

Managing Waste and Recycling Into The Future Community Engagement Summary Report – Stage 1



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Bayside City Council
Corporate Centre
76 Royal Avenue
SANDRINGHAM VIC 3191

T (03) 9899 4444

F (03) 9598 4474

www.bayside.vic.gov.au



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Overview

This first stage of community engagement was intended to raise awareness within the community about the growth of waste generated by the Bayside community and, to seek some initial feedback on the potential introduction of a Food Organics Green Organics Collection (FOGO).

The following engagement activities were undertaken:

- project information, survey and discussion forum hosted on the on-line engagement platform *Have Your Say*;
- intercept surveys/listening posts at four community locations - Sandringham, Brighton, Beaumaris and Hampton;
- promotion of the FOGO issue using Council communication channels including social media.

The FOGO survey had 1681 respondents, with 693 of these registering to receive project updates. The majority (74%) of respondents indicated that they would be happy to put most, or all, food waste in a green waste bin, even if it was only collected at the current fortnightly schedule. Sole person households were found to be less likely to use this service and larger households (of five or more people) were more likely to use this service.

A majority (68%) of respondents indicated that they would support a change to fortnightly collection frequency for the garbage bin given that food waste would no longer be contained in this bin. Respondents who supported using their green organics collection service for food waste were also more likely to support the fortnightly garbage collection schedule, and vice versa.

Less than a third of respondents (27%) either did not support the collection frequency change, or had some concerns. The most frequent concerns mentioned were:

- smelly bins, smell on street / dirty bins
- want to retain larger landfill bin
- frequency of collection for landfill or green waste bins (bins will be full)
- bin size and collection frequency
- critical of Council policy or practice on various issues
- additional Council activities – service to dispose of soft plastics, advocacy re soft plastics and packaging
- food waste bin will attract vermin.

Respondents also made suggestion for the behaviour change process or Council implementation, or noted that they had no concerns because they already used a compost bin or worm farm.

The majority of respondents indicated a preference for Council to provide a kitchen caddy to enable food waste to be separated from other household waste in the kitchen and then emptied in the green organics collection bin. Similarly the majority of respondents wanted to use compostable bag or liner to place food waste in a green organics bin – 45% wanted Council to supply and 30% were happy to purchase their own.

Respondents also supported a potential change to the standard landfill bin size from 120 litres, to 80 litres.

Next steps

In mid-September the draft Recycling and Waste Management Strategy 2018 will be published on the *Have Your Say* engagement platform, outlining the broad service changes for the waste and recycling service over the next ten years. The draft Recycling and Waste Management Strategy 2018 will then be presented to Council for discussion, and endorsement.

1 Background

This document provides a summary of community feedback on the first stage of engagement about a new Recycling and Waste Management Strategy for Council.

The Bayside *Environmental Sustainability Framework* (ESF), which was adopted by Council in 2016, identifies waste management as a strategic objective to influence Council's operations, and scheduled the development and implementation of a Recycling and Waste Strategy as a high priority deliverable to achieve this objective.

Council conducted a Strategic Service Review of the recycling and waste management service in 2017, with a large number of recommendations for achieving the desired reductions in the rate of waste to landfill including the introduction of a Food Organics Green Organics Collection (FOGO).

The current *Council Plan (2018 Review)* has an action to implement the Recycling and Waste Management Strategy. The new Recycling and Waste Management Strategy 2018 – 2027 will set direction and guidance for Council by covering all levels of the waste management hierarchy relevant to Council, including:

- advocacy to state government agencies responsible for the recycling and waste management sector in Victoria;
- engagement and education to support behaviour change within the community;
- provision of recycling and waste collection, processing and disposal services;
- customer service; and
- delivery of infrastructure assets, including ongoing operations and maintenance.

This first stage of engagement was intended to:

1. raise awareness within the community (through a communications exercise) on the growth of waste generated by the Bayside community, and the dilemmas associated with disposing waste to landfill;
2. seek some initial feedback on the potential introduction of FOGO.

The key exploratory research questions related to FOGO were:

- Will our residents put their food waste into a green waste bin?
- Do our residents support the change to fortnightly collection of the landfill bin, with weekly collection of the green waste bin?
- Are our residents happy to purchase their own kitchen caddy or do they want Council to provide?
- Are our residents happy to purchase their own bags/bin liners or do they want Council to provide?
- Do our residents support a standard landfill bin size of 80 litres?

The small scale engagement program explored some of these questions in more detail.

2 Definitions and scope

As at June 2017, 91 per cent of Council's 44,553 rateable properties used the Council recycling and waste service. The remaining 3,370 rateable properties that did not use the Council service consisted of larger multi-unit developments (3,159) using private waste removal contractors, and exempt properties.

However the nature of this project reaches the entire community as the collection of recyclables and waste from residences is a core service that keeps the municipality clean and safe. Furthermore, everyone contributes to the growing waste problem through both their purchasing habits and waste disposal behaviours.

Stakeholders

Within this document, reference is made to stakeholders. These stakeholders are:

- Councillors and internal Council departments – Communications, Urban Strategy, Environmental Sustainability, Open Space, Recreation and Wellbeing and Amenity Protection.
- all residents including those who do not use the Council service
- sub-group of residents with/without a current green organics collection service
- sub-group of residents who have used/would use the hard waste collection service
- local environmental/friends of- groups
- Government and other technical stakeholders (eg. MWRRG, SV, DELWP).

Non-negotiables	Negotiables
Council Plan- ESF commitment to divert waste from landfill	Schedule for all waste services post 2022
Contract for fortnightly green waste finishes 2022 with current bin size	Phasing of FOGO rollout to households with or without a green bin / Introduction of FOGO in 2019 (Mayoral commitment) – require feedback on weekly vs fortnightly collection. If most people will not consider a fortnightly collection, will delay start of FOGO until change of contracts in 2022
No change of bin lids to industry standards	Change to standard general waste bin size – smaller?
Changes to infrastructure and/or services that are the responsibility of another level of government or out of Council control, eg e-Waste regulations	Provision of opt in caddy liners, with additional waste charge
Changes to existing Council strategies or plans and associated actions, including actions outlined in Council's Environmental Sustainability Framework	Need to assess community interest in provision of opt in caddy
There will be a single fee to receive a green waste bin for those who do not already have one	Service model and funding for changes to hard waste = open conversation with community on options for reducing hard waste
Green waste collection continues - MOU signed	
Landfill contract expires 2022 – no penalty for reduced volume	
Recycling contracts – no volume limits	
General waste collection and recycling contract in place until 2022	
No return to 'blanket' hard waste collection	
No change to what can be collected via hard waste – items, size etc	

2.1 Glossary

Item	Definition
FOGO	Food Organics Green Organics Collection
ESF	Environmental Sustainability Framework
Stakeholders	See above for stakeholder list.

2.2 Related Council documents and consultations

- *Environmental Sustainability Framework 2016-2025*
- *Climate Change Strategy 2012*
- *Carbon Neutrality Action Plan 2018-20*
- *2017 Strategic Service Review*
- *2025 Community Plan*
- *2017-2021 WAAA Strategy (Goal 3)*

3 Consultation process

3.1 Consultation purpose

This first stage of community engagement was intended to raise awareness within the community about the growth of waste generated by the Bayside community and, to seek some initial feedback on the potential introduction of FOGO.

The next stage will involve publication of the draft Strategy for comment from residents and Government and other technical stakeholders (eg. MWRRG, SV, DELWP).

3.2 Consultation methodology



The following activities were undertaken:

- project information, survey and discussion forum hosted on the on-line engagement platform *Have Your Say*;
- intercept surveys/listening posts at four community locations - Sandringham, Brighton, Beaumaris and Hampton;
- promotion of the FOGO issue using Council communication channels including social media.

Details	Activity
<p>Tuesday 7 August 2018 12 noon – 2pm Beaumaris Concourse</p> <p>35 people/surveys</p>	<p>Intercept surveys/listening post</p> <ul style="list-style-type: none"> • Will you put your food waste into a green waste bin? • Do you support the change to fortnightly collection of the landfill bin, with weekly collection of the green waste bin? • Are you happy to purchase their own kitchen caddy or do you want Council to provide? • Are you happy to purchase their own bags/bin liners or do you want Council to provide? • Do you support a standard landfill bin size of 80 litres?
<p>Thursday 9 August 2018 12 noon – 2pm Church Street, Brighton</p> <p>36 people/surveys</p>	<p>Intercept surveys/listening post (as above)</p>
<p>Saturday 11 August 2018 10am – 1pm Hampton Street, Hampton</p> <p>44 people/surveys</p>	<p>Intercept surveys/listening post (as above)</p>
<p>Monday 13 August 2018 Bayside Healthy Ageing Reference Group</p> <p>7 people/surveys</p>	<p>Survey distribution/ group discussion (as above)</p>
<p>Wednesday 15 August 2018 12 noon – 2pm Sandringham Village</p> <p>24 people/surveys</p>	<p>Intercept surveys/listening post (as above)</p>
<p>Total of 146 participants/surveys</p>	<p>Demographic information about participants was not collected</p>
<p>May – August 2018</p> <p>2,669 visitors 1726 contributions 377 followers via the page</p>	<p>On-line engagement platform <i>Have Your Say</i></p> <p>Forum question – “Dealing with waste is one of the biggest challenges faced by councils and communities across Australia. What are your ideas on how to refuse, reduce, reuse and recycle?” 74 responses.</p> <p>Survey – 5 questions and one demographic question on household size.</p>
<p>May – August 2018</p> <p>100 comments, categorised into broad topics</p>	<p>Social media <i>Bayside Council</i> Facebook page</p> <p>Count of comments made shown in brackets: Advocacy (6), Compost (11), Cost (5), Education (12), Food waste (37), Green waste (2), Hard waste (15), Recycling (10).</p>

4 Consultation findings

The following section summarises the key themes which arose from the survey questions posed in on-line engagement platform *Have Your Say*, and the hardcopy surveys collected at the listening posts.

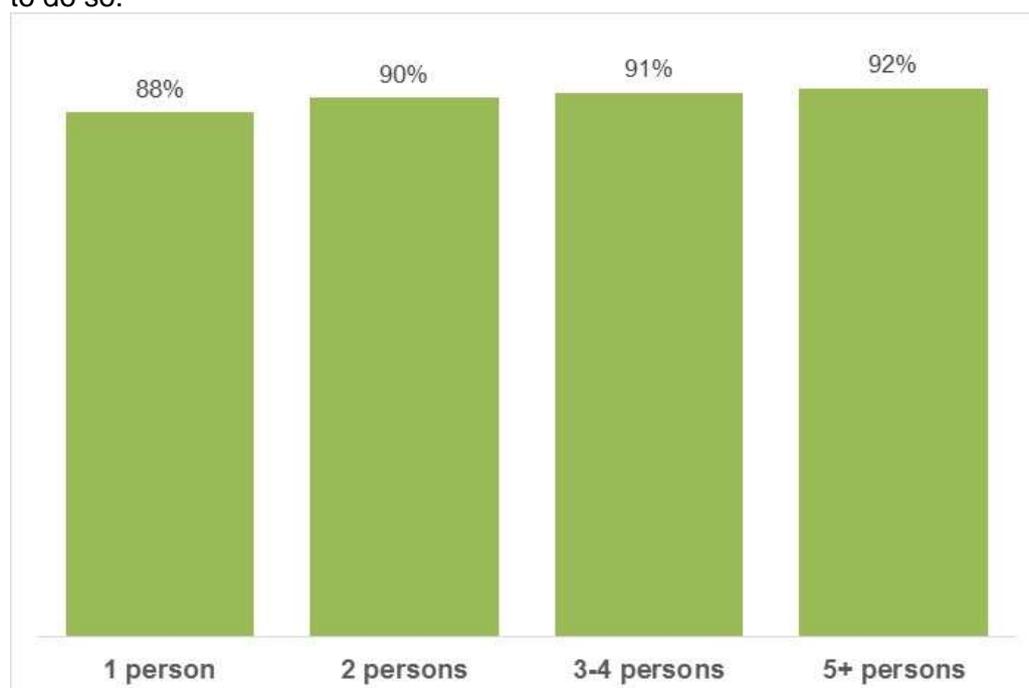
There were 1681 survey respondents to this initial phase of community engagement and of these, 317 (19%) were registered members of Council's *Have Your Say* platform. Only 234 members provided their gender as part of their membership profile – the majority of these members were female (82%).

The engagement questions focused on the potential introduction of a food waste service, and potential changes to collection frequencies. 693 respondents provided an email address to receive project updates.

Would you be happy to put food waste in your green waste bin (if collection only happens every two weeks)?		
Would put most/all food waste in green waste bin	1226	73.6%
Might include some food waste in green waste bin	288	17.3%
Continue to put all food waste in landfill bin	77	4.6%
Rarely/never put food waste in green waste bin, regardless of schedule	74	4.4%
TOTAL	1665	100.0%

Does household size matter?

The size of the household size doesn't seem to have much impact on their likelihood of putting food waste into their green waste bin, however sole person households were slightly less likely to do this and larger households (of five or more people) were slightly more likely to do so.

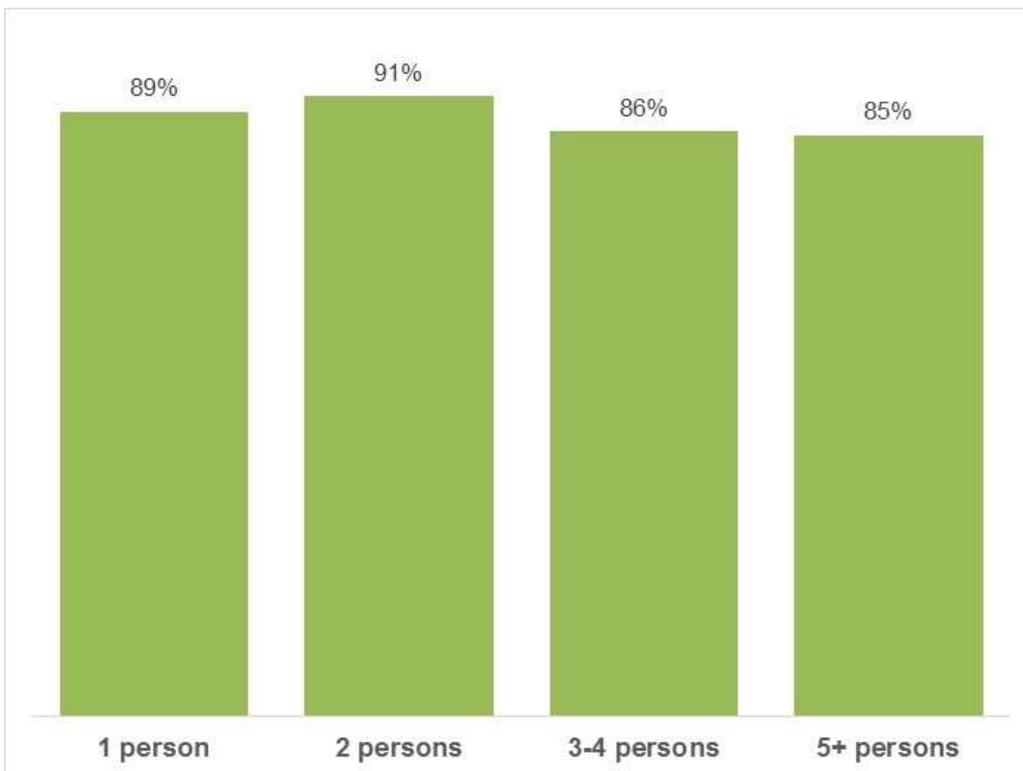


**Do you have any concerns about landfill bin being reduced to fortnightly collection?
(with green waste bin collected weekly)**

Support this change, no concerns	1143	68.3%
Support the change, some concerns	318	19.0%
Not sure	83	5.0%
Don't support the change	129	7.7%
TOTAL	1673	100.0%

Does household size matter?

Larger family households were less likely to support the switch to fortnightly landfill bin collection and weekly green waste bin collection.



As expected respondents who said they would put food waste into their green bin were more likely to support the switched collection schedule proposal, and vice versa.



Why didn't respondents support the change, or had concerns?

447 respondents did not support the change, or had some concerns – of these, 380 provided a comment to explain their view. As each respondent could mention multiple issues in one comment, the number of issues or points mentioned will exceed 380.

As the issue of collection frequency and bin size is closely linked, many comments raised both these points. Also it should be noted that some respondents weren't clear about which bin they were referring to – the landfill bin or the green waste bin.

Reasons for lack of support/concerns or suggestions	More detail relevant to issue (number of times broad issue mentioned)
Smelly bins, smell on street / dirty bins	Particularly linked to fortnightly collection but still a concern if weekly collection. Bags would assist however concerns about rotting food/meat/fish, dog poo, nappies, feminine hygiene waste. Bigger problem in summer (100)
Want to retain larger landfill bin	Need the larger bin due to household size or babies/young children, too much waste due to disposal practices, regret downsizing to smaller bin now, concerns if small bin full/overflowing (96)
Frequency of collection for landfill or green waste bins	Concern about inability to assess or test before implementation, don't want the switch to frequencies, want weekly collection for both bins, linked to concern about smelly bins, having downsized need to retain weekly landfill collection (89)
Bin size and collection frequency	Make clear link between the two/trade-off, can't make one change without the other (45)
Suggestion for change process or Council implementation	Trial process over time, lots of education re what goes in what bin, encouraging composting/worm farms first, addressing peak waste periods eg Christmas, Council providing all resources (43)

Minimal concerns as already have compost bin, worm farm	Won't fill the green waste bin due to compost or worm farm, don't need the FOGO service (27)
Critical of Council – various issues	Don't like Council involvement in issue, don't agree with policy stance, don't trust recycling practices, dislike waste charge and cross-subsidy (24)
Additional Council activities – service to dispose of soft plastics, advocacy re soft plastics and packaging	Soft plastics/packaging fill up landfill bin, need a solution, advocacy to reduce packaging production (23)
Food waste bin will attract vermin	Rats, possums, crows, ants, flies, foxes (19)

Note: a small number of respondents made comments that were not directly related to the topic or did not support any particular view eg "I'm not sure"

Options for obtaining a kitchen “caddy” to separate food waste		
Collect a free standard caddy/delivered caddy from Council	1173	70.9%
Purchase their own caddy	77	4.7%
I already have a caddy that I use for food waste	369	22.3%
I will not use a caddy/separate my food waste	35	2.1%
TOTAL	1654	100.0%

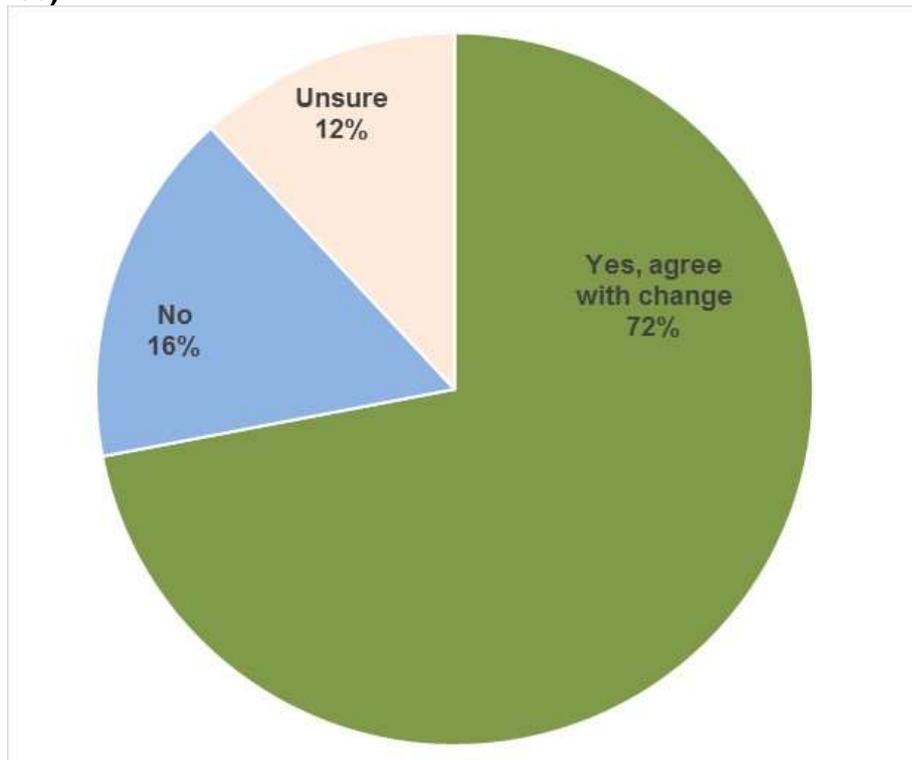
Note: 4 comments written in the 'Other' option have been added to this table.

Other relevant comments made by respondents were:

- they use a 'insinkerator' instead (3)
- they would prefer bags instead of a caddy (3)
- don't mind either option of purchase/provided (3)
- they prefer to put food straight into their compost (2)
- they would need more than one caddy (2)
- no room for a caddy (2).

Options for using bags/bin liners		
Council to supply, additional waste charge to all households	743	44.6%
Purchase own compostable bags/bin liners	502	30.1%
Would not use bags or liners	399	23.9%
I will not separate my food waste	23	1.4%
TOTAL	1667	100.0%

Change to standard landfill bin size - 80 litre (with 120 litre bin available on request for a fee)



Household size of respondents – for further analysis of views

