

Summary of Community Feedback on Draft Recycling and Waste Strategy

Consultation approach

Public submissions were invited on the draft Recycling and Waste Strategy from 19 September until 12 October 2018 via an online survey on the Managing Waste and Recycling into the Future project page on the Have Your Say Bayside webpage. Submissions were also received in writing (emails/letters) and via posts on Council's Facebook and Instagram pages.

Participation profile

A total of **460** submissions were received: **255** survey responses, **20** emails/letters, **162** Facebook posts and **23** Instagram posts were received. In relation to **gender**, 136 females, 57 males, 2 other identity and 60 unstated provided survey responses. No demographic data were captured for the other submissions.

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 | |

Findings from the online survey

Q1) Introduction of food organics/garden organics recycling (FOGO) service via the current green garden waste bin collection from 1 July 2019

A total of **275** submissions: **218** survey responses, **13** emails/letters, and **44** Facebook/Instagram posts referred to this statement. As outlined below, the majority of respondents (73%) indicated support or conditional support.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|---------------------------|-----------|---------------------|----------|---------------------|
| Number / % of submissions | 154 / 56% | 46/ 17% | 45 / 16% | 30 / 11% |

Key messages that emerged from the personalised commentary included the following:

- *Support: This is a great idea*
- *Conditional support: A good idea as long as the bins are collected weekly and more detailed information is provided*
- *Oppose: No changes, residents may prefer home composting or not want to use this service due to concerns relating to the bins being smelly and attracting vermin*
- *Unable to determine: Already using composting, seeking clarification about the FOGO service, requesting community education about waste and outlining other food waste and general waste options*

Officer Comment:

The majority of respondents supported the introduction of FOGO. The issue of collection frequency is addressed in question 4. Residents are encouraged to continue or adopt composting at home, but it is understood that many other households will need the FOGO collection service to divert their food waste from landfill.

2) A garden organics 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

A total of **189** submissions: **177** survey responses, **6** emails/letters and **6** Facebook/Instagram posts referred to this statement. As outlined below, mixed sentiment was evident.

| Overall sentiment | Support | Conditional support | Oppose | Already have green waste bin | Unable to determine |
|---------------------------|----------|---------------------|----------|------------------------------|---------------------|
| Number / % of submissions | 56 (30%) | 15 (8%) | 61 (32%) | 24 (13%) | 33 (17%) |

Key messages that emerged from the personalised commentary included the following:

- *Support: This sounds fine and seems fair*
- *Conditional support: This is reasonable provided there is a subsidised option for low income residents*
- *Already have a green waste bin*
- *Oppose: Not all people or residences need, want, or have space for, another bin and should not be forced to have one or pay an additional charge*
- *Unable to determine: Requests for clarification and more information and queries about the charge, bin size and how this might work for apartments and residents with confined spaces*

Officer Comment:

Whilst a majority of respondents opposed the mandatory rollout of the garden organics (red-lid) bin to properties that did not already opt-in for this service with a one-off charge, it is considered that this is the only equitable way to ensure all households can participate in the introduction of FOGO. Two thirds of households have already paid for their garden organics (red-lid) bin and it would not be fair to provide this bin to new households free of charge. Multi-unit developments are not included in Council’s recycling and waste collections services and therefore a change to FOGO will only involve single and dual occupancy households. There are currently no Council-provided rate concessions for low income households.

3) Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags

A total of **193** submissions: **190** survey responses, **2** emails/letters and **1** Facebook/Instagram post referred to this statement. As outlined below, the majority of respondents (73%) indicated support or conditional support.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|--------------------------|----------|---------------------|----------|---------------------|
| Number/ % of submissions | 91 / 47% | 50 / 26% | 32 / 17% | 20 / 10% |

Key messages that emerged from the personalised commentary included the following:

- *Support: Great idea, seems reasonable, agree with this*
- *Conditional support: Good idea but Council should supply the correct compostable bags to make the roll-out as easy as possible or provide advice about what and where to purchase*
- *Oppose: Not interested, bad idea as people are lazy and will not sort correctly or will use unsuitable bags. The caddy should not be free as people can re-use any container*
- *Unable to determine: Requests for clarification and more information about the purpose, use and size of the caddy and queries about compostable bags*

Officer Comment:

The majority of respondents (73%) supported the proposal for optional mini-bins/caddies to be made available from Council at no charge. Council is not proposing to provide or encourage residents to use compostable bags for their food waste due to the high risk of plastic contamination of the FOGO material by residents who may assume that plastic bags can be used as part of FOGO. A 'no bag' community message will assist in addressing this risk. Council has received support from the broader community to introduce FOGO and will continue to engage with and educate residents on how to use this service. Although any reusable container can be used to separate food waste in the kitchen, a free optional caddy received a majority support from respondents and is considered a factor in encouraging food waste behaviour change in some households.

4) Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly

A total of **284** submissions: A total of **234** survey responses, **4** emails/letters and **46** Facebook/Instagram posts referred to this statement. As outlined below, the majority of respondents (63%) oppose the statement.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|--------------------------|----------|---------------------|-----------|---------------------|
| Number/ % of submissions | 72 / 25% | 23 / 8% | 178 / 63% | 11 / 4% |

Key messages that emerged from the personalised commentary included the following:

- *Support: Happy with this change and if it can happen earlier that would be good*
- *Conditional support: Support the idea but address the hygiene concerns and start the weekly FOGO collection immediately to encourage people to change their habits*
- *Oppose: Definitely not, this is a bad idea, do not support service reduction at all. Strongly opposed to anything less than weekly collection of general waste or may need to return to a 140L bin*
- *Unable to determine: Requests for clarification and comments about FOGO, garbage bin size and frequency of collection*

Officer Comment:

Whilst a majority of respondents (63%) did not support the proposal to change the bin collection frequency in 2022/23 as part of the FOGO rollout, current collection frequencies will be maintained until 2022/23 to allow Council time to effectively plan for the service needs at that time. Concerns relating to odour arising from food waste are addressed by the bin lid design being effective in containing odour and by residents keeping odour-creating food waste (such as chicken frames and prawn shells) from being placed in the bin until collection day.

5) Comments on the Draft Recycling and Waste Management Strategy

A total of **254** submissions: A total of **151** survey responses, **15** emails and **88** Facebook/Instagram posts offered other comments relating to the Strategy. As outlined below, mixed sentiment was evident about a variety of elements within the Strategy and Council generally.

Key messages that emerged from the personalised commentary included the following:

- *Support: Well done, thank you for caring about the environment, this is a great initiative, please get on with it*
- *Conditional support: General support for most recommendations, some aspects could be further developed or clarified and the strategy needs to be supported by a community education program*

- *Oppose: Concerns with several aspects of the strategy and reliance on residents correctly sorting waste. Disagree with proposed changes to bin size and the fortnightly collection of general garbage collection will be insufficient, particularly for family households*
- *Unable to determine: No further comments, nothing to add at this time*
- *Query or suggestion: Extending the recycling program to get businesses on board, need for community education and behaviour change relating to recycling, concern about reliance on plastics, need for Council to play a lead role and querying the possibility of a bin cleaning service*
- *Critical: Need for broader community consultation, concerns about not accommodating for the waste needs of the growing number of apartments dwellers. Concerns about increasing rates and the proposed reduction in services and frequency of general garbage collection*

Officer Comment:

The Bayside community will be supported to achieve the actions within the Strategy with ongoing community engagement and behaviour change/education campaigns. This includes how residents source and separate their food waste in the kitchen and broader attitudes to waste avoidance, reuse and recycling. Bin cleaning would increase the municipal waste charge and is not considered a core service of Council. Council does not currently provide recycling and waste collection services to multi-unit developments, these are arranged by the relevant Owners Corporation. However, there are several actions listed in the Strategy that relate to Council collecting data on recycling and landfill diversion and enforcing planning policy for waste management infrastructure requirements for multi-unit developments.

Q1) Introduction of food organics/garden organics recycling (FOGO) service via the current green garden waste bin collection from 1 July 2019

A total of **218** survey responses, **13** emails/letters, and **44** Facebook/Instagram posts.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|--|---------|---------------------|--------|---------------------|
| Number / % of responses (Surveys) | 131 | 39 | 26 | 22 |
| Number / % of responses (Emails/letters) | 5 | 4 | 4 | 0 |
| Number / % of posts (Social media posts) | 18 | 3 | 15 | 8 |

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

A total of **177** survey responses, **6** emails/letters and **6** Facebook/Instagram posts.

| Overall sentiment | Support | Conditional support | Oppose | Already have green waste bin | Unable to determine |
|--|---------|---------------------|--------|------------------------------|---------------------|
| Number / % of responses (Surveys) | 56 | 15 | 53 | 22 | 31 |
| Number / % of responses (Emails/letters) | 0 | 0 | 6 | 0 | 0 |
| Number / % of posts (Social media posts) | 0 | 0 | 2 | 2 | 2 |

3) Optional mini bins/caddies will be available from Council at no charge. Council is not proposing to supply compostable bags

A total of **190** survey responses, **2** emails/letters and **1** Facebook/Instagram post.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|--|---------|---------------------|--------|---------------------|
| Number/ % of responses (Surveys) | 90 | 49 | 32 | 19 |
| Number / % of responses (Emails/letters) | 1 | 1 | 0 | 0 |
| Number / % of posts (Social media posts) | 0 | 0 | 0 | 1 |

4) Changes to bin collection frequency in 2022/23 - garbage bin collection switches to fortnightly and FOGO to weekly

A total of **234** survey responses, **4** emails/letters and **46** Facebook/Instagram posts.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine |
|--|---------|---------------------|--------|---------------------|
| Number / % of responses (Surveys) | 70 | 22 | 132 | 10 |
| Number / % of responses (Emails/letters) | 0 | 0 | 4 | 0 |
| Number / % of posts (Social media posts) | 2 | 1 | 42 | 1 |

5) Comments on the Draft Recycling and Waste Management Strategy

A total of **151** survey responses, **15** emails and **88** Facebook/Instagram posts.

| Overall sentiment | Support | Conditional support | Oppose | Unable to determine | Query | Critical |
|--|---------|---------------------|--------|---------------------|-------|----------|
| Number / % of responses (Surveys) | 33 | 24 | 31 | 5 | 27 | 31 |
| Number/ % of responses (Emails/letters) | 0 | 0 | 0 | 0 | 6 | 9 |
| Number / % of posts (Social media posts) | 2 | 5 | 7 | 16 | 18 | 40 |