

Managing Waste and Recycling Into The Future Community Engagement Summary Report – Stage 2



25 October 2018

Bayside City Council
Corporate Centre
76 Royal Avenue
SANDRINGHAM VIC 3191

T (03) 9899 4444

F (03) 9598 4474

www.bayside.vic.gov.au



Contents

Overview	3
Next steps.....	4
1 Background.....	4
2 Definitions and scope.....	5
2.1 Glossary.....	6
2.2 Related Council documents and consultations	6
3 Consultation process.....	6
3.1 Consultation purpose	6
3.2 Consultation methodology.....	6
4 Participant profile	7
5 Consultation findings.....	7
5.1 Support for actions	7
5.2 Draft Recycling and Waste Management Strategy 2018-2027	8
5.3 Item-specific feedback	8
5.3.1 Introduction of FOGO recycling service	8
5.3.2 Garden waste bin for all households currently without paid service	9
5.3.3 Optional free mini bins/caddies, no supply of compostable bags ..	10
5.3.4 Changes to bin collection frequency in 2022/23	10
5.3.5 General comments on the Strategy	11
5.3.6 Other survey topics included in the consultation.....	11
5.4 Error corrections.....	12

Overview

The purpose of the consultation was to engage with the community regarding the draft Recycling and Waste Management Strategy 2018-2027, specifically the proposed broad service changes as outlined in the Action Plan. This was the second stage of engagement relating to this Strategy.

The first stage of engagement was intended to raise awareness within the community about the growth in waste generated by the Bayside community and the dilemmas associated with disposing waste to landfill, and seek some initial feedback on the potential introduction of Food Organics Green Organics (FOGO) Collection.

The consultation was open from 19 September to 12 October 2018 and conducted via an online survey on Have Your Say Bayside. The consultation was open to the general community. A total of 255 online survey responses, 19 email submissions, 1 written submission, 162 Facebook posts and 23 Instagram posts were received.

Key themes within the feedback include:

- **Support** shown by the majority of participants in relation to:
 - Introduction of FOGO recycling service via the current green garden waste bin collection from 1 July 2019 - 73% indicated support or conditional support
 - Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags - 73% indicated support or conditional support
- **Limited support** was shown by participants in relation to:
 - A green garden waste bin will be provided to all households who have not already paid for the green waste bin service for a one-off \$100.20 charge - 38% indicated support or conditional support
 - Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly - 33% indicated support or conditional support
- **Concerns** about the proposed change for weekly garbage bin collections to fortnightly; bins with food scraps being smelly, unhygienic and attracting vermin; requiring all households to have a green garden waste service regardless of need or storage space; the need for immediate weekly collections for FOGO as well as access to compostable bags; Council rates being high and increasing despite a proposed reduction to waste service levels including annual hard rubbish collections
- **Suggestions** for Council to support households to correctly manage recycling and waste through awareness raising promotions and education; placing a greater focus on recycling/packaging which involves Council leadership, weekly recycling collection and business support; providing residents with choices regarding bin sizes; and extending the Strategy to incorporate apartment dwellers
- **Queries** around areas within the Strategy that require further information, development or clarification; and conducting further consultation to ensure input is gathered from a large and broad cross-section of households

Key considerations for Council:

1. Implementation of a major communications campaign to raise awareness of the service changes, and inform residents of the steps they need to take prior to July 2019.
2. Implementation of a major communications campaign about recycling and waste management, with a view to reducing household reliance on weekly garbage collection

3. Implementation of a community engagement program to increase Council's ability to understand and address the identified resident concerns about the waste service changes.

Next steps

The draft Recycling and Waste Management Strategy 2018 was presented to Council for discussion, and endorsement in October 2018. At the October Council Meeting, Council adopted the *Recycling and Waste Management Strategy 2018-2027* (Attachment 1), noting the need to maintain ongoing engagement with the community to support the introduction of a Food Organics Green Organics (FOGO) kerbside collection service in 2019/20.

1 Background

This document provides a summary of community feedback on the engagement about Council's draft Recycling and Waste Management Strategy 2018-2027.

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 FOGO Collection.

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.

The 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?

Findings from the first stage of engagement are presented in *Managing Waste and Recycling Into The Future Community Engagement Summary Report – Stage 1*, which has been publicly released.

The second stage of engagement is the focus of this report. Council sought feedback on the proposed changes to Council's recycling and waste services as part of a new strategy to reduce the volume of waste generated by Bayside households that is currently sent to landfill. The draft Recycling and Waste Management Strategy was developed following community engagement with more than 1,800 residents earlier this year.

The key service changes identified in the draft Strategy are:

1. Introduction of FOGO service via the current green garden waste bin collection from 1 July 2019
2. A green garden waste bin will be provided to all households who have not already paid for the green waste bin service for a one-off \$100.20 charge
3. Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags
4. Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly
5. Expansion of the Tip Shop at the Talinga Road Waste and Transfer Centre
6. Future investigation and community consultation on a user-pays service for the hard rubbish collection.

** The charge of \$100.20 relates to the 2018/19 financial year. A fee increase of 2.25% is anticipated for 2019/20 to be confirmed as part of Council's budget.*

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.

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 (e.g. MWRRG, SV, DELWP).

2.1 Glossary

Item	Definition
DEWLP	Department of Environment, Land, Water and Planning
MWRRG	Metropolitan Waste and Resource Recovery Group
SV	Sustainability Victoria
FOGO	Food Organics Green Organics
ESF	Environmental Sustainability Framework
Stakeholders	See above for stakeholder list

2.2 Related Council documents and consultations

- Managing Waste and Recycling Into The Future : Community Engagement Summary Report – Stage 1
- Environmental Sustainability Framework 2016-2025
- Climate Change Strategy 2012
- Carbon Neutrality Action Plan 2018-2020
- Community Plan 2025
- 2017-2021 WAAA Strategy (Goal 3)
- Recycling and Waste Management Strategic Service Review 2017
- Coastal Management Plan 2014-2024
- 2018 Annual Community Satisfaction Survey

3 Consultation process

3.1 Consultation purpose

The consultation was designed to provide stakeholders and the broader community with the opportunity to provide input into the draft Strategy and comment specifically the proposed changes to Council's recycling and waste services service.

3.2 Consultation methodology



Project information and a survey was hosted on Council's on-line engagement platform Have Your Say. The consultation was open from 19 September to 12 October 2018, with 255 survey responses received. Additional feedback was provided via email/written submissions and social media (Facebook and Instagram posts).

4 Participant profile

A total of **460** submissions were received: **255** survey responses, **20** emails/letters, **162** Facebook posts and **23** Instagram posts were received.

Of the 255 survey responses, gender was disclosed by 195 of which the majority (70%) were female. No demographic data were captured for the other submissions, so it is not possible to make a comparison with the 2016 Census data for the Bayside population.

Based on self-reported details, it is apparent that some participants provided more than one submission:

3 participants provided two survey responses	3 participants provided four social media posts
18 participants provided two social media posts	1 participant provided five social media posts
6 participants provided three social media posts	

5 Consultation findings

The following section summarises the key themes which arose in community feedback on the Draft Recycling and Waste Management Strategy 2018-2027. In the interest of community privacy, individual quotes have not been included within this public document. Where there was more than one mention of a topic or item, the number of mentions has been specified in brackets and italics.

5.1 Support for actions

Respondents indicated **some support** and **conditional support** for the following aspects of the draft Strategy:

- Q1. Introduction of FOGO recycling service via the current green garden waste bin collection from 1 July 2019 - 73% indicated support or conditional support
- Q3. Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags - 73% indicated support or conditional support

Limited support was shown for the following aspects of the draft Strategy:

- Q2. A green garden waste bin will be provided to all households who have not already paid for the green waste bin service for a one-off \$100.20 charge - 38% indicated support or conditional support
- Q4. Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly - 33% indicated support or conditional support.

5.2 Draft Recycling and Waste Management Strategy 2018-2027

Through the consultation process, Council has become aware of a number of challenges faced by the organisation:

Challenge	Detail
Resident reliance on weekly garbage bin collection	Some residents do not support service reduction and are opposed to anything less than weekly collection of general waste, especially in the Summer months, for larger households and items such as nappies
Smell and hygiene concerns associated with having food scraps in bins	Concerns about offensive odours, insects/vermin and overall unhygienic state bins, which will be amplified by fortnightly FOGO collections
All households being required to have the green garden waste service	Some residents compost at home. Not all people or residences need, want, or have space for, another bin and should not be forced to have one or charged an additional fee
Timing and support for the implementation of FOGO	Concerns about FOGO being introduced without immediate access to a weekly collection and compostable bags
Council rates increasing despite a proposed reduction to waste service levels	Concerns about increasing rates and additional charges while encouraging smaller bin sizes and reducing service levels (frequency of general waste services and annual hard rubbish collection)

5.3 Item-specific feedback

5.3.1 Introduction of FOGO recycling service

Question 1 stated “Introduction of food organics/garden organics recycling (FOGO) service via the current green garden waste bin collection from 1 July 2019”. This statement attracted a total of **275** responses of which **73% indicated support or conditional support** for this service change.

A range of specific concerns were raised during the consultation regarding this item:

Topic	Community feedback
Bin smell, hygiene and vermin issues	The odours would be unbearable (if it were collected fortnightly), some organic food waste becomes putrid (especially in hot weather) within a few days, consider vermin and pest control along with addressing hygiene issues (39 mentions)
FOGO bins not being collected weekly	Needs to be emptied weekly and should not be considered unless a weekly collection service is introduced at the same time (25 mentions)
Need for more information and support to implement	Need for community education around composting and correctly sorting items, more information about controlling bacteria growth and provide compostable bags (22 mentions)
Limited relevance to some residents	Already have worm composting, waste disposal unit or a way to compost my food scraps (20 mentions)

Lack of space to store another bin	Not all people or residences have space to store an additional bin (9 mentions)
Does not incorporate apartment dwellers	Need to accommodate the waste needs and provide waste education and options to the growing number of apartments dwellers (8 mentions)
Additional charge being incurred to accommodate FOGO service	If Council introduces the FOGO service then bins should be provided for no cost, an additional charge is unacceptable (7 mentions)
FOGO resulting in a change to current waste services	FOGO service must not be in place of a fortnightly collection of the weekly general waste collection (5 mentions)
Restrictions on bin size options	Need to offer a choice in relation to bin size, smaller size suits some households and spaces (4 mentions)
Bins will need to be cleaned more frequently	Washing bins more frequently will use more water or consider offering an optional bin cleaning service (3 mentions)

5.3.2 Garden waste bin for all households currently without paid service

Question 2 stated “A green garden waste bin will be provided to all households who have not already paid for the green waste bin service for a one-off \$100.20 charge”. This statement attracted **189 responses** of which **38% indicated support or conditional support** for this service change.

A range of specific concerns were raised during the consultation regarding this item:

Topic	Community feedback
Additional cost is being incurred by residents	Any additional cost to ratepayers is unacceptable, charge may discourage potential users, provision of bins should be a service provided as part of our rates (56 mentions)
Lack of choice	Residents should have to opt-in if they don't currently have a green bin and should not be forced to pay, it should be optional especially as some residents may not have a garden or use it for food waste (23 mentions)
Lack of space to store bin	Have nowhere to store a large bin or another bin (16 mentions)
Apartment dweller access this service	How this service will be provided to residents in flats, units and apartments. There may be no storage space or need for additional communal green waste bins (10 mentions)
Restrictions on garden waste bin size options	Large bins may be too big, need small and mini size options (10 mentions)
Need for more information and support to implement	Need for community education around composting, bin sizes and correctly sorting items (7 mentions)
Bin smell and hygiene	Organic waste will perish rapidly, the bin will smell and contribute to spreading diseases (5 mentions)

5.3.3 Optional free mini bins/caddies, no supply of compostable bags

Question 3 stated “Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags”. This statement attracted **193 responses** of which **73% indicated support or conditional support** for this service change.

A range of specific concerns were raised during the consultation regarding this item:

Topic	Community feedback
Introduction of FOGO without supplying compostable bags	Council should supply the correct compostable bags for free or a nominal charge (36 mentions)
Limited resident awareness about using mini bins and purchasing compostable bags	Council should provide information or advice about how to correctly use the mini bin, which bags are preferred and where to buy them from to minimise use of non-compostable bags (22 mentions)
Providing mini bins instead of permitting use of existing containers	Encourage residents to use an existing, reusable plastic container or bucket, make the mini bins optional and do not provide for free (10 mentions)
Mini bin may be too large for easy storage	Ensure mini bins are small so they can be stored under the sink or offer multiple sizes (2 mentions)

5.3.4 Changes to bin collection frequency in 2022/23

Question 4 stated “Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly”. This statement attracted **284 responses** of which **33% indicated support or conditional support** for this service change.

A range of specific concerns were raised during the consultation regarding this item:

Topic	Community feedback
A weekly general waste service is needed	Disagree with fortnightly collection of garbage bins as the bin is full each week. Inadequate for young and large families, apartment blocks and those living near the activity zones (162 mentions)
Bin smell, hygiene and vermin issues	Concerns about the likely hygiene, offensive odour and vermin issues emanating from a two weekly collection service. Smelly items such as dog poo, soiled nappies and human waste products will be in the bin for two weeks (58 mentions)
Reduction of garbage bin collections may result in overflowing bins and dumped rubbish	Concerns it will increase the likelihood of bins overflowing in the streets, excess being placed in neighbours' bins and dumping of bags of rubbish in parks or streets (30 mentions)
Rates are increasing yet waste service level is being reduced	Concern that Council rates are high, increasing and meant to cover rubbish collection thus reduced services should be accompanied by a reduction in garbage fees (25 mentions)
Introduction of FOGO service without immediate weekly collection	Suggestion to start sooner, change everything on 1 July 2019 or consider a temporary weekly FOGO collection

	over summer until the permanent weekly service begins in 2022 (19 mentions)
Weekly recycling collection is not proposed	Suggestion for weekly collection of recycling as bin is often full and to reduce recyclable items being placed in garbage bins (16 mentions)
Smaller bin size may not cope with fortnightly collections	May see households keeping a 140 litre bin or switching back from an 80 litre bin to a 140 litre bin to cope with less frequent waste collections (16 mentions)
Reduced garbage collection service may result in more waste contamination	When the garbage bin is full, residents may contaminate other bins with excess household waste or use plastic bags for food waste (9 mentions)

5.3.5 General comments on the Strategy

A total of **254 responses** offered general comments on the Strategy of which **25% indicated support or conditional support** and **15% opposed** specific aspects of the Strategy or the overall Strategy. The remaining responses comprised:

- General criticisms about the report, Stage 1 consultation findings or Council (32%)
- Queries or suggestions (20%)
- Comments not specifically relevant to this Strategy (including observations of recycling and waste management in other municipalities and countries) (8%)

A range of general concerns were raised during the consultation:

Topic	Community feedback
Needs a greater focus on recycling/packaging with Council leadership and business support	Food suppliers and supermarkets to do more to reduce packaging, Council to advocate for the introduction of a recycling program and show items are actually recycled as garbage trucks have been seen to mix items from different bins (37 mentions)
More onus being placed on households to sort rubbish which requires education and support	Council should provide information and support about correct way to manage waste and recycling to minimise contamination and confusion (35 mentions)
A weekly general garbage waste collection is needed	Disagree with fortnightly collection of garbage bins as the bin is full each week. Particularly inadequate for young and large families (33 mentions)
Query some figures reported in Strategy and from prior consultation	Queries some figures in the Strategy, did not see survey, sample size of 1800 is insufficient and may not represent all household types, do more consultation and a mail-out (26 mentions)
Strategy requires further information, development or clarification	There needs to be more thought about the practicalities of the Strategy, focus more on reducing waste and make some points clearer before adoption proposed changes (25 mentions)
Rates are increasing yet waste service level is being reduced	Concern that Council rates are high, increasing and meant to cover rubbish collection and service levels should not be reduced (16 mentions)

Need for annual hard rubbish collection service	Bring back the free hard rubbish kerbside collection, once or twice yearly (15 mentions)
Inconsistent bin lid colours	Change the bin lid colours to meet Australian Standards (9 mentions)
Does not incorporate apartment dwellers	Incorporate waste needs of the growing number of apartment dwellers if Council continues to approve apartment developments (7 mentions)
Bin hygiene and need for cleaning	Bins will have an offensive odour and need to be cleaned more regularly or with disinfectant (7 mentions)
Reduction of garbage bin collections resulting in overflowing bins and dumped rubbish	Concerns that the waste service changes will result in excess rubbish, littering and dumping (7 mentions)
Restrictions on bin sizes	Reducing the garbage bin size will make things worse (4 mentions)
Pace of introducing the changes	Concerns about the slowness of introducing the changes as well as having a phased approach over a longer time span to aid residents to adapt (4 mentions)
Need for more bins in public areas	Provide additional recycling and communal waste bins in public activity areas (3 mentions)
Non-strategy related customer service requests	Address overhanging tree branches, replace street sign and address vacant shops (3 mentions)

5.3.6 Other survey topics included in the consultation

Two other questions were included in the on-line survey – the proposed expansion of the Tip Shop, and a future consultation on a user-pays service for the hard rubbish collection. This feedback has been included in separate report and will be published on the Have Your Say project page.

5.4 Error corrections

Community and stakeholder feedback identified a number of potential errors in the Strategy document which will be corrected.

Page Correction

31-32	Clarify whether the figure of 40% refers to weight or volume
46	Clarify whether figures refer to weight or volume