multiple ways to supply donations including delivery, collection, post and courier options. People wishing to donate need to join the program prior to donating
<u>B2C Community IT Recyclers</u>	Recycling and refurbishment of donated, discarded or unwanted IT goods, and their re-marketing and re-deployment into communities in need	Repair Reuse	Computers big and small, servers, all forms of IT equipment, IT peripherals, all digital equipment (iPads, iPods, tablets), office printers and cartridges (no household printers)	Low. While locally located in Cheltenham, B2C is only open for drop off on Tuesdays 10.00 AM – 1.00 PM. They offer an eWaste collection service for organisations with large IT equipment surplus or eWaste requirements
<u>CopperRock Tip Shop</u>	Stock a limited range of upcycled goods sourced from the waste that comes in to CopperRock	Reuse	Range varies but often include furniture, homewares, filing cabinets, painting, bike, jewellery and vintage items	Reasonable. Items are taken from the general waste streams or direct donations. The shop is open 6 days a week. The key barriers are limited stock and transportation of large items by the purchaser
<u>Sacred Heart Mission</u>	Resale and donation of goods, including capacity to arrange pick up of donations	Reuse	Clothing and accessories, bric-a-brac, furniture, homewares, kitchenware, books and other media	Good. There is one store in Bayside, open seven days, along with a collection service for larger items

Bayside circular economy context

COMMUNITY INSIGHTS

To date, there has been no specific research into the appetite for repair, reuse and borrowing services within the Bayside community. However, there are some insights from Council's broader community engagement activities which are summarised here.

In 2020/21 there were 21,904 hard waste bookings, which included 9,663 mattresses and 440 tonnes of e-waste/metals. In total 2,240 tonnes of hard waste ended up in landfill.

A recent waste audit revealed that general waste bins had high volumes of e-waste, clothing, and textiles (6%) amongst other miscellaneous items (3%), indicating that residents find the general waste stream to be the preferred and most convenient method of disposal, in addition to the kerbside hard waste service. The purchasing behaviours of many residents reflects a strong preference for disposal in landfill and replacement with 'new' as opposed to repair/reuse.

According to the Bayside 2021 Annual Community Satisfaction Survey, general waste and recycling are seen as amongst the most important Council services, with a high level of satisfaction about how Council is delivering these services. Food and green waste, along with hard rubbish are seen as slightly less important, but still had high service satisfaction rates. There is also a level of concern about hard waste being sent to landfill rather than being recycled or reused.

While we can't draw definitive conclusions from this high-level data, in the context of the current research into reuse and repair it might indicate:

- Council is perceived by the community as the primary waste and recycling services provider and are therefore well placed to support the community transition to a more repair and reuse approach to materials
- Newer services (e.g. food and green waste) and less frequent services (e.g. hard waste) are currently not as valued by the community, it may follow that repair and reuse services would also be less valued (at least the short-term) by the community too. Further research would be required to better understand community sentiment around reuse and repair.

The customer satisfaction surveys notes some small movement in community sentiments around waste and recycling but does not explore why this sentiment might have changed.

The feedback received from community engagement activities to support the development of the Community Plan 2025 highlighted a disconnect between community expectations that all levels of government take action on environmental matters, such as landfill, and without the realisation that individual actions also have an impact. Bayside produces more household waste per capita (comparatively) to many other municipalities, uses more water and electricity per capita, and has higher levels of car ownership and usage.

This highlights just how challenging it may be for Council to establish an ongoing, scalable service that is well used and loved by a diverse cross-section of the community. The service will likely need to be supported by an ongoing reduce, reuse and repair campaign.

BAYSIDE 2050

Theme 6, Promoting Innovation, in the Bayside 2050 Community Vision is an indication that the Bayside community is interested and supportive of doing things differently, with a forward looking mindset.

Whatever reuse and repair approach Council ultimately supports, it may be helpful to tie the project not only to the climate emergency response, but also to the idea of driving innovation.

Theme 7, priority 7.3 is also central to Council's reuse and repair ambitions, 'Where actions are the responsibility of other stakeholders or are beyond Council's remit, to advocate strongly on behalf of our community to achieve the community's desired outcomes.'

A huge percentage of goods, particularly electronics, are designed with redundancy in mind. Given this, no matter how good Council's repair and reuse services may be, its impact will be limited. Priority 7.3 gives Council licence to play an advocacy role in the 'right to repair' movement that is emerging in Australia (see page 9 for more information).

Theme 10: Tourism, Commercial and Economic Opportunities: 'Encouraging a vibrant commercial sector of environmentally compatible industries including tourism, high-tech and commercial activities to underpin the economy of the city' is also worth reflecting on as there may be opportunities to support the emergence of new enterprises or employment opportunities as part of the reuse and repair service.

The broader repair and reuse context

In considering the development of a local reuse and repair service in Bayside, the broader context must be considered.

The transition for a linear take-make-waste model to a circular economy needs support from all levels of government, alongside the business and residential communities.

BARRIERS TO REUSE AND REPAIR

Only this year Consumer Advocacy Group CHOICE has undertaken some useful research to try to understand the barriers to getting items repaired. Of those surveyed:

- 42% stated the costs were too high
- 29% didn't have skills to repair the item themselves
- 28% said it was cheaper to replace
- 12% sighted a lack of time

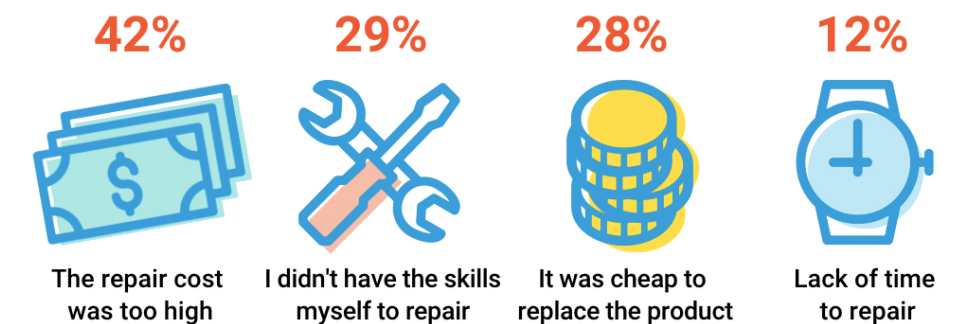
Another huge barrier to repair and reuse sits at the feet of the product designers and producers, many of whom:

- Design in physical limitations that prevent repair. This includes the overuse of glue and replacing simple screw together casings with moulded plastic and/or clips that can not be opened without damage). Products are “being designed in a way that doesn't enable repair” said Griffith University intellectual property law professor, Leanne Wiseman¹
- Limiting information, including software locks and using legal loopholes to limit who can repair items. CHOICE's campaigns director Erin Turner said “We've seen this in the phone market, where companies like Apple have pretty deliberately stopped customers from going to repair companies outside of the Apple network”²
- Increase the prices of their parts, making fixing unaffordable.

Kevin Purdy, a journalist at the repair site iFixit said a major issue preventing people from fixing their own devices was the increasing cost of parts, which often meant a repair was as expensive as a replacement. This is echoed by the Director of repair shop Phone Spot, Nicholas Muradian, who told the Productivity Commission that Samsung parts were getting too expensive.³

It will be important to consider these barriers in the design of local reuse and repair services in Bayside.

What stops Australians getting their broken products repaired?



Data drawn from nationally representative survey conducted in June 2021.

Share

CHOICE

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The broader repair and reuse context

THE RIGHT TO REPAIR MOVEMENT

Globally, there is a strong Right to Repair Movement. Earlier this year US, President Joe Biden signed an executive order asking the US Federal Trade Commission to draw up rules around farmers' right to repair their own farm equipment. The move is seen as an endorsement of the right to repair movement, with almost all US states considering right to repair laws.

Britain has introduced right to repair laws requiring manufacturers of electrical appliances to make spare parts available, while the EU announced it would introduce right to repair rules for laptops, smartphones and tablets.

In Australia one of the big success stories for the right to repair movement in Australia is the car industry. Laws are in place to prevent car manufacturers voiding warranties if motorists get their vehicles serviced at dealerships not owned by the car company.

However, overall Australia is falling behind and consumers do want change. Of the more than 1000 nationally representative participants in a survey conducted for CHOICE:

- 75% say they support stronger laws and consumer protections when it comes to their repair rights
- 88% of respondents are calling for a star rating system to indicate how long a product should last
- 87% say they want information about how long spare parts will be available at the point of sale.

"Australia must make it easier to buy products that last and end the repair challenges people face when trying to get basic household products fixed," says Erin Turner, CHOICE director of campaigns.



The broader repair and reuse context

AUSTRALIAN PRODUCTIVITY COMMISSION REVIEW INTO THE RIGHT TO REPAIR

The June 2021 draft report finds that there are barriers to repair for some products and that there is scope to reduce these barriers. The proposed reforms would improve consumers’ right to repair, without the uncertainty and costs associated with more forceful policy interventions. It highlighted three main sectors where it was becoming harder to get repairs: mobile phones and tablets, motor vehicles, and agricultural machinery. The report contained seven recommendations to improve the right to repair and reduce the amount of electronic waste created in Australia.

On the back of the draft report, [CHOICE is calling on the Australian Government](#) to strengthen and clarify the right to repair for consumer goods in Australia.

In October 2021 the final [Right to Repair Report](#) was handed down. It outlined a number of recommendations to reduce the barriers to repair, protect consumer rights and ensure manufacturers responsibilities are clear (see summary to the right).

Bayside City Council could add their voice to the right to repair advocacy drive. Any local reuse and repair services could collect data to support ongoing advocacy efforts.

Enhance consumer rights

Include software updates in consumer guarantees 	Consumer groups to be able to lodge complaints on consumer issues 	Regulator powers to enforce consumer guarantees 
States’ and Territories’ use of alternative dispute resolution options to better resolve complaints 		Include new text in warranties that consumer guarantees do not require previous use of authorised repairs 

Promote competition and enable access to repair supplies

Introduce a repair supplies obligation for agricultural machinery 	Evaluate motor vehicle mandatory information sharing scheme 
ACCC to undertake mobile phone and tablet market study 	ACCC to investigate claims of anti-competitive conduct in repair markets 
Review the medical device market and regulations 	Amend the Copyright Act to include provisions that facilitate accessing and using repair information 

Improve product information and e-waste management

Develop product labelling for repairability and/or durability information 	Count repair and reuse in product stewardship scheme targets 	Use tracking devices to determine the end-of-life location of e-waste 
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The broader repair and reuse context

WE HAVE MORE RIGHTS THAN WE REALISE

Under Australian Consumer Law, shoppers are entitled to repair, replacement or refund if a product or service is faulty, even outside the official warranty period.

CHOICE spokeswoman Nicky Breen said the consumer guarantees could be “a little confusing”. “The law says you’re entitled to a remedy if a fault develops within a reasonable amount of time, but it’s not clear what that reasonable time is,” she said.

“You may buy a TV or fridge and it develops a fault within a year or two, you take it back to the retailer and there’s an impasse”.

CHOICE is urging all consumers to use these guidelines to push retailers and manufacturers to take responsibility for the quality of their products by demanding repair (refund or replacement where repair is not possible).

Through education, there may be more potential to push for repairs via the original point of sale, reducing the burden on community groups/organisations and proactive Councils like Bayside.

Given local governments close connection to community and their role in local waste management, they may be a useful channel through which consumer education can occur.



The broader repair and reuse context

IN VICTORIA

The Victorian Government has made a commitment to shifting into a circular economy.

‘Recycling Victoria: A New Economy’ is the Victorian Government’s 10-year circular economy policy and action plan to fundamentally transform the state’s recycling sector, reduce waste, create thousands of jobs and set Victoria up for a more sustainable future.

Goal one in the policy supports Bayside’s recycling and reuse ambitions: 1. MAKE the Design to last, repair and recycle. The targets sitting under the goal include:

- 15 per cent reduction in total waste generation per capita between 2020 and 2030
- Divert 80 per cent of waste from landfill by 2030, with an interim target of 72 per cent by 2025

Recycling Victoria will invest more than \$300 million in a suite of landmark reforms dedicated to shifting Victoria to a circular economy. As part of this funding Sustainability Victoria are currently supporting grassroots community solutions for waste avoidance, repair and reuse of goods.

Bayside has already been successful in obtaining funds to support repair and reuse and is positioning itself for future partnerships and funding.

Other Victorian councils, including Strathbogie Shire Council, Corangamite Shire Council, City of Yarra, and Wyndham City Council are also seeking reuse and repair solutions. Bayside has been building relationships to support information sharing between these and other interested councils.



Image courtesy of SV: sustainability.vic.gov.au/news/news-articles/victoria-is-going-circular

Inspiration from existing services

In designing a new, localised service in Bayside, we have the opportunity to learn from and be inspired by previous pilots or ongoing, successful services. The points summarised in this section represent the experience of a diversity of people working or volunteering in the repair, reuse or borrowing sector.

A summary of existing services that were investigated are included in Appendix B.

INSIGHTS FROM EXISTING INITIATIVES

- The large majority of successful repair, reuse and borrowing services are driven by community groups, the not for profit sector or charities
- Much of the fast fashion purchased is poor quality and therefore tricky to mend, and not appropriate to donate
- Encouraging people to buy less, avoid fast fashion and skip technology upgrades may be as important or even more important than repairing and reusing
- Councils commonly provide through the provision of space/ building, otherwise the models are not financially viable
- There was no consensus from those who have worked and volunteered in the repair and reuse space about the need to make services highly accessible (e.g. geographic ease and long opening hours). Some conversations and surveys suggested it is key to attracting participants, others indicated that the will to repair is so high that location is less important. That said, ease is likely to be a factor when looking to engage beyond those who are already passionate about sustainability or reuse
- Be aware of how Council bureaucracy, systems and processes can impact volunteers. Many volunteers want to focus on the job at hand and can be put off if they need to “jump through too many administrative / insurance hoops”
 - + Council insurance policies can be a limiting factor and require significant paperwork for volunteers to be covered. This is off-putting for volunteers. On the other hand, Neighbourhood Houses are often covered under the Victorian Management Insurance Association, which provide insurance coverage as long as volunteers have signed-in on site
 - + Some Councils require working with children check for volunteers which can add a further time burden for volunteers. In many cases this check is not needed as in most Repair Cafe contexts, a parent/carer is present

- Motivated and skilled volunteers are typically a key ingredient, you will need more volunteers than you expect
- Training of volunteers is important and challenging
- Recruiting a diverse set of volunteers is key to attracting a diverse set of customers
- Having some paid staff will likely increase longevity
- Balancing workloads fairly between paid staff and volunteers is an important consideration
- Some volunteer repairers and tinkerers operate on a donations system, which excludes them from being paid by Councils due to procurement guidelines
- Consider how community groups and organisations can have control and input from the beginning so there is ownership beyond Council
- Consider what role of the transfer station can play in the future. This could be reselling more items and harvesting parts to drive repair. Upcoming changes to the National Television Recycling Scheme may also support this drive
- Sticking to firm municipal boundaries can limit the customer and repairer/tinkerer base, ultimately jeopardising long-term feasibility of repair, reuse and borrowing services.

Inspiration from existing services



REPAIR SPECIFIC INSIGHTS

- While many repair services have endured, there are not many examples of at-scale services
- Fixing electronic equipment is a sought-after service at repair cafes but fraught for multiple reasons:
 - + Many items cannot be repaired
 - + Customers often want to see their item repaired and reused but do not want to reuse the item themselves because they have upgraded
 - + Repairs can be expensive
 - + Repair services are often left with electronics that ultimately need to be recycled, which defeats the purpose and can be costly
 - + Well promoted repair services can quickly be overwhelmed with electronics they ultimately can't repair, resell or give-away
- While some community led repair services are free or by donation, other groups charge for their services. For example, electronic repairs at [The Bower](#) cost \$30 per item for an initial check. This cost becomes part of the repair fee if the item can be repaired within 30 minutes. For more complex jobs, an estimate quote will be provided. After the initial check, it costs \$15 per half hour or \$45 per hour, plus the cost of any replacement parts
- Repair Cafes are a donations based system. While donations can be extremely low (as little as \$3 for the whole session), a typical 3 hr cafe might attract \$50 worth of donations
- Repair Cafes operating in different municipalities attract different types of audiences. There isn't a generic customer profile that is attracted to repairing
- Getting skilled repairers and tinkerers is a challenge, particularly attracting younger people to participate

- Repair success rates at Repair Cafes vary and are dependent on the types of items brought in. The [Campbelltown Repair Café](#) and the [Darebin Repair Café](#) reported success rates of 80 and 70 per cent, respectively. [Repair Café Hobart](#) reported that 77 per cent of the unrepairable items presented to their café were electrical
- There is some perception that repair and borrowing services create undue risk of injury. There is no evidence to support this suggestion. [Mend It Australia](#) requested data from the Monash Accident Research Council which reported very low DIY injury rates. Between 2015-2020 only 40 injuries were admitted to hospital. No deaths were recorded. 60% of those 40 injuries were relatively minor hand injuries from slipping with a screw driver, etc.
- Repairers typically bring their own tools to Repair Cafes
- Repair consumables can be costly and time intensive to source. Harvesting parts from unrepairable items is one solution
- Volunteer repairers need to be reimbursed for consumables
- To ensure repair services are valued, some kind of payment is recommended, even if it is a small donation
- You do not need to be a licensed electrician to repair goods in Victoria
- Paying for regular electronics repairers to get a tagging and testing licence is a cost effective way to build confidence around electrical safety issues
- While Repair Cafes are fantastic for driving repair curiosity, their is minimal scope of up-skilling participants. Separate activities are required to develop the skills of new volunteers or workers.



BORROWING SPECIFIC INSIGHTS

- Social media is being used as a tool for groups and individuals to swap and reuse
- Insurance can be an issue. Feedback from Underwriters associated with Gold Coast Tool Library was that they were wary of the second hand and often repaired items being loaned by the public
- The [Brisbane Tool Library](#) model of pairing tools (and more) borrowing services with council or state run traditional libraries can entice broader and bigger audiences
- Investing in good technology is key to managing any borrowing service
- Donations have proven to be a successful way to stock a new tool library.



REUSE SPECIFIC INSIGHTS

- Donating is easier and more appealing to many, especially those looking to upgrade
- Investigate opportunities to divert hard waste through Council's booking process via partnerships with existing groups (e.g. [Donations Direct](#)).

Inspiration from existing services

“Creating Repair Cafes is fairly easy (Repair Café International has an info pack you can download with the all the info you need to start one), but keeping one going and thriving is harder, and scaling up community repair initiatives is a whole other beast - I haven’t seen anyone do it successfully yet unless it’s for expensive gear like smart phones and computers.

The secret sauce for Repair Cafes is a team of committed volunteers who can keep it going. It’s not enough for a council or other organisation to start one and hand over the reins; the volunteers or core team need to be the ones to drive it and need to be passionate about it from the start.

(I say this because a few people have tried to start Repair Cafes and hand them over but no one wants to take them over. The leaders of two of the most successful Australian Repair Cafes have stepped down and one could not find anyone to replace her so they stopped running entirely.)

And support like funding and resources are critical, e.g. ongoing funding for liability insurance, a dedicated community space to meet and store items, etc., even a paid role for a Repair Cafes coordinator, which I’ve seen one council advertise recently.”

Erin Lewis-Fitzgerald, maker, mender and founder of Bright Sparks

REPAIR SERVICES HAVE MULTIPLE INCOME STREAMS

Looking at repair services that exist today, most need multiple income streams to remain financially viable:

- Bike shops repair bikes but also sell bikes, components and accessories
- Sewing businesses repair clothing but also draw income from tailoring and alterations
- Computer shops offer repair but also sell computers and components
- [Erin Fitzgerald’s Modern Mending](#) service expands to include workshops, talks and even a book
- Phone shops will repair elements of your phone but also sell accessories
- [Quick Electronics Service](#) in Bayside offers repairs but also specialises in installation of audio visual equipment
- Some jewellers offer repair alongside sales of new jewellery and polishing services.

These days it is rare to find a pure repair business.

Apple announces Self Service Repair

Apple parts, tools and manuals — starting with iPhone 12 and iPhone 13 — available to individual consumers



In [November 2021 Apple announced](#) it will start to make parts, tools and manuals available for consumers to self-repair products

Bayside Repair, Reuse and Borrowing Service Research

It is critical that the repair and reuse service delivers maximum benefit back to the Bayside community. As such, it is important to know:

- What untapped potential exists within the Bayside community
- What services have already been proven elsewhere and could be effectively scaled up in Bayside

To gather these insights, a 'Repair, Reuse and Borrowing Service' research survey was developed and sent to potential delivery partners and the broader Bayside community, including:

- Groups and organisations operating within Bayside who may be interested in delivering or expanding any type of repair, reuse or borrowing service
- Groups and organisations outside of Bayside who are already delivering repair, reuse or borrowing services and may be keen to extend into the Bayside region; and
- Individuals and groups that have been involved in the repair, reuse or borrowing industry and have experience and advice to share (full survey content available in appendix 2).

SURVEY INSIGHTS

GROUPS WITHIN BAYSIDE

A total of 11 groups operating within Bayside responded to the survey, with 8 identifying as community groups, 2 as a not-for-profit and a single response from the Bayside Library Service.

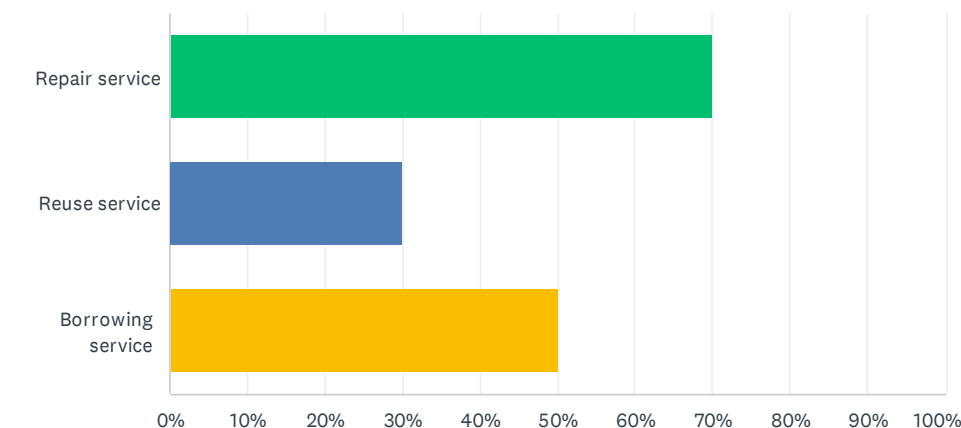
The service they were primarily interested in delivering (or helping deliver) was repair (7), followed by borrowing (5) and reuse services (3).

When asked if the respondents had skilled repairers ready to take part in delivering the service (within Bayside), a large portion (5) said no, with only two answering yes and another indicating they did, but required more training.

There was an even mix in items that would be covered by the service, including: small furniture pieces (3), small e-waste items (2), crockery and other kitchen equipment (2), bicycles and other sporting and recreational equipment (2), tools (2), and clothing (1) and toys (1).

When asked to describe the service, two respondents highlighted the existing Bayside Men's Shed as a good model to build upon, with the potential for pop-up locations (such as the Rotary Market at Hampton), and a borrowing service for crockery to reduce waste from functions and events.

Another response provided a vision of craftsmen and women lending their services and skills to train willing members of the community (both seniors and youth groups) to work on specific repair projects (similar to the UK TV series The Repair Shop). The items can be repaired on commission, or repaired to sell directly or through op-shops and antique dealers. The models relies on coordination of a number of community groups operating within the space to deliver efficiently.



When asked what kind of service groups within Bayside would be interested in delivering (or assisting to deliver), the majority said repair service, followed by borrowing and reuse.

In terms of locations, the Sandringham Library and Bayside Men's Shed were highlighted – as was the role of Council in providing a space for storage and hosting the service/workshops.

Given the availability of staff and volunteers, the service was generally envisioned by the respondents to be delivered 5-days a week, from Monday to Friday.

When asked about payment of the service, the majority said yes for repairs, to cover the cost of parts – which can be provided as an estimate which the customer agrees to. There wasn't expected to be a fee for donating items to be repaired (however there is a need to select what would be accepted to ensure value is maintained for re-sale to recoup costs).

Skill-sharing and training was seen as an integral component of the service, with additional benefits including community engagement and connection (particularly between seniors and other community groups).

Bayside Repair, Reuse and Borrowing Service Research

Collaboration and synergy with an organisation that shares a purpose and provides value (facility, marketing and PR etc.) was seen as the highest value support or resource to deliver the service. Key challenges identified included: the collection of items, storage at a physical facility and transportation (to new owners in need).

Three of the respondents stated that they were interested in partnering with other groups and organisations, with another stating that they were, but would depend on the shared vision and level of synergy available.

GROUPS OUTSIDE OF BAYSIDE

A total of 6 respondents were groups and organisations from outside of Bayside, two of those were businesses, with single responses from a not-for-profit, a social enterprise and a peak-body, with a response from the Repair Cafe in St Kilda.

The delivery of a reuse service had the most support (5), followed by repair (4), and borrowing (3).

Only one respondent had available repairers located within Melbourne – with the primary focus on clothing (2), followed by e-waste, toys, crockery and kitchenware, small furniture, bicycles and tools (1 each).

When asked to describe the service, there was one response from a social enterprise called Fixable – an online platform that enables a range of services, including peer-to-peer training, re-sale and leasing of repaired products and parts (some 3D printed). In this scenario, Fixable would manage the platform on behalf of Bayside or in conjunction with other council areas. The online nature of this service enables it to be available 24/7.

In terms of payment, at a minimum a donation was expected if the service was volunteer-based, otherwise the exact pricing model was flexible – commission for paid transactions, and free for lending/borrowing.

Again, training and skills sharing (either online or in-person) was seen as essential to the service. Additional benefits were perceived in terms of community connection – identifying that people with repair skills are often older, from culturally and linguistically diverse (CALD) or industries at risk of automation and the opportunity to connect with, and support these groups was crucial. There is also the opportunity to retain value within the community through repaired goods and knowledge.

Financial support was seen as another critical success factor, along with access to Council’s marketing and social media, access to venues and stalls at local events (to host service) – and a coordinator with experience.

OTHER RESPONSES

A number of other responses came through that were from individuals with repairs skills registering their interest and support in the project.

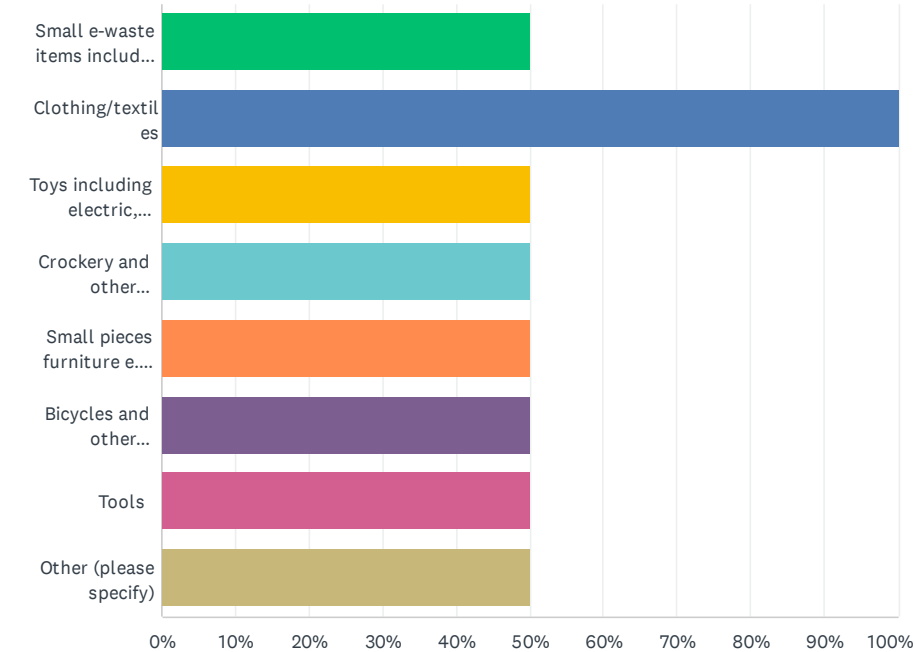
Of these, most were interested in assisting with a repair service (3), followed by reuse (2) and borrowing (1).

In describing the service, one respondent who identified as a member of the Bayside branch of the Country Women’s Association, highlighted a dual-approach – with a picnic and catering borrowing service, and hosting mending-days, potentially at the Hampton Senior Citizens Hall.

The approach to fees and payment was less certain, however the integration of training and upskilling was once again identified as critical – with the potential of YouTube as a medium was also highlighted.

Additional benefits included providing (repaired) goods to people who may not be able to afford new products, however it was also identified that the economics don’t always stack up for repairing with the low price of goods these days.

The most critical support was in the form of a physical location, to store and conduct the service.



Survey results for the items to be covered by the service (from groups external to Bayside). Image by Survey Monkey

Bayside Repair, Reuse and Borrowing Service Research

SERVICE SUMMARY

The table below summarises the services offered to Bayside through the survey and conversations with existing services. A full outline of these services is provided in Appendix 3.

	NAME, TYPE AND OFFERING	ITEMS COVERED AND SKILLS AVAILABLE	REPAIR SKILLS	SERVICE DESCRIPTION (VERBATIM RESPONSES)
MELBOURNE	<u>Fixable Pty Ltd</u> – Repair, reuse and borrowing	– All goods	No, not yet	Fixable (social enterprise), is an online, community-based platform for all things repair and reuse. Fixable is in the process of rolling out a pilot program in Moonee Valley, supported by a grant from Sustainability Victoria. Fixable connects people who are great at fixing things - both professionals and skilled hobbyists - with others who need things fixed by way of a peer-to-peer and business-to-consumer/organisation marketplace.
	<u>Repair cafe St Kilda</u> – Repair and reuse	– Clothing/textiles	Yes, in Melbourne	A once a month service! Or that what I'm doing now at the Port Phillip Eco Centre
	<u>Buy Nothing New Month and The New Joneses</u>	N/A		Campaign to encourage consumers to shop thoughtfully and prioritise second hand and sustainable products
	<u>Modern Mending</u>	– Clothing/textiles	Yes, in Melbourne	Erin Fitzgerald (previously Bright Sparks) delivers workshops teaching people how to mend their clothes. She had written a book called Modern Mending . Currently on maternity leave until late 2022.
	<u>Brunswick Tool Library</u>	N/A		Available to mentor other tool libraries that are starting up. May be able to donate some tools to new libraries.
	<u>Bin Chickens</u> – Repair	– Small e-waste items – Jewellery, small metal objects		My friend has been repairing small e-waste items for years. I have experience running co-share workspaces in the arts sector. Another friend is an industrial designer. We have discussed the idea of starting a maker space/ co-share workspace for industrial designers and craftspeople that would also offer repair services. We have made approaches to Kingston CC and Glen Eira CC.
	<u>DonateDirect</u> – Reuse	– Furniture, kitchen items, linen, electrical items, clothing, musical instruments, white goods, unopened toiletries		A not-for-profit charity initiative that helps people donate their quality used items to disadvantaged individuals. Would like to work with Council to redirect hard rubbish. Could be listed on Council's hard waste page. Over time, could receive automated notifications through Council's IT systems to pick up and divert hard waste.
BAYSIDE	<u>BHARG Bayside U3A, Hlghett Seniors</u> – Repair	– Small e-waste items – Toys – Crockery and other kitchen/dining equipment – Small pieces furniture – Bicycles and other sporting/recreational equipment – Tools	No, not yet	I'm suggesting Bayside have a facility similar to that covered in the UK TV series "The Repair Shop" with craftsmen and women offering their services to train willing members of older (Senior/U3A) and younger community groups to work on specific repair projects. The best way is via an existing organization which has some commonality of purpose --training.
	<u>Bayside Men's Shed Group Inc</u> – Repair	– Small pieces furniture	Yes, in Bayside	Bayside men's Shed currently repair (suitable) items of indoor/outdoor wooded furniture for nearby residents or not-for-profit organisations.
	<u>Highett Neighbourhood House</u> – Repair and borrowing	– Small e-waste items – Crockery and other kitchen/dining equipment – Small pieces furniture – Bicycles and other sporting/recreational equipment – Tools	No, not yet	We would love to offer a monthly Repair Cafe - perhaps it could be in conjunction with Men's Shed, or a Bicycle Repair such as the one in Port Melbourne. Would be held when Rotary Market is on at Hampton for greater exposure. We also currently have goods for hire / borrowing including crockery and equipment as part of Zero Net Waste.
	<u>Bayside Library Service</u> – Repair and borrowing	– Clothing/textiles	Yes, in Bayside	Clothing repair (buttons, hems, etc)

What the Research Tells Us

Combined, the desktop research, interviews and survey conducted for this project have surfaced insights that can help direct the design of a delivery model for Bayside.

- There is a need to grow local repair skills in order to develop an ongoing local service and culture of repair
- While there is broad interest in repair and reuse amongst the community, it is unclear what types of items people will be willing to repair and continue to use
- There is no data available to suggest how much Bayside residents would be willing to pay for a product repair
- There are a large number of variables that influence people's decision to repair (knowledge, repairability, cost, convenience, quality, etc.). It is unlikely that declarative data (survey responses, vox pops, interviews, focus groups, etc.) not tied to a repair experience will uncover what types of repair services are most needed in Bayside
- While local action/services will likely support repair and reuse, a lot is out of the control of Council or the community. For example, as has been discussed earlier in this report, many items are now designed for redundancy, particularly in the electronics industry. Without strong action at the Federal level, this is unlikely to change
- Repair and reuse conflicts with the dominant make-take-waste consumer culture. A local awareness and education campaign is necessary to support new (and existing) repair services to help attract a broad customer base
- The culture of donating goods to charity rather than repairing, reusing and not purchasing new goods, is another social norm that may inhibit repair services in Bayside. A local awareness and education campaign that includes modelling of preferred behaviour would support a move away from over consumption
- Engaging and collaborating with local community groups and businesses could help to develop a more enduring repair and reuse service for Bayside
- Designing and delivering repair and reuse services alongside an existing service (e.g. having a repair service in the same building a public library) has proven to broaden repair clientele in other cities and may be something to consider in the Bayside context
- Paying for space is a barrier to repair and reuse services. Council may have role to play in the provision of space
- Insurance can be an issue for not-for-profit repair and reuse services. Council may be well placed to support group to overcome unaffordable insurance policies
- Having a diverse set of volunteers and repairers is likely to help attract a diverse set of customers
- The systems required for repair services, reuse services and borrowing services are all quite different. Rather than trying to do everything at once, picking a focus to kick-start the shift is likely to be more manageable.

Bayside Repair Business Model

Given research findings to date, Bayside Council has prioritised the delivery of a repair service, over reuse or borrowing services.

The business model has been designed with awareness that the services needs to accommodate four primary purposes:

1. Deliver repair services to the local community
2. Provide opportunities for the community to participate in the circular economy, and engage in circular economy thinking
3. Collect data to support continued iteration around the model, ensuring it fills community need
4. Collect stories and data that can be used to engage the broader community and as evidence for advocacy, particularly to the Federal Government

This section of the report describes the business model itself, and provides direction for how the model can best deliver on success criteria defined by Council.

BAYSIDE REPAIR HUBS SERVICE OVERVIEW

Repair Hubs will pop-up throughout Bayside, across 1-2 years. Each Hub will be programmed with:

- A range of repair services, from textiles to electronics, and furniture to sporting equipment
- Opportunities for community members to improve their repair skills and build social connections through workshops, forums and special events.

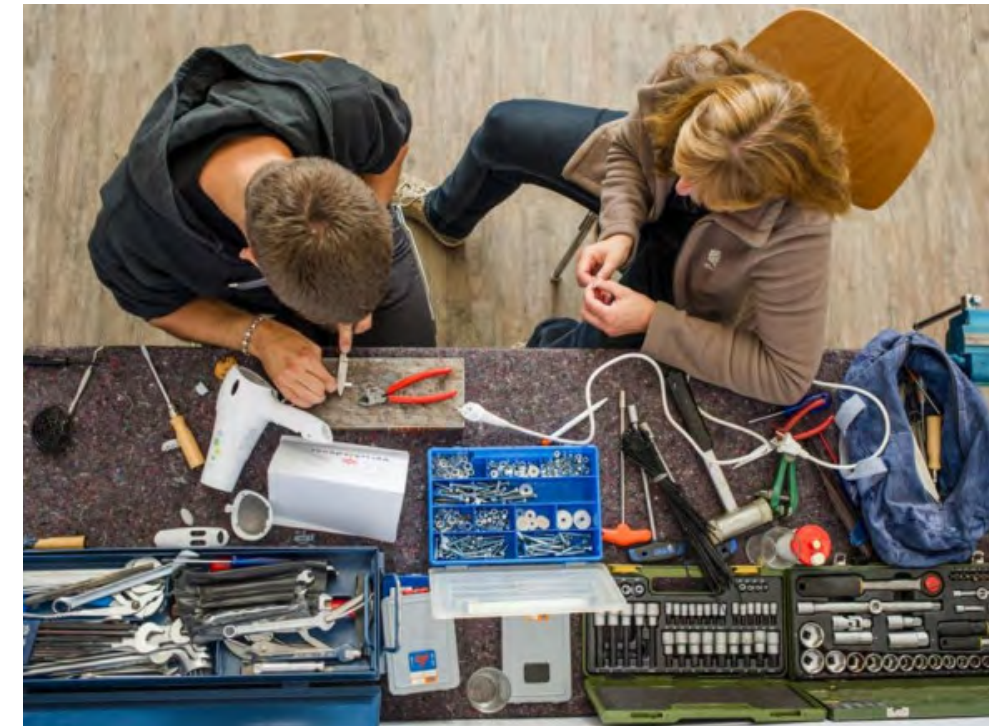
The focus will be on getting people to value items they already own. To this end, the service will focus on repair, but may also include some elements of reuse or repurposing. Critically, customers will be strongly encouraged to retain their items, rather than passing them along and buying an upgraded version.

Expert repairers from across Victoria will be recruited to deliver repair services and learning experiences.

The service may also include a business incubator element where locals interested in commercialising repair services, use the service as a platform to kick-start their business.

Repair Hubs may pop-up for a special event or day, or a period of weeks or months.

The Repair Hubs will be programmed and managed by Council, in close partnership with small businesses, not-for-profits and community groups.



An example of an electronic repair service. Photography by Spacehive.

FLEXIBILITY IS KEY TO THE SUCCESS

Building flexibility into the delivery of the Repair Hubs will be the key to success. This includes:

- Flexibility in programming
- Being responsive to community needs
- Being open to the ideas of repairers and volunteers
- Creating opportunities for repairers to participate regularly or on an ad hoc basis
- Providing opportunities for repairers that are paid and/or volunteer

Bayside Repair Business Model



An example of a clothing repair service with ample space for multiple participants and sewing machines. Photography by Richmond Community Learning Centre.

BUSINESS MODEL

The Repair Service Hubs service can be explained using a tailored version of the Business Model Canvas Framework.

VALUE PROPOSITION

- Customers can locally repair a range of valued goods
- Locals can learn repair skills to apply to their own good(s) or to help others
- Locals can test the viability of starting a business focused on repair.

CUSTOMER SEGMENTS

There are two primary customer segments:

1. Those who will use the repair and learning services
2. Those who deliver the repair and learning services.

For customer type 1, the service aims to attract customers across the full spectrum of the community over time. The early adopters of customer type 1 are likely to be locals:

- With an interest reducing waste specifically or the environment more broadly
- With sentimental items that are in disrepair
- Interested in learning new practical skills
- Looking for new ways to socialise and connect with others.

The early adopters of customer type 2 are likely to be:

- Current Council volunteers
- Local community groups and their volunteers
- Skilled volunteers, businesses and organisations delivering repair services outside of Bayside
- Existing local businesses and organisations that currently deliver repair related services
- Locals interested in developing a new repair business.

COMMUNITY DEMAND FOR SERVICES

While there is some interest from the Bayside community into repair and reuse, Council does not yet understand what items prospective customers will invest in repairing. Therefore a range of repair services need to be offered, with customer and repair data collected for each event and repair conducted. The data will be analysed every 3-6 months to build a profile of:

- Who is using the service
- What is being repaired
- What can't be repaired
- What types of fees customers are willing to pay
- Income generated to understand ongoing feasibility of service delivery
- A customer, volunteer and repairer database.

The data collected will drive the evolution of the Bayside Repair Hubs to ensure they evolve to best match community need.

A local awareness and education campaign will help to attract a broader customer base. A highly visual, story-telling campaign is likely to be most effective, focusing on telling stories of repairers and repairees, with the benefits of repair being a secondary message. The campaign will help normalise repair, reuse, consciously consuming, and buying less.

Bayside Repair Business Model

CHANNELS AND CUSTOMER RELATIONSHIPS

The full suite of Council's communication channels will be leveraged to promote the service (website, social media, e-updates for libraries and community centres). In addition, specific channels will be developed including but not limited to:

- On-site signage and programming announcements at the Repair Hub locations and nearby activity centres, libraries, community centres, etc.
- Repair Hubs email bulletin that participants can subscribe to

The mailing groups of local community groups and organisations will also be leveraged to invite people to participate in the Repair Hubs, including but not limited to:

Local environment groups: Bayside Earth Sciences Society Inc., Bayside Climate Crisis Action Group, Beaumaris Conservation Society Inc., Black Rock and Sandringham Conservation Association Inc., Elsternwick Park Association, Marine Care Ricketts Point Inc., and Sandringham Foreshore Association.

Localised groups (where a Repair Hub is located in their region): Love Our Street Hampton and Love Our Street Elsternwick Park.

Young people: Bayside Youth Ambassadors, Youth Sustainability Leaders and [Scout Groups](#).

Social, charity and learning groups: Bayside U3A, Bayside Men's Shed, Bayside Lions Club and Rotary groups.

Economic development (where a Repair Hub is located in their region): Beaumaris Concourse Retail Village Traders Association, Church Street Retail Village Traders Association, Martin Street Retail Village Traders Association, and Sandringham Retail Village Traders Association.

If possible, school newsletters and signage at the Bayside Waste and Recycling Centre should also be leveraged.

KEY ACTIVITIES

Programming: Recruiting and programming expert repairers, community groups and small businesses to run repair sessions, workshops and events.

Marketing: Attract customers and maintain customer relationships to encourage return engagement with the Repair Hubs.

Data collection and analysis: Use data insights to support programming, story-telling, community education and advocacy.

KEY RESOURCES

- Program and venue coordination
- Marketing and recruitment
- Legal and insurance advice
- Skilled repairers
- Skilled teachers
- Community advocates and volunteers

KEY PARTNERS

- Local community groups, organisations and schools
- Community facing council staff (e.g. economic development, library, arts, youth, community service, community engagement and communications staff)
- Local and greater Melbourne repairers and tinkerers
- [Fixable](#)
- [Small Business Mentoring Service](#) and [Business Victoria](#) (support for any SMEs that incubate in the Repair Hubs)
- Sustainability Victoria

REVENUE STREAMS

- Paid workshops
- Paid repair services
- Paid talks and events
- Council funding
- State Government funding will be applied for via Sustainability Victoria but is not yet guaranteed

Some programming may be free of charge:

- Free workshops
- Free repair services
- Online educational content
- Free talks and events
- Online tutorials

COSTS

- Rent
- Space fit out and storage
- Transport for tools and materials across Hubs
- Project manager and programmer wages
- Office space and equipment for program manager
- Repairer fees
- Tagging and testing licence training
- Workshop facilitator fees
- Insurance
- Marketing, advertising and storytelling
- Materials and consumables
- Tool and equipment hire or purchase
- Database
- Monitoring, evaluation and service evolution analysis
- SME mentoring

Bayside Repair Business Model

RISK MITIGATION

RISK	MITIGATION
Lack of available repairers Consequence: service cannot be delivered Likelihood: High	Before launching the Hubs, build relationships with the repair community and create a database of potential repairers. Focus the early programming on workshops and learning opportunities that will help to up-skill local repairers. Provide free training to people in exchange for volunteer repair hrs. Seek partnerships with existing local groups such as the Men's Shed, U3A, Fixable and local high schools. Work specially to encourage participation by younger repairers or aspiring repairers.
Lack of repair customers Consequence: service is not taken up Likelihood: Medium	Offer a diverse range of repair opportunities. Collect data to monitor popular repair needs and offer popular repairs across the Repair Hubs. Develop smart marketing strategies including tapping into the networks of existing supportive customers and promoting both the overall Repair Hub concept as well as specific workshops, events and repair offerings to keep the messaging fresh. Do not limit services to pure repair services, consider services in which people can re-purpose their items or make artistic use of broken items.
Procurement policies limit: – Volunteer repairers being reimbursed for consumables – Paying donations to repairers, limiting repairers to those with ABNs Consequence: lack of volunteers Likelihood: Medium	Work with Council's procurement team to understand more flexible, administratively light payment options for volunteer or semi-volunteer workforce (e.g. those people without an ABN). Alternatively, consider a close partnership with a Neighbourhood House or another community run entity that has more flexible procurement processes.
COVID 19 restrictions Consequence: Hubs cannot open Likelihood: Medium	Develop a COVID-safe plan. Hire larger spaces that allow for social distancing, have good ventilation and the opportunity to conduct repairs and workshops outside. Offer online content. Promote how the Repairs Hubs are managing COVID-19 risks.
Unrepairable items ending up in landfill Consequence: Waste is increased / Repair Hubs not living up to their set values Likelihood: Medium	Plan for the disposal of unrepairable so items are disposed of under best practice waste management principles. Consider harvesting components from unrepairable items.

Bayside Repair Business Model

RISK	MITIGATION
Lack of community ownership Consequence: Increased costs through lack of volunteers and makes the Repair Hubs untenable in the long-term Likelihood: Medium	Work in close collaboration with community organisations. Consider partnering with a Neighbourhood House and employing the Repair Hubs programming staff through the Neighbourhood House so there are closer ties with community.
Administrative burden on volunteers is too high (e.g. to cover off on insurance, working with children checks, etc) Consequence: Volunteers pool is reduced Likelihood: Medium	Review Council's processes around volunteers with consideration of one-off or infrequent volunteers as well as regular volunteers. Ensure that the process for registering as a volunteer and being covered by insurance is as simple as possible. Ideally, it should be as simple as signing in and signing out to be covered. If Council's processes are too onerous, look to partner with a volunteer focused organisation (e.g. Neighbourhood House) who have robust insurance arrangements with minimal administrative burdens on volunteers.
Pop up nature of the Repair Hubs leads to customer confusion around where they can get things repaired Consequence: Reduced customers Likelihood: Low	Consider longer term pop ups of weeks or months. Heavily promote the pop ups through Council communications channels and using physical space around the Repair hubs. Develop a mailing list so anyone coming into the Repair Hubs can sign up and be kept updated on new programming and new pop up locations.
Lack of tools Consequence: Items can't be repaired or workshops can't be held Likelihood: Medium	Encourage repairers and tinkerers to bring their own tools. Recruit repairers and work with them to understand the best value basic repair tools that can be kept on-site for common types of repairs (e.g. electronics). Partner with and use community space/tools that already exist in Bayside (e.g. Men's Shed). For workshops, work with workshop facilitators to develop a tools list and encourage participants to BYO tools if they have them.
Real or perceived risk of injury Consequence: Repair Hubs are not delivered due to fears of litigation or customers do not get things repaired due to fear of injury post repair (e.g. electrocution) Likelihood: Low	Ensure there is at least one person on site during electrical repairs with a tagging and testing certificate. Offer free tagging and testing training to regular electrical volunteers. Ensure insurance covers all volunteers, SME and soul traders offering repair services and workshops.

Bayside Repair Business Model

COUNCIL CRITERIA

REPAIR SKILLS AVAILABILITY

Initial sector engagement has indicated there is a desire within Bayside and Greater Melbourne to assist in delivering Repair Hubs. However, this network of repairers is not yet well established within the Bayside context. Additional work will be required by Council to build these relationships. The programming of the Repair Hubs, particularly in the early stages but also ongoing, will need to focus on skills transfer between skilled repairers outside of Bayside to willing volunteers and repairers inside Bayside.

With Council looking to hire a staff member to coordinate the Repair Hubs, skilled repairers or repair groups will deliver the repair service or workshop. Income for repairs and workshops, along with costs will need to be closely monitored to better understand the viability of ongoing service delivery, potentially including the creation of SME repair services as an outcome from or operating within the Repair Hubs.

WASTE STREAMS AND SCALABILITY

Council has identified a number of priority waste streams for the service:

- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.
- Clothing/textiles
- Toys including electric, stuffed, wooden, etc.
- Crockery and other kitchen/dining equipment
- Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.
- Bicycles and other sporting/recreational equipment

Research to date indicates that these are relevant waste streams however, customer demand for each waste stream has not yet been tested. Programming and data collection of the Repair Hubs will deepen Council's understanding about which waste streams have an existing community demand to be repaired (and can be scaled up), and which are not locally viable or need further education to drive demand. This will support the ongoing development of the Bayside Repair Hubs.

There is a correlation between waste streams and physical space requirements (and thus scalability). Bicycles and furniture require larger, potentially warehouse-style areas with space for machinery and tools, while clothing and electronic repairs could be delivered in smaller, retail-style locations.

LOCAL SKILLS DEVELOPMENT

Local skills development is at the heart of the Repair Hubs concept. Through workshops, partnerships and online learning, the Repair Hubs will bring new repair skills into Bayside from across Greater Melbourne, and provide opportunities for up-skilling between locals.

CO-BENEFITS

Social activation: The Hubs will be a place for sharing and learning. Workshops and volunteering opportunities will provide a place for locals to build new social connections. The longer-term nature of the Repair Hubs and opportunities for repeat visits will help to strengthen these connections.

New business stimulation: The Repair Hubs could act as a business incubator for fledgling repair service businesses.

Director for renewed contract for the Waste and Recycling Centre: Findings from the operation of the Repair Hubs could help direct the lease for the Waste and Recycling Centre which is due for renewal in 2023.



Furniture and timber repair services may require larger, warehouse-style spaces to ensure room for materials, equipment and collaboration. Photography by Revival projects.

Bayside Repair Business Model



Bicycle repair workshops and services can also be conducted outdoors (weather permitting). Photography by Bicycling Australia.

COST OF SERVICE TO CUSTOMERS

Costs to customers will vary depending on the specific repair service or workshop they are accessing.

Many of the customer fees will be set by the organisation, group or individual offering the service. To help drive demand and train repairers, Council will subsidise some workshops offering them for free or low cost, potentially in exchange for volunteer hours.

Some indicative costs are included below:

- Textile mending: \$15-40 (more for complex repairs)
- Electronics: \$30 per item for an initial check and repair of up to 30 minutes. After the initial check, \$15 per half hour or \$45 per hour, plus the cost of any replacement parts
- Electronics: Some repair cafes currently offer services for the cost of replacement parts only
- Woodworking workshops: From \$30 - 50 for a half day session to \$300 for a weekend workshop

LOCATION AND ACCESSIBILITY

Council will rent a number of locations for periods of weeks or months in order to host various programs in different locations, as opposed to committing to a single, long-term location. The Repair Hubs may also utilise existing Council owned spaces where available.

This approach will provide geographic accessibility to the Repair Hubs, and provide the opportunity to adjust programming to satisfy local demand/needs/demographics.

Transport accessibility needs to be considered in acquiring and programming venues. Smaller repair items (e.g. clothing, and small electronics) can be taken by public transport, where as larger items (e.g. furniture) will require vehicle access and parking.

SPATIAL CONSIDERATIONS

Each waste stream has different spatial needs to ensure safe working conditions.

Waste Stream	Space suitability
Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.	Suitable for small - medium spaces. Good ventilation to manage fumes from soldering/ glues.
Clothing/textiles	Suitable for small - medium spaces.
Toys including electric, stuffed, wooden, etc.	Suitable for small - medium spaces. Good ventilation to manage fumes from glues.
Crockery and other kitchen/ dining equipment	Suitable for small-medium spaces. Good ventilation to manage fumes from glues.
Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.	Suitable for medium - large spaces, ensuing there is ample space around power tools. Good ventilation to manage fumes from glues. Undercover, outside spaces may provide for better ventilation. Note that inside spaces will need to be thoroughly cleaned post event to eliminate wood dust.
Bicycles and other sporting/ recreational equipment	Suitable for larger spaces to allow for ample movement. Can also be delivered outdoors, for example in a carpark or open space (weather permitting).

Bayside
CITY COUNCIL

Bayside Repair Business Model

EQUIPMENT CONSIDERATIONS

Each waste stream requires different tools and equipment:

Waste Stream	Equipment needs
Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.	– Work benches or desks with chairs – General and specialist tools (needle nose pliers, screw drivers, micro tools, wire cutters and strippers, crimping tool etc. Some brands need specialist tools and parts for repair e.g. mobile phones) – Electronic tools (soldering iron, portable appliance tester, etc.) – Other supplies (glues, solder, etc.) – Vision and safety equipment (safety glasses, magnifiers, etc.) – Task lighting may be required if overhead and natural light is lacking
Clothing/textiles	– Work benches or desks with chairs – Sewing machines (potential for BYO) – Other supplies (fabric, wool, needles and thread, etc.) – Task lighting may be required if overhead and natural light is lacking
Toys including electric, stuffed, wooden, etc.	– Work benches or desks with chairs – General tools (needle nose pliers, screw driver set, etc.) – Electronic tools (soldering iron, crimping tool, etc.) – Other supplies (glue, varnish and oils, nails and screws, paintbrushes, sand paper, needles and thread etc.) – Task lighting may be required if overhead and natural light is lacking
Crockery and other kitchen/dining equipment	– Work benches or desks with chairs – General tools (needle nose pliers, screw driver set, etc.) – Other supplies (glue, cleaning products and rags, etc.) – Task lighting may be required if overhead and natural light is lacking
Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.	– Work benches – Tools (hammers, chisel, hand saw, clamps, etc.) – Power tools (drills, sanders, circular saws, jigsaw, trimmer, etc.) – Other supplies (timber glue, varnish and oils, nails and screws, paintbrushes, sand paper, etc.)
Bicycles and other sporting/recreational equipment	– Bicycle stands – General tools (such as spanners, wrenches, allen keys, various pliers, etc.) – Bicycle tools (such as chain breaker, chain whip, spoke key/s, pedal wrench, bottom bracket tool, etc.) – Other supplies (such as glue, chain lube and grease, cleaning products and rags, etc.) – Spare parts and components (such as tires, brake pads, cables, etc.)



Various tools and equipment required for bicycle repairs. Photography by New Hope Community Bikes.

Bayside Repair Hubs Programming Brainstorm

This section summarises Repair Hub programming ideas developed through desktop research, surveys, interviews and the community workshop.

The ideas have been developed to support the Repair Hubs project coordinator with their programming and should not be taken as recommendations. Ultimately the programming will be dependent on the skills available to service Bayside.

WORKSHOPS AND LEARNING IDEAS

Workshop and learning idea	Potential delivery partners/repairers (where identified)	Notes
Human Library : Locals borrow people instead of books. Those in the human library could have repair skills they are willing to offer to other interested community members	Any Interested community member could be involved	The service extends beyond physical assistance. In this context, conversations around circular economy and the right to repair may take place. Some kind of registration and borrowing system would need to be set up.
Older and younger skills exchanges: bring together existing groups with significant age gaps to share skills with each other	- Local schools - Bayside Youth Ambassadors - Youth Sustainability Leaders - Scout Groups - Bayside Men's Shed - Bayside Lions Club and Rotary groups - U3A	Potential to be incorporated into out-of-school activities and workshops through youth groups such as Scouts, or more formally through VCAL (Victorian Certificate of Applied Learning) courses. Consultation would need to occur to understand what skills could be exchanged.
<u>Online instructional content</u> : Use videos and online manuals to help upskill. Could include how-to content, seminars, and repair manuals for items such as; iPhones (e.g. how to replace the screen), bicycles (e.g. changing brake cables), and furniture (e.g. repairing table legs)	- Any repairers participating in the broader Repair Hubs concept Creative Bug Build Electronic Circuits Repair What You Wear Fix It Clinic	Lots of instructional video already exist online. These could be curated or Bayside could make some of their own video featuring local repairers. An online hub for these resources could be collated. The content could be pushed out through Council's broader comms channels and Repair Hub newsletter, etc.
<u>Repair business incubator</u> : Council could provide free or low cost space, free power/water and comms support for locals keen to test the viability of a local repair focused business		It would be good to couple this with SME support services offered through Council's economic development team or State Govt.
<u>Post-consumer arts workshops</u> : items that are deemed 'un-repairable' can be re-used and appropriated into art	- Local art groups such as Georges River & Bayside Arts and Culture Network (GRAB) Emma Grace	Extremely flexible and creative service. Can range from turning old fabrics and sheets into aprons, to re-purposing timber and furniture into sculptures.

Bayside Repair Hubs Programming Brainstorm

Workshop and learning idea	Potential delivery partners/repairers (where identified)	Notes
<u>Textiles</u> : Modern mending or visible mending workshops or talks	– Erin Lewis Fitzgerald – Drawing on the repairers that currently run workshops in Bayside libraries – Tamara Russell	Can cover a variety of textiles and repair methods.
<u>Woollen repairs</u> : Teaching people how to repair jumpers and other woollen items		Woollen garments are expensive to buy and often get eaten by moths, requiring repair. Mending can typically be done by hand, making this type of mending accessible to a wide range of participants. Could be timed with the start of colder weather. Could include sock darning.
<u>Women and tools workshop</u> : helping women gain confidence to use the tools necessary for basic woodwork repairs or building	– Revival Projects – Bayside Men's Shed	Making spaces for different types of people to engage will have to diversify engagement. Other groups (besides women) may also need specialised workshops.
<u>Subject specific repair workshops</u> : Group workshops that upskill attendees to repair a particular type of item (e.g. cracked phone screen) or a genre of items (furniture)		These workshops would be curated to ensure demand is met by appropriate space and skilled repairers to facilitate the workshop. An example of a workshop may be a furniture repair class where participants are shown how to restore items with weather damage.
<u>National Treasure</u> : Collaboration with experienced (often older) volunteers who already have a variety of practical skills	– U3A – Bayside Men's Shed – CWA	Organisations such as U3A could be easily mobilised, and are all volunteers.
<u>Industrial Designers</u> : Host student and emerging industrial designers so that they can see the end of life of the objects they / will be creating	– TAFE Victoria – RMIT	Great opportunity to show future-designers of consumables the problems we are facing and build in the circular economy mentality early in their careers.
<u>Internal skills-share</u> : The creation of internal repair manuals for cross-collaboration between repairers	– Any repairers participating in the broader Repair Hubs concept	This idea is already being delivered at the St Kilda Repair Cafe, with repairers collaborating to ensure the entire group is well versed in particular repairs.
<u>School collaboration</u> : School excursions / incursions to allow students exposure to ideas such as the circular economy and the right to repair movement	– Local schools – Fix-ed (QLD based but could have insights to services relevant for Bayside)	This could take many forms, with the students either participating in repairs, or the repairers delivering a presentation to the students.

Bayside Repair Hubs Programming Brainstorm

<u>Train the trainer:</u> Workshops for people with some foundational skills keen to expand or consolidate their skills with a view to training others or becoming part of the volunteer repairer workforce		These train-the-trainer workshops could be free in exchange for volunteer hours.
<u>Tinker circles:</u> regular meet ups for people interested in developing their fixing skills. Could be done around repair themes or a couple of themes together. There could be guest instructors attend periodically, as well as peer-to-peer learning		Regular meet ups could deliver strong co-benefits through providing opportunities to socialise. Could include on-site nibbles or post-tinker drinks.
<u>Tinker school for kids:</u> Kids learn from mentors and then offer a service to fix low value items	– Local schools, scouts or girl guides groups	
<u>Online classes through Fixable:</u> Learn how to fix from the comfort of your own home	– Fixable	As of December 2021, Fixable is in soft launch. In future, the website will host online workshops around fixing.
<u>Parts harvesting groups or classes:</u> people come together to take apart electronic items that are beyond repair so that parts can be used to fix other items		This could be pitched at people interested in fixing but feel like it's too much of a learning curve. Much is learned by taking things apart and there is a huge value in reusing the parts.
<u>De-construction for kids:</u> Kids de-construct broken electronics, remove and sort parts for future repairs	– Local schools, scouts or girl guides groups	Kids build confidence in and an understanding of electronics through taking items apart. The Repair Hubs receive the benefit of the spare parts harvesting.
<u>3D-printing for repair:</u> Workshop to teach people how to generate component parts using a 3D printer	– The library has a 3D-printer (currently on loan to the Men's Shed)	Getting hold of spare parts is a challenge for repairing some items. A 3D-printer can help overcome this. A workshop of this nature may also attract different types of people to get involved (e.g. people who love tech, not just people with a focus on sustainability).

Notes:

- [The Bower in Sydney offers a range of workshops](#) related to Repair and could provide a good source of inspiration
- [Culture of Repair website](#) offers resources for repair educators

Bayside Repair Hubs Programming Brainstorm

REPAIR SERVICES IDEAS

Repair service idea	Potential delivery partners/repairers (where identified)	Notes
<u>Centrally coordinated repair drop-off</u> : an open service where the community can drop-off items to be assessed and repaired. A range of different repairers would be coordinated by Council to offer these services		The service may be time-programmed to ensure the appropriate repairers are available to fix the items dropped off. For example, one week might be electronic items, and clothes and textiles the next. If enough repairers are available, it could be an on-demand service driven by customer need.
<u>Repair Cafés</u> : a service where the customer sits down with the repairer and things are repaired on the spot	– Highett Neighbourhood House – Bayside Men's Shed Group Inc – Mend It, Australia	These events are often staffed by volunteers.
<u>Repair Blitzes</u> : Focus on offering repair services to a geographic or social cluster (e.g. in one street / neighbourhood or a school community)		This could be as simple as promoting and offering a repair cafe at a school, timed with school pick up or at a school fair.
<u>Micro-repair businesses</u> : A selection of independently run but co-located small businesses could offer repair services under a fee-for-service arrangement		This idea links with the business incubator concept outlined in the Workshop and Learning table above.
<u>Shopping and activity centre pop ups</u> : people bring their goods in for evaluation and see if worthwhile for repairing.		The Eco Dev team could develop a strong social media campaign to support this type of activation activity. Council support normalising repair to host an event in a space normally dedicated to new purchases.
<u>Work with manufacturers</u> : Approach manufacturing companies with technicians to collaborate on or sponsor workshops	– Manufacturers such as Breville	This idea involves both the technicians coming in and assisting with up-skilling as well as learning from the repairers, flaws in the repairability of their product.
<u>Mobility scooter repairs</u> : Offering this service locally will make it easy for people with mobility issues to get the service they need locally		Would need to be with expert repairers as failure would be a huge inconvenience or risk to the scooter owner.
<u>Markers and menders</u> : Create a maker and co-share workspace for industrial designers and craftspeople that would also offer repair services	– Bin Chickens	This idea diversifies potential income streams for menders as they can also create new items as part of their small businesses. A makers and menders space could have sustainability principles to ensure anything created in the space is done so with a view to sustainable outcomes.

Bayside Repair Hubs Programming Brainstorm

Repair service idea	Potential delivery partners/repairers (where identified)	Notes
<u>Fixable</u> : An online, community-based platform for all things repair and reuse. Fixable connects people who are great at fixing things - both professionals and skilled hobbyists - with others who need things fixed by way of a peer-to-peer and business-to-consumer/organisation marketplace	- Fixable	Fixable an existing social enterprise and is in the process of rolling out a pilot program in Moonee Valley, supported by a grant from Sustainability Victoria.
<u>Repair promotion</u> : Clear promotion for services already existing within Bayside (i.e. phone repairs, clothes alterations)		The idea is that the repair hub covers a particular set of repairable items, and for those other services already within Bayside (and not provided by the hub) a clear link is made to ensure customers aren't dissuaded from repairing their item, and overlap with existing businesses is minimised.
<u>Mobile service</u> : For larger items (such as furniture) or for customers who don't have access to transport a mobile service could be provided		This may require additional funding or a partner to deliver, and most likely focussed to ensure the vehicle is equipped with the right tools to deliver the service.
<u>Themed repairs</u> : Within the programming of the Repair hubs, offer repair on specific types of items for time periods (e.g. Kitchen electronics every Monday or for a period of a week before moving to another item)		Different items require different skills, tools and repairers. Schedule repair services into theme could ensure that people can get their items fixed within a convenient time and repairers know they will get customers.
<u>Novice, intermediate and expert repair services</u> : Offer space of all levels of repairers and tinkerers to provide services		To help manage consumer costs and expectations, and make space for repairers and tinkerers of all skill levels, repair services could be offered and promoted according to the level of expertise of the repairer (e.g. novice, intermediate and expert). This will allow for lower value items to be fixed by less experienced repairers at a cheaper cost and more expensive items to be fixed by expert repairers at an appropriate cost.
<u>Referral service</u> : Develop a list of local and neighbouring repair services that people can use to have products repaired. Promote these businesses at the Repair Hubs		It is important that the Repair Hub does not reduce repair work for any local repair businesses already operating in Bayside. Rather the Hubs should look to expand what can be repaired locally and to support (i.e. direct business to) any local repair businesses.
<u>Repair open days</u> : People can come and see things being repaired and talk to repairers		The purpose is to build people's confidence to access repair services.

Bayside Repair Hubs Programming Brainstorm

Repair service idea	Potential delivery partners/repairers (where identified)	Notes
<u>Food Trucks + Fixing</u> : Hold repair sessions, workshops, etc. Combine with food trucks and drinks to create a festival atmosphere		The purpose is to make repairing fun, social and attract a different type of audience. People can attend to get something fixed. While they wait, they can eat, socialise and potentially go to a talk or be exposed to some repair information/positive marketing.
Existing niche repair businesses that operate elsewhere in Melbourne coming to pop-up in the Bayside Repair Hubs	– Converse Renew Labs	Some of the repairers may also be able to offer workshops.

Notes:

- Collaborate with [Fixable](#) to find and create work for repairers and tinkerers. Fixable is looking to develop an online register of people who can fix items. If Bayside find or mentor locals into repairers, these people could be given the option to promote their services on Fixable. Equally, people listed on Fixable could be approached to offer workshops or repairs services through the Repair Hubs.

Bayside Repair Hubs Programming Brainstorm

MARKETING AND ENGAGEMENT IDEAS

Marketing and engagement ideas	Notes
Develop a media partner to amplify the messages and support attendance at the Hubs	This could be Bayside News or a Melbourne based radio station that would regularly interview or promote people and events happening at the Repair Hubs.
Investigate local social media influencers and seek to engage them in the Repair Hubs	Having Repair Hub ambassadors could be a pathway to new audiences.
Collect stories of individuals who have happily had items repaired and push these out through Council channels	Personal stories can be highly engaging and motivating. Across the collection of stories, seek to reflect the diversity of the Bayside community to help broaden the attraction.
Buy Nothing New Month is a national campaign that happens each October	Buy Nothing New could be a useful platform or partnership through which to promote the Repair Hubs. It also supports the philosophy behind the Repair Hubs and helps people be more thoughtful about their consumer behaviour. Contact Tamara DiMattina for more information at nothingnew@buynothingnew.com.au .
Build a presence at local markets	Engage with the broader community through a 'go to them' rather than a 'come to us' approach. The market stall could offer micro-repairs, a demonstration, or merely provide information on upcoming workshops and activities provided through the hub.
Develop a consumer education campaign alongside to the Repair Hubs, encouraging people to buy-better (for the long-term)	The Repair Hubs should be coupled with a behaviour change campaign about the reduction in consumption. Creative ways could be found to deliver this message (e.g. sustainable fashion shows at the Hubs) as well as messaging through Council's standard communication channels. Note: reduced or ethical consumerism can feel at odds with some economic development strategies. This does not need to be the case. It is really about building a new, sustainable economy of repairing, services, experiences and buying better.
Develop promotional messages for different target audiences	There are many reasons different people might want to get involved in repairing. Over time, all these levers should be used in a promotional and education campaign (e.g. financial benefit, learning new skills, reducing environmental impact, not wasting, physical demonstration of deeper values, love of technology, being able to continue to use a valued possession, etc).
Use social media and Council's other communications channels to call for repairers and tinkerers	Many people who are good at fixing things do not consider themselves experts. Using terms like tinkerers or repair hobbyists/enthusiasts may have broader appeal and support the recruitment of a larger pool of repairers. Profile repairers in local media and Council communications channels and couple with a call for more repairers.
Develop a partnership between the libraries and the Repair Hubs	Have repair themes book displays in the libraries to promote the Repair Hubs. Have a pop-up library in the Repair Hubs with books and how-to guides about repairing.

Where to from here?

Council will seek to establish a co-funding arrangement through which the Bayside Repair Hubs can be realised, refined and deliver maximum community benefit.

FURTHER READING AND RESOURCES

[Sandra Goldmark, Fixation](#) (Book)

Sandra Goldmark takes readers on a quest to radically reimagine what a healthy relationship with our stuff might look like - for individuals hungry for a way forward, for businesses looking for a path to sustainable growth, and for everyone committed to building the personal, social and political changes that will move us to a more sustainable and equitable circular economy.

[Dr Katherine Wilson, Tinkering Australians Reinvent DIY Culture](#) (book)

At a time when the labour market is failing as a source of security and identity for many, domestic tinkering is emerging as a legitimate vocation, in ways we haven't seen since pre-industrial times. Building on the work of historians, sociologists, psychologists and economists, but with a journalist's impulse for the currency of her story, Katherine Wilson documents domestic tinkering as an undervalued form of material scholarship, social connection, psychological sanctuary and political activism.

[Repair and Share Facebook group](#)

A private group that supports coordinators of Repair Cafes and other community repair services.

[Erin Fitzgerald, Modern Mending](#) (Book)

In Australia, we send millions of tonnes of clothing to landfill each year, and our clothing consumption is one of the highest in the world. But the good news is that mending is trending and it's never been easier to repair and reinvent your favourite clothes. Modern Mending is a comprehensive guide to mending clothes that combines creativity, sustainability and fun.

[Aja Barber, Consumed](#) (book)

The first half of the book exposes you to the endemic injustices in our consumer industries and the uncomfortable history of the textile industry; one which brokered slavery, racism and today's wealth inequality. The second 'unlearning' half of the book, helps you to understand the uncomfortable truth behind why you consume the way you do. You will challenge this power disparity, and take back ownership of it. The less you buy into the consumer culture the more power you have.

[Fix It Clinic](#) (US website)

Fixit Clinic conveys basic disassembly, troubleshooting, and repair skills using peoples' own broken things as the vehicle. By sharing these skills while transferring them to others we teach critical thinking through the lens of our relationship to consumption and sustainability. We strive to demystify science and technology so that we can ultimately make better policy choices as a society.

[Restarters](#) (website)

We are a global community of people who make local repair events happen and campaign for our right to repair. Whether you run repair events (such as Restart Parties or Repair Cafés) or are simply interested in fixing things, you're more than welcome.

[Repair Economy Summit 2021](#) (videos/website): Repair Economy Washington's (REW) purpose is to highlight the importance of and increase access to repair across Washington State by supporting the entire ecosystem of repair from repair businesses to free community repair events. REW hosted the 2021 Repair Economy Summit, videos from which are available online.

Appendix

Appendix 1: Lessons from Bright Sparks

Written by Erin Lewis-Fitzgerald: Maker, mender and the founder of Bright Sparks Melbourne. Originally published December 2016.

I don't know you, but, statistically speaking, I already know a lot about you and the stuff you own. If you live in Australia, you have around 22 electrical and electronic devices in your home (more if you have kids).

You probably have a few broken small appliances stored in a cupboard because you don't know what to do with them. But at some point you'll need to make room, so out they'll go — about 20 kg of appliances for each person in your home, every year.

You're probably wondering why charities won't take them, why your council doesn't collect them, and why it's so hard to find someone to repair them.

Allow me to provide some insight.

I started up a not-for-profit social enterprise called Bright Sparks to keep small electrical appliances out of landfill. We ran a pilot program from August 2015 to April 2016 in Melbourne, Australia, and the results were eye-opening.

Bright Sparks was popular and loved. Even now, seven months later, people continue to email, call and bail me up in person each week, wanting to know why Bright Sparks closed and if we're going to reopen.

This is my story of what happened and what might happen next.

HOW IT BEGAN

The idea started in London, with the original [Bright Sparks](#). I watched [a video about them](#) and got goosebumps. About a year later, I decided to take the plunge and start something similar in Melbourne.

In 2014 I visited Bright Sparks UK and joined [The Crunch](#), a business incubator for startup social enterprises, to develop a business plan. In 2015 we received pilot funding from the Victorian Government (through the Metropolitan Waste and Resource Recovery Fund) and five local councils — Moreland, Boroondara, Darebin, Whittlesea and Yarra.

Our purpose was to provide consumers with a convenient, enticing alternative to the rubbish bin for their electrical and electronic devices. Why?

E-waste (electrical and electronic waste) is one of the fastest growing types of waste worldwide. [The average Australian discarded 20 kg of e-waste in 2014](#). It contains hazardous substances and, if sent to landfill, it can leach metals and toxic chemicals into the ground.

([The Story of Electronics](#) is a great video that goes into more detail if you're interested.)

HOW IT WORKED

The Bright Sparks pilot program gave Melburnians three options:

1. **Donate.** People donated their unwanted or broken appliances to us at Bright Sparks HQ or 14 donation points throughout Melbourne. Some of these items were given new life and resold or donated to people in need. Broken items were recycled.
2. **Repair.** We offered a paid repair service for people who wanted their appliances fixed.
3. **Buy:** We sold good-as-new kitchen appliances, household appliances and electronics. All appliances were tested for function and safety (aka 'test and tag').

OUR PREDICTIONS

We made some assumptions before we started the pilot.

We assumed repairs and appliance sales would not be enough to cover our costs, so we added another revenue stream that the UK didn't have — an appliance collection service for councils.

We assumed councils would be our main customers. Bright Sparks UK had one council customer; we had five, and we planned to increase that number every year as new councils subscribed to our collection service.

We assumed we could save time by creating custom donation bins. The bins allowed people to sort their appliances by functional status: working or broken. We didn't want to lose time determining whether items were working, so we created a separation system and gave priority to the working items.

Appendix 1: Lessons from Bright Sparks

We assumed we needed a central location on a high street to be successful, somewhere inner-city and accessible by public transport.

I thought I would spend one afternoon a week revamping lamps, but the only one that benefited from any of my handiwork was this guy:



We assumed Bright Sparks would be so awesome that there's no way we wouldn't continue beyond the pilot.

OUR FIRST WEEK

Bright Sparks HQ opened in August 2015 in Hadfield, a small northern suburb of Melbourne, in a former bus depot provided by Moreland City Council. "Where is Hadfield?" was the first question on our FAQ page. We were worried no one would visit.

The first week was a whirlwind. On Monday we were featured in The Age newspaper and the story was shared 2,000+ times on Facebook. On Tuesday Bright Sparks HQ opened its doors, with people arriving before we opened and an official visit from the mayor. On Friday I was interviewed on 774 ABC Melbourne radio, and our website crashed from all the radio listeners pouncing on it at once. On Sunday we ended our successful crowdfunding campaign and I vowed to never again launch a business and a crowdfunding campaign simultaneously.

A WHOLE LOTTA LOVE

Our van driver, Dan, summed it up best: he knew people would like us, but he didn't know how much they would like us.

Here are a few samples of the fan mail we received:

"YAY Bright Sparks, what an EXCITING INITIATIVE."

"Your business idea is incredible, absolutely love it! Seriously what you guys are doing is insanely inspiring, sorry but I'm a huge fan."

"This is an awesome concept."

"Pretty f**king excited to support THIS!!"

"You're fantastic!!! I have been singing your praises and telling everyone who will listen about you!! One of my greatest sustainability bug bears is disposable appliances and you are an amazing solution!!!"

"What a fantastic initiative. As a community we have needed an organisation and service such as Bright Sparks for a very long time."

SEEN AND HEARD

I'll share our final stats a bit later — what we collected, how much, etc. — but what I found far more interesting was the stuff we couldn't quantify. Our supporters' stories had some common themes:

"You won't believe it but...
I've got a car full of stuff!"

— said everyone again and again



Everyone had a car full of stuff. It was rare for someone to donate just one thing.

One man donated 67 items after reading about us in The Age. We were already struggling with too much stuff when he arrived, and I'd nicknamed the heap of e-waste out the back "Recycling Mountain".

When Mr 67 Things arrived I honestly didn't know what to do — cry or vomit. Recycling Mountain was getting bigger and we were running out of space.

Appendix 1: Lessons from Bright Sparks

And every item we received had to be weighed and registered in a database, which took time. For every appliance we received, we recorded:

- the drop-off point
- the owner's first name and postcode
- item type, manufacturer and model
- weight (kg)
- working status (self-reported by donor: working/broken/unknown)
- a story (optional, which could be used to describe why the item was broken or why it was donated)
- the item's final location (recycled, sold, etc.)

One of our biggest challenges was getting recyclers to pick up our e-waste. Most wanted to charge us money — both to process the e-waste (per kilogram) and to collect it — and those that didn't were largely unreliable. I referred to some recyclers as “the bad boyfriends” because they wouldn't return our calls for weeks, then would phone up out of the blue and act like nothing had happened.

Electrical appliances are often more trouble to recycle than they're worth, and nobody really wanted to take ours.

(Note: there's a concept called product stewardship where manufacturers take responsibility for their products once they're no longer working. In Australia, manufacturers pay to support the recycling of televisions, computers and mobile phones — so there is some financial incentive for e-waste recyclers to collect these items — but none of the other hundreds of electrical appliances that fill our homes.)

After Mr 67 Things left and I finished freaking out, I took a deep breath and photographed the scene so I could show future people (like you) what really happened during the pilot. Then we shoved everything in our storage closet for a few months until we had time to calm down and enter it in our database.

At Northcote Library, our donation bins started filling up every day by December (four months after we opened). Freak out, take a deep breath, take a photograph.



Our business model was built on weekly collections, with a driver hiring a van and collecting from each of the 14 donation sites once a week. Now we were having to pay extra wages and van-hire fees to keep up. It seemed like every time someone shared our story on social media, the bins would fill up.

6,003 electrical items were donated to us from August 2015 to March 2016. That's more than 14 tonnes of e-waste, and more than 15 tonnes when you include the 876 kg of items we didn't record individually in our database — electrical cords and chargers, batteries, light globes and printer cartridges.



This is what 21 kg of remote controls looks like, in case you wondered. You can see a hint of the 836 kg of electrical cables we collected behind them. We found that a major life event was

Appendix 1: Lessons from Bright Sparks

often the catalyst for donation. Downsizing, death, divorce and moving house were some of the most common reasons we heard. So many people store appliances and electrical cords in their cupboards (not just hoarders) because until Bright Sparks came along, there wasn't a good solution to the problem. As soon as someone's major life event occurred and they heard about us, they'd fill up their cars and head to Hadfield.

A key challenge for us was managing the flow of items in and out of the workshop.

Over the Christmas break we had a burglary at HQ. More than \$3,000 worth of stuff was stolen, including our computer, tools and test-and-tag equipment, which meant we couldn't enter anything in our database, complete repairs or get items ready for sale. Just when we were at our most vulnerable, the carloads of stuff came faster than ever. Melburnians couldn't wait to declutter and start the New Year free from all of their stuff.

“You won't believe...
how far I travelled
to get here!”

– said everyone again and again



We thought we had to make our service extremely convenient so people would do the right thing. Wrong.

Hannah, who drove 67 km — over an hour — to get her fairy-floss maker repaired. (That's cotton candy for those in the U.S.)

Another customer drove 125 km to get a portable heater and hairdryer repaired.

(Lamps, toasters and other kitchen appliances were the most popular items brought in for repairs, but we saw just about one of everything — including a mulcher and an ultrasonic jewellery cleaner. Often there was no correlation between the original purchase price of something and an owner's enthusiasm to repair it.)

A few people drove more than two hours to visit us. Someone paid \$29 to mail us a box of donations from Hobart. I cried at the post office when I saw the note on the box. Inside were a kettle, toaster, hairdryer, set-top box, DVD player and a few cables — all nicely packaged with notes about each item. We got mail requests from Sydney, too.

“You can't recycle this...
You should give it to
someone in need!”

– said everyone again and again



The things people donate to charity and the reasons why are fascinating.

Giving makes us feel goood. We like to think we're helping someone else less fortunate. We think we can donate the things we no longer want and just keep the things that bring us joy without any negative consequences. But so much of what charities receive is not recyclable, much less reusable. And you only see your own stuff — you don't see what everyone else is getting rid of. You don't see the patterns or the quantities that charities see, so you don't realise your stuff is the same as everyone else's stuff and how overconsumption leads to oversupply.

I'd like you to take a moment and ponder this: *If you no longer want something, why would someone else want it?*

I'm not saying you should throw things away because they're not worthy of a charity (scary but true: there is no “away”). I want you to think about the life cycle and value of an item before you buy it.

We've ditched our stereos for MP3 players, or we're streaming music from our computers and phones. Netflix subscriptions have replaced our need for DVD players. If you're thinking: “Someone who's poor will want my old DVD player,” think again — we received 72 fully functional DVD players and sold just one. DVD players weren't on our request list for refugees and people seeking asylum, so we didn't give them away, either.

We had heaps of plain white jaffle makers (toasted sandwich makers) toward the end, but how many could we sell, and at what cost? \$5 each? After we'd invested the time in cleaning and testing them?

We tracked whether items were working or broken, and sometimes what our donors thought was ‘working’ was considered ‘broken’ by us. It might have been operational but something had gone wrong — e.g. a knob wouldn't stay down or a lid wouldn't stay put without human intervention. Donors often wanted us to save every item and make sure it found a new home, but much of what we received we were unable to sell.

Appendix 1: Lessons from Bright Sparks

1/2/2016
Dear Bright Spark,
This is Pop-A-Saurus. He still works, but not like he used to do. We hope that you can fix him and find him a new loving home.
Pop-A-Saurus is an oil-free air popping machine. A fun popcorn maker. Use his hat to measure out the corn - but be careful not to over fill!! Place into holder. Refit head & hat. (Very important!) When ready - popcorn "vomits" out his mouth. Kids love it, but can get hot to touch.



We received three Popasaurus popcorn makers but only one worked. We didn't fix anything unless someone paid us to — all broken donations were recycled. One reason is that 2,446 of the items we received (41%) were believed to be working, and that was more than enough to keep us busy.

Many people believed we were run by volunteers who would fix the things they didn't want to get fixed. But as part of our risk-management plan we had an electrician supervising all repairs. That meant we needed to pay qualified staff, and it meant that fixing every broken thing was economically impossible. We often spent more time figuring out how to open up an appliance than we did diagnosing or repairing it.

When people brought us broken stuff, we didn't judge them over whether they donated it or paid to have it repaired. We said:

"Hooray, this stuff is not going into landfill either way!" But the value judgment of repair vs recycling was often turned back on us.

"I'm a little embarrassed that I haven't cleaned these first."

— said everyone again and again



We spent a lot of time cleaning appliances to get them ready for sale or donation to people in need (refugees and people seeking asylum in particular).

When was the last time you cleaned your kettle or microwave? Never?

Most people don't bother, but we couldn't sell items in a shabby state so we had to clean them first. And that took time.

We also had to test items for function and safety. We kept a loaf of bread in the freezer for testing toasters and popcorn kernels for testing popcorn makers. We bought rice to test the rice cookers after we learned the hard way that you can't test rice cookers with water alone.

Often what people were willing to pay for appliances did not justify the time and effort we put into them.

"I just decluttered and don't want to buy any more stuff."

— said everyone again and again



It's fair to say our supporters were more interested in getting rid of appliances than they were in purchasing them. Or they had specific requirements we couldn't match, e.g. "I want a toaster, but I only want a four-slice one."

We sold a few special items on eBay, but bidding was lower than we'd hoped — a few items sold for their starting price or not at all.

We learned that nearly everyone wanted an appliance we had at HQ (awesome!), but they each wanted a different type of appliance, making it difficult for us to anticipate which items we should get ready for sale or who might buy them (not so awesome).

Appendix 1: Lessons from Bright Sparks

We set up a customer wishlist but only granted six wishes. Some requests we couldn't fulfill; sometimes customers changed their minds.

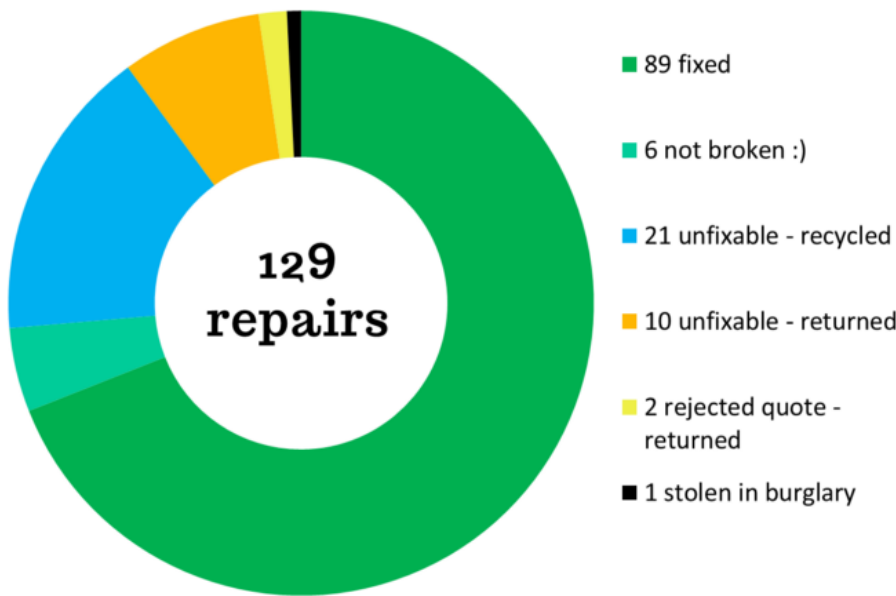
Whenever we recycled something we thought wouldn't sell (e.g. personal cassette players, remote controls), someone would contact us the next day and want to buy one. Too late. Or we'd set aside items for people and organisations who never collected, and we'd have to spend time chasing them up.

Finding new homes for old appliances was hard work. We sold 398 items and donated 139, but in the end we had to recycle thousands of perfectly good appliances.

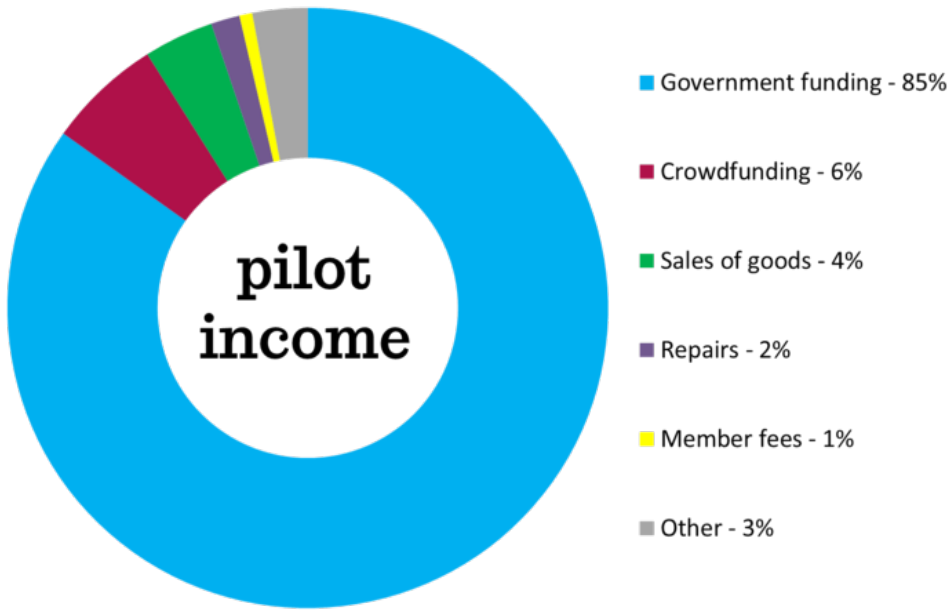
THE FINAL COUNTDOWN



Our passion and our focus was on reuse and repair, but in the end 90% of the items we received were recycled. It broke my heart when I did the calculations. We put so much effort into reuse and repair that it felt like so much more.



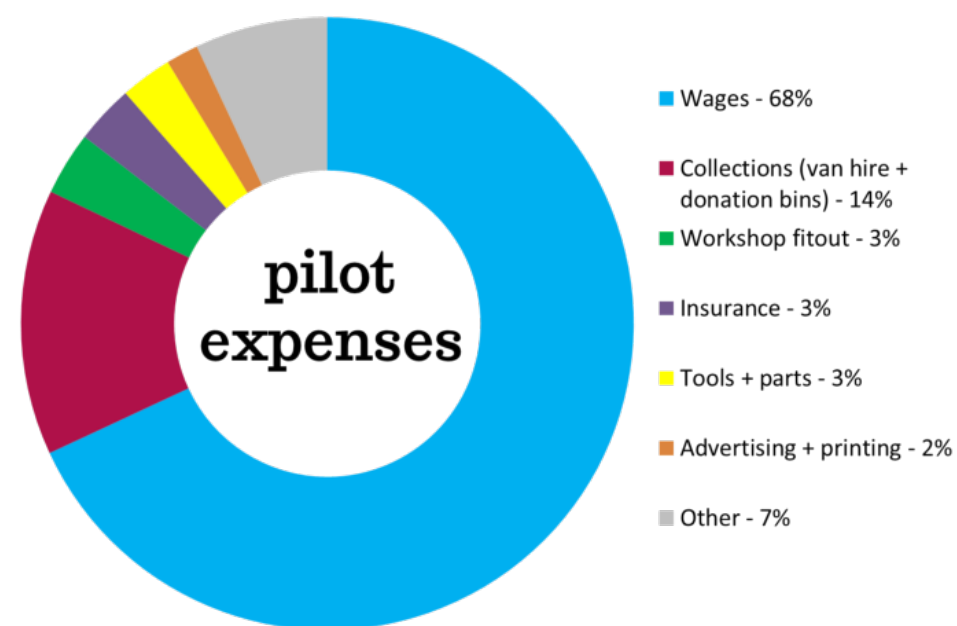
Our repair success rate was 74% (not including the six items that weren't actually broken — yes, really). Two common barriers to repair success were broken plastic — we tried various industrial-strength glues but the repairs were never as strong as when new — and unopenable appliances. I remember a stick blender that took three of us to work out how to open, only to discover we couldn't remove the parts we needed to repair. A lot of appliances are designed to fail and be replaced with new ones.



Contrary to popular belief, repairs were not keeping us afloat. We made more money from crowdfunding than we did from sales and repair fees combined, but it's still nowhere near what we need to keep trading.

It's also worth noting that repairs were not our main activity (even though they were my favourite activity, and what many people loved about us). We spent far more time dealing with donated appliances.

Appendix 1: Lessons from Bright Sparks



Our biggest expense was wages for four staff. This is no surprise to any business manager, but it might surprise those who thought we were all volunteers. (We had some fantastic volunteers, it's true! But we also had four employees who kept the place running.)

It's also worth noting that we did not have to pay rent, thanks to the building provided by Moreland City Council.

LESSONS FROM BRIGHT SPARKS 1.0

1. Cupboard Procrastination Syndrome is real.

I made up a funny term called Cupboard Procrastination Syndrome, referring to people who stored broken appliances in their cupboards because they didn't know what to do with them. The Age ran with it. And then it seemed everyone we spoke to actually suffered from this disease I'd invented!

2. Location, shmocation.

(If we'd been in a high-traffic location like we wanted, I might be dead from exhaustion.)

3. Sales costs outweighed sales revenue.

4. Recycling e-waste is a huge challenge.

5. The people who loved us weren't all paying customers.

I want to emphasise the last point. People seemed to really, really love us, but they weren't necessarily the ones paying for us to exist. It cost us money to recycle the items people donated, and in the end most items had to be recycled.

We also felt like we were headed in the direction of becoming a recycler, and we didn't want to do that. We stopped 6,132 things from ending up in landfill (6,003 donations and 129 repairs), but we hadn't necessarily prevented new things from being purchased. In some ways our recycling service felt like it was environmentally neutral, rather than environmentally friendly.

Because of the increasing, uncontrollable volume of donations we received, and our increasing costs, councils couldn't afford to pay what was required to continue the collection service under that model.

Perhaps we were ahead of our time. The Victorian Government has committed to banning e-waste from landfill, which could come into effect by late 2017. Australia's National Television and Computer and Recycling Scheme is up for review soon, and potentially could expand to include more types of appliances. Until then, whose responsibility is it to keep this harmful stuff out of landfill? And who pays? Councils aren't required to offer an e-waste service.

WHY I AM SO @#\$%&! THANKFUL WE RAN A PILOT

When Bright Sparks HQ closed, I was a little bit sad but mostly relieved. Why? Our business model needed fixing. We didn't have to waste years pretending everything was fine while we were struggling. I was working on Bright Sparks pretty much seven days a week; now I have time to crunch the numbers and process everything I learned.

Running a pilot has opened doors and created new opportunities. I'm no longer pitching the idea of Bright Sparks; I'm telling you what it was like and what we learned. It means we can say 'no' to things, too, and make informed decisions based on experience.

Appendix 1: Lessons from Bright Sparks

HOW BRIGHT SPARKS WILL EVOLVE

In the next phase, we'll focus more on repairs and encouraging people to repair and love the stuff they own.

More repairs: We'll repair more types of things (not just appliances) and offer repair classes (non-electrical) to teach people new skills. Fees for our repair service will increase — in line with customer feedback — ensuring we can pay repair staff appropriately for their time and expertise.

In the pilot we didn't charge customers when we couldn't fix their items, and we had a 74% repair success rate. That's great for customers, but if you look at it another way, that's a quarter of our time wasted and potential revenue lost. We'll most likely begin charging inspection fees, ensuring that time spent dismantling and diagnosing items is compensated fairly. (I'd also like to start logging data on why items are unfixable, and doing more advocacy work to ensure new appliances are better made and made to be repaired.)

Less recycling: If we do offer recycling in future, it will not be free. We'll begin charging a recycling fee (possibly around \$5 per item), regardless of whether it's working or broken. E-waste will no longer be accepted as a 'donation'.

Less time spent on reuse: We'll spend less time on sales and focus more on the hiring of appliances — generating income from the same items multiple times. This will reduce the time we spend cleaning, testing and promoting items for sale. We won't donate appliances to people in need unless that activity (sorting, cleaning, testing and coordinating with charity partners) is funded, e.g. by a grant or a corporate sponsor, and we can hire a coordinator to run it.

No collections: Recycling customers would need to drop off unwanted items at Bright Sparks HQ and pay a recycling fee for each item.

Our strengths are communication and engagement, so potentially we could work with others (e.g. councils and businesses) to raise awareness of their e-waste collection services.

The vision for Bright Sparks 2.0 is a magic place called Tinker Town — a repair, reuse and replay centre.



We'll continue to repair and recycle appliances, and we want to add some new things into the mix:

Repair Town, a one-stop shop where you could get just about anything repaired — electrical appliances, shoes, clothing, bicycles, furniture, etc.

Repair School — non-electrical repair classes that might focus on

fixing bicycles, books, clothing, garden tools, jewellery, furniture, ceramics, food or even your love life (register here if you're interested in teaching)

Repair supplies for sale — tools and materials to help you fix your own stuff

An appliance hiring library — offering kitchen appliances, retro games consoles (e.g. Atari 2600), power tools, karaoke machines and anything else you might want to use once or twice but don't need to store in your home all year

We're considering a bunch of other activities (and tenants), too — including a café, re-maker space and gift shop for upcycled goods — while being mindful that we want each activity to cover its own costs, as well as contribute to the running costs of Tinker Town. If a corporate partner is interested in funding an extra activity, e.g. donating appliances to people in need, then we can add that into the business model.

HOW YOU CAN HELP

We need a location: We're on the hunt for somewhere that's low or no cost for 3–5 years. We'd like 800 square metres, but we can work with more or less for the right space and opportunity.

Finding a space is the top priority because the size, layout and location will determine what activities can take place. Technically speaking we don't even need a building — we could assemble Tinker Town from the ground up, using shipping containers or other second-hand materials. The most important factors are the multi-year commitment and cost — we need time to build our revenue and find out what works, and we simply cannot afford commercial rent.

I'm particularly interested in empty buildings in Docklands because I would love so much to fix Docklands (yes!) and help make it a place that people want to visit. If Bright Sparks 1.0 had too many people and too much enthusiasm, why not take that to a place that could benefit from it?

We'll need funding: Grants and philanthropic funds for early-stage

BRIGHT SPARKS 2.0: WELCOME TO TINKER TOWN

Appendix 1: Lessons from Bright Sparks

social enterprises are difficult to come by, and major funding for environmental social enterprises even moreso. (I could write a whole article just on this topic.) Crowdfunding can be fantastic but would likely raise only a fraction of what we would need to start up again.

If you'd like to make a donation to Bright Sparks (we're a registered charity), you can do so here. If you work for a company that might be interested in partnering with Bright Sparks, get in touch!

Get involved: We get many lovely offers for help; what's most useful is someone with a specific skillset and initiative who rolls up his or her sleeves and gets started. This could be as simple as keeping an eye out for spaces and major funding opportunities. Or maybe you'd like to analyse all the amazing, comprehensive data we collected. If your particular super power is business development or fundraising, I'd encourage you to apply for a position on our board. Contact me if you'd like to know more and have an idea for how you might contribute.

Create less e-waste: If your appliances are broken, get them repaired.

Buy only what you need and the best you can afford. Do your research first, via Choice if you're in Australia, Consumer Reports if you're in the United States and Which? if you're in the United Kingdom.

Buy second-hand appliances if you can. You'll save energy and resources and avoid all the excess packaging that comes with new ones (cardboard, plastic, foam, twist ties, etc.).

Choose metal appliances over plastic ones. Metal is more recyclable; plastic covers often contain toxic flame retardants and the plastic can only be downcycled in the best-case scenario.

Fight the temptation to upgrade your electrical and electronic devices for as long as possible. Postponing software upgrades for your mobile phone can save battery life, too.

Don't buy electrical appliances as gifts, unless you're certain they'll be loved and used.

And take good care of the stuff you already own! Regular cleaning can add years to the life of an appliance and can save energy, too, because your appliance doesn't have to work so hard to do its job. Descale your kettle, steam-clean your microwave, and empty your toaster's crumb tray every once in awhile. (Thanks!)

UPDATE

It's been three years since I wrote this story. Bright Sparks is officially over (the company has been deregistered) and Tinker Town is off the cards. It's a whole other story I'd love to tell one day, but I want to give it the time and attention it deserves.

My focus now is clothing and textile repairs; I teach a popular clothes-mending course in Melbourne and I've written and photographed a book called Modern Mending. To learn more, visit erinlewisfitzgerald.com and modernmending.com.



Erin Lewis-Fitzgerald

Appendix 2: Lessons from Industry (survey responses and conversations)

The table below captures all advice provided through the survey and conversations with people already involved in the repair, reuse and borrowing industry. Note that the responses are verbatim and have not been edited. A summary of insights is provided in the Insights from existing initiatives section of this report (page 13).

NAME, TYPE & OFFERING	GOODS AND SERVICES COVERED	THE SERVICE	ADVICE FOR BAYSIDE
<u>The Reconnect Project</u> Charity - Repair service - Reuse service	- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.	The Reconnect Project is a charity that provides refurbished mobile devices (phones, tablets, laptops) to people in disadvantaged situations. We take in donations of unwanted devices, repair/refurbish them, and then distribute via Caseworkers at social service agencies including women's refuges, homelessness agencies, at-risk youth outreach programs and refugee support groups. We also operate a small retail repair shopfront - providing repair services to the general public on mobile devices, electronics and electrical items - which helps us generate the income for our charitable purpose.	I have worked in the repair/reuse/recycling sector for 20 years, including working with Councils, businesses and charities on establishing recycling and reuse schemes. The biggest piece of advice I have is to make whatever reuse service you're providing simple and accessible for local residents to use. You'll mostly get people who are already 'converted' to the reuse way of thinking, so in order to attract a wider audience you need to make it really straight forward. A presence on a high street is great, as is extended hours trading. If people have to go out of their way to use the service, you'll only ever keep the 'converted' folks engaged.
<u>An individual who reuses items amongst neighbours</u> Individual - Reuse service	- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. - Clothing/textiles - Crockery and other kitchen/dining equipment - Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc - Bicycles and other sporting/recreational equipment		
<u>Darebin Hard Rubbish Heroes</u> Community Group - Reuse service	- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. - Clothing/textiles - Toys including electric, stuffed, wooden, etc. - Crockery and other kitchen/dining equipment - Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc - Bicycles and other sporting/recreational equipment - Tools - All preloved home and garden items can be offered for rehoming on our Facebook group page.	We provide a Facebook group page for members to offer and request pre-loved household items with no request or expectation of payment or trade. During the Darebin area-wide hard rubbish street collection we photograph and film items put out with the purpose of informing members of items available to be rescued. We collaborate with Darebin Council, local material aid charities and our local repair cafe.	Hard to know where to start with advice – would depend on what aspects of our activities are relevant to Bayside. Happy to discuss any aspect of what we do.

Appendix 2: Lessons from Industry (survey responses and conversations)

NAME, TYPE & OFFERING	GOODS AND SERVICES COVERED	THE SERVICE	ADVICE FOR BAYSIDE
<u>St Vincents Opportunity Shops</u> Not for Profit – Reuse service	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. – Clothing/textiles – Toys including electric, stuffed, wooden, etc. – Crockery and other kitchen/dining equipment – Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc. – Books, personal items such as jewellery, bedding etc.	Donated items are sorted, waste removed and remaining goods made ready for sale. Money raised supports social housing for disadvantaged people.	There is considerable waste generated as people dispose of unwanted goods, on the other hand people are very generous with donated goods. This provides opportunities for reuse of goods e.g. metals, paper, rags, but exposes gaps where materials have to go to the tip.
<u>An individual offers used goods for free on local community pages</u> Individual – Reuse service	– Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.	I offer used goods for free on local community pages. If friends have things they want to throw away I put them up for free to save them going to landfill. Empty plastic plant pots should be reused as no one seems to be recycling them anymore but home gardeners could use them.	It would be great if Bayside could have a recycle shed for this purpose. At the moment there is so much useful furniture on the curbs waiting for hard rubbish collection.
<u>Gold Coast Tool Library</u> Not for Profit – Repair service – Reuse service – Borrowing service	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. – Clothing/textiles – Toys including electric, stuffed, wooden, etc. – Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc. – Bicycles and other sporting/recreational equipment – Tools	Gold Coast Tool Library is a Library of Things operating since Jan 2021 on the Gold Coast. We have also run a small number of Repair Cafe events since October 2020 (in between Covid restrictions) www.toollibrary.org.au	Having spoken with many tool libraries and repair cafes around the country and internationally, one of the biggest challenges we all face is getting access to a suitable space to operate from at a no cost or peppercorn lease. To see a Council actively supporting such community initiatives is refreshing and rather rare. You need more volunteers than you think you will. Getting all your operational procedures, risk assessments and training documentation takes 10 times longer than you expect. Many tool libraries have had challenges obtaining insurance during this hardening insurance market. Feedback from Underwriters was that they were wary of the second hand and often repaired items being loaned by the public. The electrical repair station at your Repair Cafe will be the busiest station. The more Sparky's you have in your volunteer pool the better.

Appendix 2: Lessons from Industry (survey responses and conversations)

NAME, TYPE & OFFERING	GOODS AND SERVICES COVERED	THE SERVICE	ADVICE FOR BAYSIDE
<u>Mend It, Australia</u> A Legacy Project in Retirement – Repair service Note: a Zoom interview was also conducted with Mend It Australia as part of the research for this report	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. – Clothing/textiles – Toys including electric, stuffed, wooden, etc. – Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc – Tools – small engines i.e. chainsaws, motor mowers watches and clocks	Check out Mend It, Australia on Facebook. Or on instagram @menditaussie. Mend It also undertakes test and tag of electrical appliances, if group has a PAT machine	1. Attend a few community repair events to get a feel for how different community repair events run. You can pay to join the repair cafe movement. Otherwise some groups go it alone. https://www.google.com.au/maps/d/edit?mid=1lyU0wfhA-9zSp_9rTBfFqXP0MRzmtrDs&ll=-28.248995079274827%2C134.62882150000002&z=5 2. Apply for grants from Sustainability Victoria to employ a project officer to manage volunteers and events. If volunteers travel a distance from outside of the local area consider petrol vouchers in budget to cover fuel expenses. Refer Mernda Repair Cafe for details of it recent grant of \$45,000 + 3. Hold events in neighbourhood houses or venues covered by VMIA insurance [broad coverage insurance offered by the VIC govt]. Consider providing free of charge venues as volunteers are providing a free service. Goodwill gestures go a long way to keeping volunteers. Provide refreshments for volunteers. 4. Limit Council bureaucracy and red tape and encourage community to lead the events. Why? Volunteers are not paid employees of Council and many who are retired do not want to feel like they are back at work under the directions of a boss. [blunt but food for thought when recruiting volunteers] 5. Any questions or clarification we have offered to Zoom for 45 minutes as negotiated. Mend It is really pleased to see a Council interested in reuse, repair and sharing. Whilst we are mainly repair focused we have some knowledge of other activities so happy to answer questions on a Zoom call.
<u>Adelaide Bike Kitchen</u> Not for Profit – Repair service – Reuse service	– Bicycles and other sporting/recreational equipment	We operate a community bike repair workshop where anyone can bring in a bike and learn how to fix it themselves with support from volunteer mechanics and use of our tools. We have a large collection of bikes and parts, all of which are donated to us, for reuse in the fixing of peoples bikes	We are happy to pass on advice about what has worked for us in attracting consistent volunteers and donations from our community. We are happy to offer advice on any part of our organisation that might be useful to you!

Appendix 2: Lessons from Industry (survey responses and conversations)

NAME, TYPE & OFFERING	GOODS AND SERVICES COVERED	THE SERVICE	ADVICE FOR BAYSIDE
<u>Brunswick Tool Library</u> Community Group – Borrowing Note: a phone interview was also conducted with the Brunswick Tool Library as part of the research for this report	– Tools	Tool library and workshops Offer free or low-cost workshops for volunteers and also membership discounts to help up-skill library users. \$85 a year regular, \$50 concession. (toy libraries charge \$100 per year but they have a higher usage rate at the toy library). 450 members. Open 3-4 times a week.	Space is a huge issue for us. Currently we have an underground space which doesn't work well with covid. Need a really well-ventilated space for workshops. Don't currently have that. Need drive in access too. Temp street parking. Little trollies to help carry things back when people don't have cars. Open to sharing their model and resources with other community groups if someone in Bayside wanted to start it up. Would need some mentorship funding to facilitate this as Brunswick Tool library is 100% volunteer run. Want to develop a program, maybe in partnership with SV to upskill across other municipalities. Location is the biggest barrier. Brisbane co-location with the library and has one of the biggest and most successful at the moment. Stocked library through donations – tool drive in 2013. The people who started it put their own tools in. Jolene Hess started it up. Better borrowing systems have been set up because we've had some strong tech and management volunteers join the committee. This had made a huge difference. 3 heavy roles: volunteer coordination, tool room coordinator, media/marketing and partnerships. We're all doing a bit of the marketing now. 2 paid contractor roles for 10 hr a week was tested but this stopped due to COVID. Really need to fund some positions. But there can be strangeness between volunteer hours and contractor roles, there is cross over. Retention is an issue. The hours were paid through membership fees. We also got an operational grant from Council which has been amazingly useful. Ideally you need a dedicated OHS role. Need funds or volunteers that can fix the tools. Maintenance days are very male dominated, which is a problem. But it's only retired men that have time (women tradies are younger generation and don't have time to volunteer).

Continued over page

Appendix 2: Lessons from Industry (survey responses and conversations)

NAME, TYPE & OFFERING	GOODS AND SERVICES COVERED	THE SERVICE	ADVICE FOR BAYSIDE
<u>Brunswick Tool Library</u> (continued)			Visibility of people from different backgrounds is essential. Queer people have joined the library because we've made them welcome. Have partnered with trans Victoria to run workshops (basic car maintenance). Lots of partnership opportunities. Important to have the diversity you want to attract in your customers within the board/core volunteer group. You need a workshops space to maintain the tools. We looking into creating a maker space as part of the tool library. It was cost prohibitive - \$30,000 plus to invest in the right machinery. We get asked to build things for people and organisations. That might be role more for the men's shed. Potential to share tools because people still donate to the tool library and they get too many tools. "I'm still learning" by Amanda Gazette runs amazing workshops Makers community Inc. partnership with Tool Library and they are looking for space. Their current workshop is closing and they need a 3 year lease but would be open to shorter term leases. They also looking for workshop space to host events. I'm still learning, the tool library and the Makers Community Inc. are looking at a partnership so that they can afford space. \$85 a year regular, \$50 concession. (toy libraries charge \$100 per year but they have a higher usage rate at the toy library). 450 members. Open 3-4 times a week. Library software costs increase with the number of tools and the borrowers. We need volunteer management software too. But we need to make the jobs sustainable. At the moment we use Slack as the key repository for information for volunteers, My Turn – library software and Mailer light is the e-mail system. Training volunteers is very difficult. We don't have a good system for training.

Appendix 3: Full responses of service offerings from survey and conversations

The table below captures all information about existing or theoretical service offerings that could be applied in Bayside. Note that the responses are verbatim and have not been edited. A summary of results is included in 'Bayside waste and the circular economy context' section of this report (page 4).

	NAME, TYPE AND OFFERING	ITEMS COVERED AND SKILLS AVAILABLE	SERVICE DESCRIPTION	CUSTOMER TRAINING AND CO-BENEFITS	RESOURCES NEEDED, PARTNERSHIPS AND COMMENTS
MELBOURNE	<u>Fixable Pty Ltd</u> Social enterprise – Repair service – Reuse service – Borrowing service	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. – Clothing/textiles – Toys including electric, stuffed, wooden, etc. – Crockery and other kitchen/dining equipment – Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc. – Bicycles and other sporting/recreational equipment – Tools – Idea is for anything that can be thrown away (so not vehicles or machinery) Skills: No, not yet	My social enterprise is called Fixable, which is an online, community-based platform for all things repair and reuse. Fixable is in the process of rolling out a pilot program in Moonee Valley, supported by a grant from Sustainability Victoria. Fixable connects people who are great at fixing things - both professionals and skilled hobbyists - with others who need things fixed by way of a peer-to-peer and business-to-consumer/organisation marketplace. As THE place to go for repair and reuse, Fixable is a discovery platform for existing repair businesses, and a way for clever people in every neighbourhood who are great at fixing things but don't do it as a job, to earn supplemental income by helping people and organisations in their community. Fixable also enables users to sell, hire out, lend and give away anything repair-related, including spare parts, 3D-printed parts, finishes and fastenings, even upcycled or repaired or repurposed items. As an online platform, Fixable is versatile enough to be used how users want to use it. This way, Fixable can give a second life to things that would otherwise end up in landfill or, at best, recycling. Even unfixable items can be sold or given away for use as parts or upcycling. Fixable Pty Ltd, my social enterprise, would manage the platform, manage the community itself, conduct marketing and promotion, community outreach and engagement activities. Fixable can be operated solely for Bayside or in conjunction with other council areas as well. Location: As a peer-to-peer (or B2C, B2B) platform, activities can take place in users' houses or businesses, tool libraries, mens' sheds, other community areas. Basically wherever is convenient for users. Accessibility and opening hrs: 24/7 as it is online. Customer fees: Yes	Training: Fixable will facilitate both online and in-person classes and training run by other users of the platform and professionals. These could be either paid or free classes. Co-benefits: Absolutely. Research (eg by Katherine Wilson, author of Tinkering) has shown that many people with repair skills are from older generations, CALD backgrounds, as well as industries that are at risk of automation. Fixable is a wonderful way for these people to share skills and knowledge across generational, cultural and social lines. Furthermore, earning supplemental income and being useful in one's community is a great way to develop and sense of purpose and agency. Fixable will also retain money in the local economy through the service industry.	Resources: Financial support. Access to council's media and social media channels to help spread the word. Access to council venues for facilitation of activations and classes. Stalls at any local events and festivals to host repair sessions. Interested in partnerships: Yes Comments: Fixable is a start-up so we are at the beginning of our learning curve. Because of that, we are flexible regarding the possibilities and open to discussion on how any partnership could work. I've had a brief chat with Faina Levin from the council about Fixable, and would really love to have a longer conversation.
	<u>Repair cafe St Kilda at the eco centre</u> – Repair service – Reuse service	– Clothing/textiles Skills: Yes, in Melbourne	A once a month service! Or that what I'm doing now! Customer fees: Yes	Training: That would be good! Co-benefits: Education of the community!	Resources: You would need a coordinator with experience! Interested in partnerships: No
	<u>Buy Nothing New Month and The New Joneses</u>	N/A	Campaign to encourage consumers to shop thoughtfully and prioritise second hand and sustainable products	-	Interested in partnerships with Council on communications campaigns and consumer education events
	<u>Modern Mending</u>	– Clothing/textiles Skills: Yes, in Melbourne	Erin Fitzgerald (previously Bright Sparks) delivers workshops teaching people how to mend their clothes. She had written a book called Modern Mending . Currently on maternity leave until late 2022.	Customer training is the focus on this offering	-
	<u>Brunswick Tool Library</u>	N/A	Available to mentor other tool libraries that are starting up.	-	Require fee for mentoring services

Appendix 3: Full responses of service offerings from survey and conversations

	NAME, TYPE AND OFFERING	ITEMS COVERED AND SKILLS AVAILABLE	SERVICE DESCRIPTION	CUSTOMER TRAINING AND CO-BENEFITS	RESOURCES NEEDED, PARTNERSHIPS AND COMMENTS
BAYSIDE	<u>BHARG Bayside U3A, Hlghett Seniors</u> Community groups Repair service	- Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc. - Toys including electric, stuffed, wooden, etc. - Crockery and other kitchen/dining equipment - Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc. - Bicycles and other sporting/recreational equipment - Tools Skills: No, not yet	I'm suggesting Bayside have a facility similar to that covered in the UK TV series "The Repair Shop" with craftsmen and women offering their services to train willing members of older (Senior/U3A) and younger community groups to work on specific repair projects (these would be via a course structure), with items repairs on commission or for sale and re-use to more specified market segments. --> two aspects --> the repair and training and then the merchandising of goods directly or through opportunity shops and antique dealers --I envisage a network of inter-related bodies all committed to saving existing items and discouraging new consumption. People interested might be Seniors Clubs, the U3A, Mens Shed etc. for starters. Location: Bayside Council can provide space for a workshop and for storage of items and a various retail outlets supplied in and out of City. Accessibility and opening hours: It could operate full time, dependent on number of volunteers recruited for each stage. Customer fees: Yes. NOT pay for the repairing if the items are donated and serviced by people being trained; the craftsmen are seen as donating their time to allow their crafts to carry on with others and younger generations, but their may be exceptions; items should be re-sold, but obviously there would need to be discrimination in choosing which items to be repaired /saved/have another life. The centre is seen as self-supporting over time. If the repair centre fixes an item on commission then the consumer would pay directly for the service.	Training: Absolutely --that's half of the equation. I see it as a commercial, exponential extension of Men's-Shed and craft circles, with the emphasis on preserving skills and crafts much like the Japanese do with their National Living Treasures --> we might just find some. WE need to preserve skills, cut down the consumption mentality, reduce wastage, stop buying cheap disposable rubbish from China and Ikea, and become more thrifty and mindful as a society. Many of us would like to keep things going but lack the skills. Co-benefits: yes, it fits in nicely with connections such as the Bayside U3A, Seniors groups, Mens shed and other community groups.	Resources: The best way is via an existing organization which has some commonality of purpose --training., social contact and fostering communications, coupled with marketing nous and PR. Need physical space for working, equipment for specialized repairs and sophisticated action, space for storage, classroom or similar, clear mandates and support from the Council Partnerships: Maybe. Need a consistent overview and vision, plus a step by step approach over short/medium and longer term; would need compatible bed-fellows and not be held hostage to one or another woke view, which might skew the project . There are too many virtue-signallers out there --and it's easy to be left high and dry!
	<u>Friends of Beaumaris Reserve</u> A community group	Skills: No, not yet	Nil		
	<u>Bayside Library Service</u> Repair service Borrowing service	Clothing/textiles Skills: Yes, in Bayside	Clothing repair (buttons, hems, etc.) Location: Sandringham Library Customer fees: No	Yes, we have library staff and partnerships with volunteers	Resources: No new resources needed Interested in partnerships: Yes. The library is happy to provide the space for other groups to use.

Appendix 3: Full responses of service offerings from survey and conversations

	NAME, TYPE AND OFFERING	ITEMS COVERED AND SKILLS AVAILABLE	SERVICE DESCRIPTION	CUSTOMER TRAINING AND CO-BENEFITS	RESOURCES NEEDED, PARTNERSHIPS AND COMMENTS
BAYSIDE	Bayside Men's Shed Group Inc.	– Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.	Bayside men's Shed currently repair (suitable) items of indoor/outdoor wooded furniture for nearby residents or not-for-profit organisations.	Training: No	Resources: Main challenges we see are:- 1. Collection / transport of items . 2. Storage:- prior to work commencing; during restoration; after completion. 3. Distribution to new owners in need
	A community group Repair service	Skills: Yes, in Bayside	Location: we are located in Beaumaris. Typical clients are in bayside or close by but sometimes further away. The object needing repair must be delivered and picked up from our premises Accessibility and opening hours: Our Shed is open Monday to Friday (except public holidays) as listed on our website. Customer fees: Yes. Our current repair work is done “at-cost of materials” basis. We provide an estimate , which is agreed to by client prior to work commencing. If client wishes, they may make a donation to the Shed on completion. Additional comment: Driving through Cheltenham recently I couldn't help noticing the hard rubbish on nature strips (Kingston Council area) including several home office desks, cabinets and drawer units in apparently reasonable condition. It seemed a great pity that these and other usable “rubbish” items were destined for the tip. It may be that there is no demand for not-needed but usable furniture around Bayside and Kingston. However, it seems likely to me that some not-so-well-off residents of other areas would find some of this stuff very handy, particularly if it is free or very cheap. This made me think that a Repair/Reuse service focussed exclusively in Bayside and nearby suburbs might not work as well as such a service that addressed the potential demand for recycled household furniture and goods in areas of Melbourne that are not so economically blessed. A network of Repair/Reuse services spread around Melbourne that addresses the imbalances in supply and demand (for recycled household goods) might be very useful. There would be no benefit in repairing salvaged furniture/goods in Bayside/Kingston if there is no local demand for the repaired product and no way of knowing if and where it might be in demand elsewhere in Melbourne, and no way of storing and distributing the product to areas of demand. (Sounds like a marketing case study.) The main point of these thoughts is that I think a Repair/Reuse service focussed in a single Council area like Bayside is likely to have very limited potential; I think it would need a Melbourne-wide supply, demand, storage and distribution network as outlined.		Interested in partnerships: Yes, depending on the complexity
	Highett Neighbourhood House	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.	We would love to offer a monthly Repair Cafe - perhaps it could be in conjunction with Men's Shed, or a Bicycle Repair such as the one in Port Melbourne. Would be held when Rotary Market is on at Hampton for greater exposure. We also currently have goods for hire / borrowing including crockery and equipment as part of Zero Net Waste.	Training: Yes. Men's Shed - whatever specialty was needed e.g. carpentry, electronics	Resources: Volunteers - Bayside Council, our own Maybe storage
	A community group Repair service	– Crockery and other kitchen/dining equipment	Location: 14 Willis St Hampton 2 Livingston St Highett Bayside Brighton Men's Shed - Dendy Park	Co-benefits: Community engagement and connection Upskilling Pathway referrals to other services	Interested in partnerships: Yes
	Borrowing service	– Small pieces furniture e.g., chairs, bedside tables, coffee tables, etc.	Accessibility and opening hours: Repair Cafe - Monthly or if popular weekly/ fortnightly Borrowing - 5 days a week		
		– Bicycles and other sporting/ recreational equipment	Customer fees: Yes. Repair Cafe - depends on quality of volunteers Borrowing Box - yes as you will have to fund staff time to co-ordinate and also replace broken/damaged items		
		Tools			
		Skills: No, not yet			
A note from a Bayside volunteer: I don't know how I got onto your mailing list. Although I repair and repurpose things for myself I would not be confident in doing it for others. Rather than send things to Landfill I do dispose of things on the Freebies page of Gumtree. Maybe a site where people could give away their unwanted items would be something else to look at.					

Appendix 3: Full responses of service offerings from survey and conversations

	NAME, TYPE AND OFFERING	ITEMS COVERED AND SKILLS AVAILABLE	SERVICE DESCRIPTION	CUSTOMER TRAINING AND CO-BENEFITS	RESOURCES NEEDED, PARTNERSHIPS AND COMMENTS
MELBOURNE	Bin Chickens	– Small e-waste items including phones, laptops, kitchen appliances, gaming devices, etc.	My friend has been repairing small e-waste items for years. I have experience running co-share workspaces in the arts sector. Another friend is an industrial designer. We have discussed the idea of starting a maker space/co-share workspace for industrial designers and craftspeople that would also offer repair services. We have made approaches to Kingston CC and Glen Eira CC regarding a possible space but put the project on the back-burner when Covid happened.	-	-
	Informal community group	– Jewellery, small metal objects.			
	– Repair service				
	DonateDirect	– Furniture, kitchen items, linen, electrical items, clothing, musical instruments, white goods, unopened toiletries	A not-for-profit charity initiative that helps people donate their quality used items to disadvantaged individuals.	-	Need funds to update their website so that transactions can happen in real-time and users can get a better buzz from their generous donations.
	– Reuse service	Skills: N/A	Would like to work with Council to redirect hard rubbish. Could be listed on Council's hard waste page. Over time, could receive automated notifications through Council's IT systems to pick up and divert hard waste.		
	Note: a phone interview was also conducted with Donations Direct				Comments: Transportation and delivery of items is their biggest challenge. Currently partner with other NFPs for transport but ultimately aim to get their own transport.

Appendix 4: Existing Service Case Studies

Australia-wide

● = Repair ● = Reuse ● = Borrowing

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Buy Nothing New	Buy Nothing New Month is the global movement for collective, conscientious consumption. It's a one month challenge to buy nothing new (with the exception of essentials like food, hygiene and medicines).	Repair	- n/a - Consumer education campaign
Garage Sale Trail	Garage Sale Trail is Australia's festival of pre-loved stuff. It happens online and, where restrictions allow, in the community too. The festival is dedicated to helping you extend the life of your stuff and find the ultimate pre-loved gem.	Reuse	- Various
Mend It Australia	Mend It Australia is two retirees with repair and mending skills. They volunteer their time and skills with interested communities	Repair	- Various
Repair Cafes Australia	Repair Café Australia is the community of local groups in Australia organising their own Repair Café meetings.	Repair	- Various
Salvation Army Collection Service	The Salvation Army Collection service is a component of the 'Salvos Stores' that enables collection of items for donation for re-sale. With 100% of the profits from purchases and donations helping fund The Salvation Army programs that transform lives for the better.	Reuse	- Various

Queensland

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Doll and Teddy Hospital	The Doll & Teddy Hospital has been repairing dolls, teddy bears, soft toys, rocking horses, statues, prams and more since 1935. Based in Brisbane, the business has repaired over 40,000 items.	Repair	- n/a - Provides repairs for dolls and teddy bears
Gold Coast Tool Library	The GCTL is a not-for-profit Incorporated Association operated by a passionate and friendly bunch of volunteers. In addition to tools, they also provide a wide variety of household items.	Borrowing	- Tools - Household items
Handle with Care	Handled With Care (HwC) is a Brisbane-based project supporting focussing on creating a platform where research, discussion and information are easily accessible and visible. The development of projects, workshops, community programmes and academic collaborations are currently in motion.	Repair	- n/a - Provides access to information regarding sustainable businesses, and workshops
Reverse Garbage QLD	Reverse Garbage Queensland collects industrial discards from businesses around Brisbane diverting them away from landfill and making them available at low cost to the community. They run environmental education workshops in schools, festivals, and community groups and at our urban environmental education facility located in our warehouse.	Reuse	- Fabric, textiles, glass, ceramics, metal, paper, plastic, rubber and foam, timber, and much more
The Worlds Biggest Garage Sale	As a for-profit social enterprise, the World's Biggest Garage Sale team focuses on driving profit for a purpose. They provide an online store and events to the community about alternate ways to source and purchase high-quality products at prices that are affordable, paving the way for thousands of Australians to save money, time and the planet.	Reuse	- Various

Note: A full copy of the case study research can be found [HERE](#).

Appendix 4: Existing Service Case Studies

Victoria

● = Repair ● = Reuse ● = Borrowing

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Around Again	AroundAgain is a social enterprise in Mildura with a focus on reducing the amount of waste to landfill and providing opportunities for individuals living with a disability, or who are disadvantaged, to gain and maintain employment.	Repair	– Various
B2C Community IT Recyclers	B2C Community IT Recyclers (Cheltenham) is a 'social enterprise' of The WERX Foundation Inc., a non-for-profit charity that is focussed on the recycling and refurbishment of donated, discarded or unwanted IT goods, and their re-marketing and re-deployment through its IT projects into communities in need.	Reuse	– Computers and IT equipment
Bicycles for Humanity	Bicycles For Humanity Melbourne is a completely volunteer run, grass roots registered charity organisation focused on the alleviation of poverty through sustainable transport in the form of a bicycle.	Reuse	– Adult bicycles
Bright Sparks	Bright Sparks was a Melbourne-based not-for-profit social enterprise and a registered charity that repaired small appliances. Bright Sparks is currently closed and in the process of designing Bright Sparks 2.0. The founder Erin Lewis-Fitzgerald has published an article on lessons learnt from the service HERE .	Repair	– Small appliances
Brunswick Tool Library	BTL is a volunteer-led initiative in Brunswick, Melbourne that provides the tools and education needed to repair and care for your home and belongings.	Borrowing	– n/a - Supplies tools for people to borrow
Darebin Hard Rubbish Heroes	This not-for-profit community group supports reuse, repair, recycling, repurposing, and refurbishing of pre-loved household items through education and events.	Repair	– Household Items
Darebin Resource Recovery Centre	The shop associated with the Darebin Resource and Recovery Centre accepts good condition furniture, timber, building material, clothes, toys, games, tools, household fixtures and furnishings, collectables, books, CDS, DVDs and plants.	Reuse	– Various
Donate Direct	DonateDirect is a not-for-profit charity initiative that helps people donate their quality used items to disadvantaged individuals, directly to those that need them.	Reuse	– Various
Flash Drive	Flash Drive Beyond the Classroom Inc. is a non-profit registered charity that empowers individuals through a range of programs and services designed to help the Ballarat community access, and learn about technology. They also offer high-quality refurbished computers (and repair and support) at affordable rates for people who might not normally be able to buy or pay for this type of equipment or services.	Repair	– n/a - Support on how to rebuild and repair computers
Kensington Repair Hub	The Kensington Repair Hub is a developing service from the Kensington Community Network (KCN). The vision for the Repair Hub is a physical space that offers a workplace for residents to undertake their own repairs and informal opportunities to learn repair skills in addition to a traditional repair service where people can drop off goods for repair.	Repair	– Various
Kids off the Kerb	Kids Off The Kerb collects the items from households and businesses, creating education and employment pathways for young kids. The refurbished items are used for second hand sales, broken down for spare parts, or recycled through the scrap metal process, meaning there is zero landfill. Proceeds from sales go back into the program.	Reuse	– White goods
Kitchen Library – Cultivating Community	Carlton Kitchen Library provides a space for unwanted appliances to find new life, stocks reusable plates, cups and cutlery to support zero waste events and promotes borrowing.	Borrowing	– Various kitchen items
Melbourne Repair Café (Inner West)	Melbourne Repair Cafe (Inner West) runs repair sessions in the inner western suburbs of Melbourne.	Repair	– Various

Appendix 4: Existing Service Case Studies

Victoria

● = Repair ● = Reuse ● = Borrowing

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Melbourne Toy Library	The Melbourne Toy Library (Kensington and Carlton) is a not-for-profit community organisation, run by a committee made up of volunteer members who manage, set the rules of operation and resolve the day-to-day running issues.		– Toys
Quick Electronic Service	Specialist in repairs and installations of all TV's, including Plasma, LCD, LED, Projectors, Videos, Digital Set Top Boxs, Surround Sound Systems, Amplifiers, Home Theaters, DVD players/ Recorders/ HDD Recorders, Computers/ PC's/ Laptops (Hardware/ Software, Virus's, Spyware, Trojans, etc.		– Electrical appliances
Returnr	Returnr marketplace is a single place where customers can access products and an idea that reusing can be as convenient as single use while at the same time making the user experience better that & are committed to creating new & improving our products. Returnr also partner with cafés and workplaces to offer returnable and reuseable containers.		– n/a - Reduces waste associated with packaging
Revival Projects	Revival is a Sustainable Building Practice, offering a complete solution: starting by salvaging all our own recycled materials, we are licensed structural engineers (design & certification), we are registered builders (commercial & domestic) and we operate a 100% sustainable joinery & furniture manufacture facility - a zero-footprint workshop, the only one of its kind in Australia.		– Building materials (specifically timber)
St Kilda Repair Café	Volunteer fixers and menders offer their time and skills to help make possible repairs free of charge. People visiting the Repair Cafe bring broken or damaged items.		– Various
The Bike Shed (CERES)	The BikeShed recycles and resells bicycles for purchase, AND provides a space for the community to work-on, and upcycle used parts, for the own bikes.		– Bicycles (steel, rubber, etc.)
Welcome Wagon	Welcome Wagon is a volunteer run not-for-profit dedicated to providing material aid and support to asylum seekers in Melbourne's west. They provide over 500 households of asylum seekers from over 30 different countries, good quality donated items such as furniture, bedding, clothing, children's toys, appliances and kitchenware.		– Various

Western Australia

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Dismantle	Dismantle enables and empowers vulnerable young people to live their life in a self-directed way. The primary service, BikeRescue, uses bicycle mechanic activities and mentors to help young people develop social skills, build confidence and connect to educational and vocational opportunities.		– Bicycles (steel, rubber, etc.)

Australian Capital Territory

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Community Tool Box	Community Toolbox Canberra will be the first tool and equipment library in the ACT. For about the cost of one tool per year, you'll be able to borrow all sorts of tools and equipment for your DIY, craft, gardening, home and outdoor needs.		– Tools – Other household items

Appendix 4: Existing Service Case Studies

New South Wales

● = Repair ● = Reuse ● = Borrowing

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Bower Reuse and Repair Centre	The Bower is an award-winning environmental charity and a champion of reuse and repair. Their range of services and programs are all based on the ethos of reuse and repair – with agreements with over 21 Sydney metropolitan councils to collect unwanted household goods and re-home them. Nearly 2.7 million residents in Sydney now have access to this free service.	Repair	– Various
Circular Centre	The Circular Centre is a solutions based inter-industry company, geared to facilitate circular initiatives, based in Petersham, Sydney. They create, showcase and foster collaboration through the lens of a circular economy to create and offer circular products and services including design, fashion, textiles and textile waste.	Reuse	– Textiles (min) 120 kg
Ipulse Phone Repair	Ipulse supplies quality parts and accessories to the mobile device repair industry in NSW. They offer comprehensive training courses and provide repairers with a B2B in-house third-party repair service.	Repair	– Mobile phones, tablet and other devices
Mullum Cares	Mullum Cares Incorporated (Northern Rivers, NSW) is a Not for Profit organisation that inspires and enables consumer demand for conservation. In addition to their conscious camping and sustainable events projects, the groups runs Salvage Culture focussed on repairing, mending and reusing, and Library of Stuff which offers everything from tools and books, to catering and sporting equipment.	Repair, Reuse, Borrowing	– Various
Reverse Garbage	Reverse Garbage is a Sydney-based group that collects around 35,000 cubic metres of items that would otherwise end up in landfill and make them available for sale. They also host workshops with community members and educational programs for schools across a range of ages, abilities and needs.	Reuse	– Various
The Connect Project	The reconnect project is a repair shop with skilled technicians specialise in repairing mobile phones, tablets, laptops and electronic appliances. They provide refurbished devices to people in need.	Repair	– Mobiles, tablets and laptops

South Australia

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Adelaide Bike Kitchen	Adelaide Bike Kitchen is a volunteer-run community bicycle collective which aims to help people find confidence to ride their bikes by supporting them in simple bicycle mechanics. We have a ‘hands off’ approach to teaching to support your learning meaning you fix your own bike and gain valuable skills as you go.	Repair	– Bicycles (steel, rubber, etc.)

International

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
Bicester Green	Bicester Green is a Centre for skills, sustainability and second hand stuff based in the UK. They operate by intercepting items that are destined for landfill and use them as catalyst for learning in our workshops.	Repair	– Bicycles, garden tools and laptops/ devices
Edinburgh Remakery	The Edinburgh Remakery (Scotland) is an award-winning environmental social enterprise committed to diverting waste from landfill, building a stronger community, and promoting a culture of repair and reuse. They repair, refurbish and recycle what others send to landfill, and we pass these repair skills onto others within the Edinburgh community through education.	Reuse	– IT and electronics
Fair Phone	Fair Phone is a sustainable smartphone manufacturer based in the Netherlands, with modular, replaceable components and a 10/10 Fixit score.	Repair	– n/a - Is a product

Appendix 4: Existing Service Case Studies

International

● = Repair ● = Reuse ● = Borrowing

NAME	DESCRIPTION	SERVICE TYPE	WASTE STREAMS
iFixIT	iFixit is a wiki-based site located in the United States that teaches people how to fix almost anything. The website empowers individuals to share their technical knowledge with the rest of the world.		– n/a - Repair manuals for: computers, phones, cars, game consoles, and cameras
Make Works	Make Works is a global library (based in Europe) for local manufacturing, where you can search by material, process or by factory name to find someone to help you bring your ideas to life. They host and verify manufacturers, fabricators and factories of all shapes and sizes through recommendations from people like you, and through our teams on the ground.		– n/a - Advocacy and networking – connecting people and local manufacturing
Necessary Traditions	The Necessary Traditions festival (NZ) celebrates the relevance of resourceful craft and other necessary practices. They aim to strengthen the livelihood, network and legacy of those skilled people who uphold necessary traditions.		– Various
Perth Pee-WEEE centre	The Waste Electrical and Electronic Equipment Centre based at Perth College (UK) repairs, reuses and recycles IT and office equipment and mobile phones.		– Computers, phones and other IT equipment
R:volve Clothing	R:volve Recycle is a unique project managed by LEAP, a charity that works to enhance the lives of older people across Scotland through volunteering, learning, socialising and befriending. R:volve's goal is to reduce clothing consumption, cut-down carbon emissions and decrease landfill waste by offering a range of services based on the stories, skills and experiences of older people which prolong the life of clothes.		– Clothing
Restarters	Restarters is a global community of people who make local repair events happen and campaign for the right to repair.		– n/a - Repair support for various electronics
Share Frome	SHARE:Frome (UK) is a Library of Things. Like a normal library, you can sign up as a member and borrow items you need. They have a large variety of items, from power tools to sporting equipment.		– Tools, camping, crafts. Furniture, clothing, etc.
The Empty Shop	An empty retail store in Brazil, where visitors can drop off clothes (as opposed to taking them). Each night the shop is emptied for the next day, and styled on mannequins. Model has potential to be shared to other shopping centres		– Clothing
The Restart Project	The Restart Project (UK) is a people-powered social enterprise that aims to fix our relationship with electronics. They run regular Restart Parties where people teach each other how to repair their broken and slow devices – from tablets to toasters, from iPhones to headphones. They also work with schools and organisations to help them value and use electronics for longer.		– n/a - Repair support for various electronics
Thingery	The Thingery Inc. is the parent organization of neighbourhood Thingery branches (Canada) and is focused on the development of community owned lending libraries of things (i.e. a Thingery).		– n/a - Platform for people to share things!
Time Banking	Timebanking (UK) is a way of exchanging skills without any money changing hands. With timebanking, you do what you love, when you want to... and get a little help when you need it. For every hour you spend helping someone, you earn an hour back from your time bank.		– n/a - Time / hour slots helping people to gain hour slots for people to help you!
Zero Waste Scotland Guide to setting up make and repair services	This guide includes the story of six repair and share projects to inspire you, as well as specific guidance on setting up your own organisation and marketing it. We begin with some top tips for success as well as linking to a host of useful resources for you to find out more at the end of the guide.		– n/a - Is a guide

Appendix 5: Community Workshop Outputs

On Tuesday 14th December a community workshop was conducted, with the aim of further developing the Bayside Repair Hub idea.

Participants included community groups or organisations that already operated in the repair and reuse space, and a handful of Council staff from the Arts, Libraries, and Sustainability departments.

The group was assembled as a brains-trust, with each participant bringing a different level of knowledge and experience into the idea-generating session.

WORKSHOP OVERVIEW

The workshop was split up into a few sections, with a presentation on the context and definition of circular economy followed by an overview of the research and process supporting the Bayside Repair Hub model designed to date.

Using [Mentimeter](#), questions were put to the group on the value and robustness of the idea, and an open discussion was held about improvements and key risks. Next, the workshop participants were organised into two groups and asked to brainstorm programming ideas that could operate within the Hubs.

DISCUSSION AND NOTES

Some of the considerations raised in the discussion included:

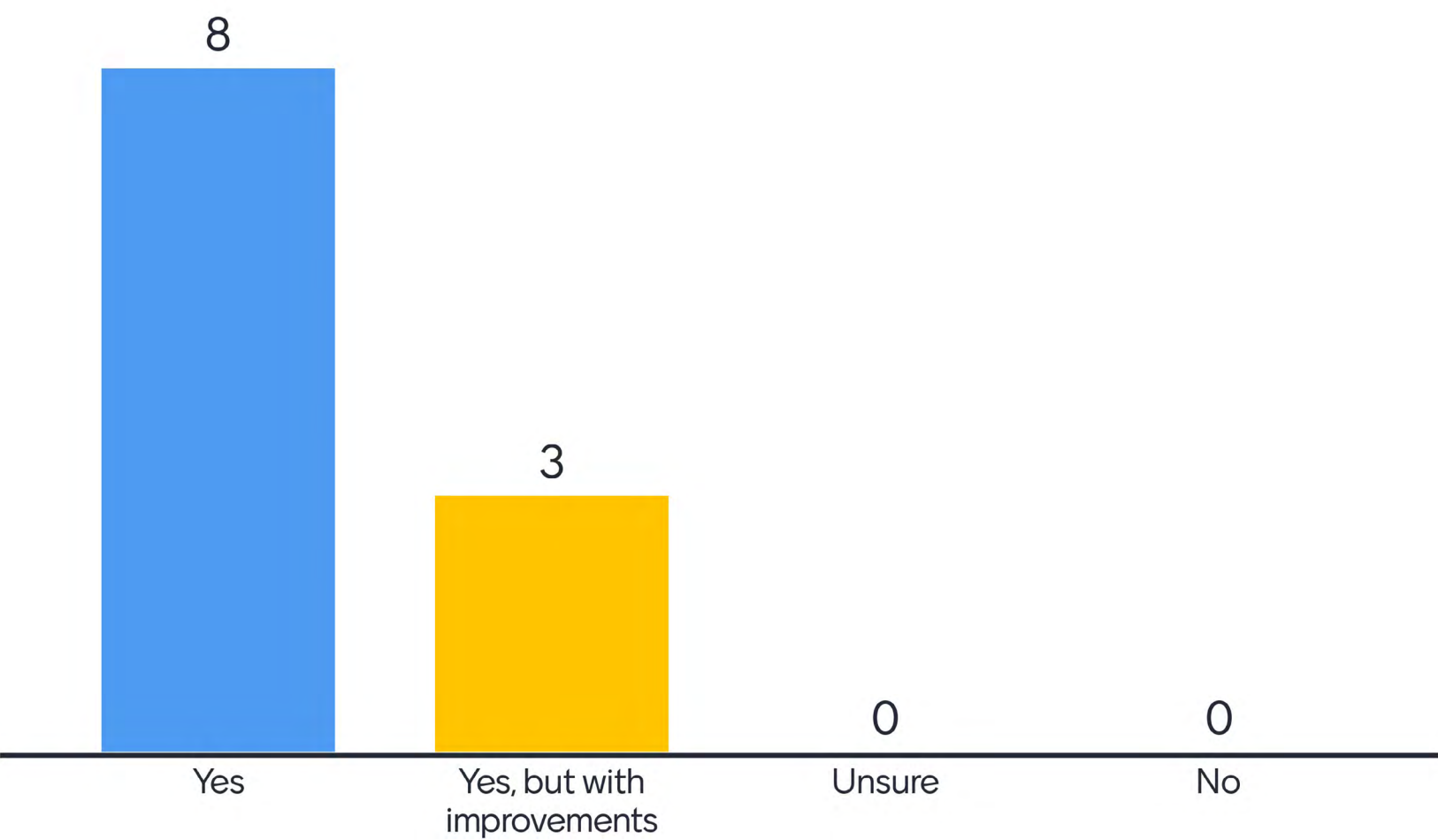
- Host events at a regular, scheduled time. Communicate clearly when and where activities are happening
- Consider themed programming around what is being repaired as some items require specialists tools which might be cumbersome to procure and store
- Potential to use [GreenMoney program](#), where you get rewards for positive behaviour (e.g. composting or using the library)
- Utilise Councils 12,000-strong Facebook group for communications
- Collaborating with existing groups and services (e.g. St Kilda Repair Cafe and Fixable) to share data to improve services
- The library has 4 sewing machines. They also own a 3D printer which is currently on loan to the Men's Shed
- Toasters are a popular repair item at the St Kilda Repair Cafe
- St Kilda Repair Cafe gets between 12-44 people attending each month, 20 on average
- Repairers tend to collaborate amongst themselves to upskill and discuss repair solutions. It is important that this collaboration amongst repairers and tinkerers is supported.

In terms of key risks or concerns, the following was discussed:

- Ultimately this is about behaviour change and how people consume. There needs to be an education and communication piece alongside any services provided
- Liability, particularly for electronic repairs was raised, with waivers, or on-site 'test and taggers' suggested to mitigate this risk
- Pop ups need to be around long enough to permeate into the local area/community
- Some equipment may not be portable, so established locations may be more valuable (Bayside isn't too big!).

See page 23 for a comprehensive list of risks identified.

Given what you’ve heard, is the Bayside Repair Hub a good idea?



Group 1 outputs






Appendix 5: Community Workshop Outputs

Group 1 outputs

WORKSHOP AND LEARNING IDEAS	REPAIR SERVICE IDEAS	REPAIRERS AND TINKERER SUGGESTIONS (NAME, WEBSITE, CONTACT DETAIL)
List of websites/youtubes that explain how you can fix your own things	Promote services within Bayside that already offer repair services eg phone fixers, people who do clothing alterations	Tom Firestone - I think he lives in Bayside. He's an excellent fixer and teacher of skills to individuals who come to the St Kilda Repair Cafe
Clothing alterations/ repurpose	CWA Bayside	Adam Wajnberg. He repairs laptops and other electronics.
Sewing workshops would be great for people to learn how to sew on buttons,replace zips, darn holes in socks/jumpers	Repair swap/tinder	Doallappliances.com.au - for fixing appliances in your home such as washing machines, stoves, fridges, etc
Tool repair	Work with manufacturers - work with their technicians (i.e Breville)	Need to develop a local listing for Bayside - with contact and qualifications/specialisations
Re purposing items	How to get spare parts? Either user brings it with them, or have to order (conscious of not putting local businesses out)	Like a better business bureau
National treasure - collaboration with watch makers, etc. Lots of people with Practical skills. Offer courses via U3A	Recovering larger items e.g. tables, hall tables, etc.	Want to supplement and augment what businesses are already doing
Mobilise people from U3A - they're all volunteers	Sock darning	Contact John Hillel from StKilda Repair Cafe (currently overseas) to ask him to promote it among his fixers and menders
Arts and crafts sessions using only 'waste' materials	Mobile service - for larger items	
Practical workshops e.g. curtain making, upholstering		
Online presence - Online links to GENUINE / 'GOOD' youtube links (need to screen the quality)		
Access to equipment e.g. sewing machines		
Host student/emerging industrial designers so that they can see the other end of the life of the objects they create		
Skills share - St Kilda Repair Cafe is creating its own internal manuals		
Offer school excursions/incursions to build that social discussion		
Have a presence at local markets		
Can the repair hub create its own content? Repair videos where good content couldn't be found		
Need a clear promotional view – How are we getting there? People are buying cheap items. How to curb consumption		

Appendix 5: Community Workshop Outputs

Group 1 outputs

WHAT WAS IT?	I USED A REPAIR SERVICE OR ATTENDED A REPAIR WORKSHOP		I THINK A GOOD REPAIR SERVICE NEEDS...
	GOOD	BAD	
St kilda Repair Cafe	Friendly atmosphere, very welcoming, good conversations	There wasn't a volunteer with the right skills present that day for the repair we had	Friendly people
	People helpful and friendly. Lovely atmosphere	Demand can often outstrip available fixers so you have to wait a long time	The right tools
Youtube on repair	Accessible	Wasn't the most accurate / relevant and had ads	If you can't do it on site, you need to be able to point people in right direction
<u>Repair Shop</u> (TV show on ABC)	Limited number of people, detailed repair. See from start to finish	Its limits	Skilled people
Parent/grant parent showed me how	Personalised experience	Limited knowledge/one way of doing things	Knowledge of other services available
Numerous Bike Repair Places		Ignoring my questions or treating me like I wouldn't understand technical things because of my gender	Affordable
			Advice on what's caused the problem (could be how they've used the item)
			Good supply of repair materials
			Consistent service offering
			Flexible timing
			Tea and coffee / refreshments
			Outlets for unrepairable items, see <u>JECO</u>
			Good access / space (i.e for bins, etc.)
			Location to fit in with the theme (e.g. using the Mens Shed)
			An avenue for non-repairable items (i.e. e-waste) AND keeping parts that are valuable (i.e. hard drives, but need to be wiped first)
			A relationship with a maker space
			Trustworthy (particularly for electronics)

Appendix 5: Community Workshop Outputs

Group 2 outputs

[illegible]

Appendix 5: Community Workshop Outputs

Group 2 outputs

WORKSHOP AND LEARNING IDEAS	REPAIR SERVICE IDEAS	REPAIRERS AND TINKERER SUGGESTIONS (NAME, WEBSITE, CONTACT DETAIL)
Workshops for fledging fixers to build their confidence and skills	Levels of repairers - novice, expert, etc to match the service with the need/cost	Referral service between Fixable and the Repair Hubs
Visible mending tutorials can be popular- online options through Creativebug	3 d-printer making parts	Tamara Russell for visible mending. She's in Brunswick.
Tinker school for kids - could include an offer to fix low value items	Mobility scooters	
Harvesting parts from things that can't be fixed. This could be a workshop for people who want to repair but are scared to start (should ultimately be happening through the tip shop, etc)	Repair open day	
Webinars and classes through Fixable	Taco and fix your toaster - food trucks. Like a mini festival. Food is social	
Go into schools and delivery workshops or tinker schools		
https://www.fix-ed.org.au/ , https://www.fix-ed.org.au/		
Destruction or deconstruct workshop		
Repair kids (netherlands)		
Repair what you wear - videos		
Twitter and website - culture of repair (wanting to centralise all the repair services globally)		
The sectionals - song about recycling and karen has asked them to do a song about repair		

Appendix 5: Community Workshop Outputs

Group 2 outputs

WHAT WAS IT?	I USED A REPAIR SERVICE OR ATTENDED A REPAIR WORKSHOP		I THINK A GOOD REPAIR SERVICE NEEDS...
	GOOD	BAD	
n/a	n/a	n/a	Finding spare parts can be an issue - need pathways to access them
			Youth sustainability leaders - test the repair hub with them
			Reporting to broader repair sector as part of the way they do the business
			Brendan is also doing reports for fixable
			Feed reports back to national peak body
			Repair has an image problem - how to make it sexy
			Buy quality
			Bring the stories along. Why are we doing this.
			Talk about the whole spectrum of drivers and value. Social media

We respectfully acknowledge that every project enabled or assisted by HIP V. HYPE in Australia exists on traditional aboriginal lands which have been sustained for thousands of years.

We honour their ongoing connection to these lands, and seek to respectfully acknowledge the traditional custodians in our work.

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