

Kerbside bin collection changes

**From 1 July 2022
we're switching how often
we empty your bins.**



Emptied fortnightly

General waste bins



Emptied weekly

Food and green waste bins

Community Engagement Summary

16 September 2021

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Overview

In July 2019, Council launched the Food and Green Waste (F&GW) recycling service, a combined food and garden waste service that diverts food waste from landfill and processes it into a high-quality compost for Victorian farmers. There is significant community support for the service which is now used by 83% of eligible Bayside households. The broad adoption of the service has resulted in a significant decrease in the volume of waste Bayside sends to landfill, leading to the lowest levels on record in 2020-21.

Prior to the launch of the service, food waste made up approximately 50% of the contents of an average Bayside general waste bin. Audits conducted in November 2020 on the general waste bins of residents with a F&GW bin found a 14% reduction in food waste in the general waste bins. Despite this reduction, there is still a large amount of food waste that is not being recycled and is ending up in landfill. Audits found that food waste still makes up 36% of general waste bin contents.

The fortnightly collection of the F&GW bin has created an ongoing concern for some residents who are concerned about the smell and mess of decomposing food in the bin over an extended period of time (up to 14 days). Many residents who are keen advocates for the service have reported dissatisfaction with the fortnightly collection frequency.

In order to further increase diversion of food waste from the general waste bin additional steps will be required to shift community behaviour. The continued reliance on the landfilling of a significant portion of Bayside's waste is a driving force for the need to change kerbside collection frequencies and switch the collection frequency of the two bins.

From July 2022, Bayside will be switching the frequency of collection for F&GW and general waste, so F&GW is collected weekly and general waste is collected fortnightly:

- There has been significant interest in this switch, with support from many residents.
- Waste collection contracts expire in June 2022 which presents an opportunity to change to a new collection schedule.
- Comprehensive and ongoing research by the State's Metropolitan Waste and Resource Recovery Group found that some councils which have introduced a weekly food and green waste service and fortnightly garbage service have reduced landfilled garbage by a further 40-50 per cent by weight due to increased organics recovery and increased commingled recycling. This arrangement was also found to have the highest participation and diversion rates. By contrast, the best performing councils with weekly general waste and fortnightly food and green waste have only reduced landfilled garbage by 20-25 per cent by weight.
- The scarcity of landfill is an issue faced by councils, with only one remaining landfill operating in the south east of Melbourne, this landfill has insufficient capacity to meet the current and future needs of all councils in Melbourne's south east.
- The cost of landfill disposal is soaring with the Victorian Government landfill levy increasing by 60% in July 2021. Future increases have already been announced by State Government for subsequent years.
- Council has committed to taking action on climate change with the adoption of the *Climate Emergency Action Plan 2020-2025*. The change of collection schedules directly links to Theme 6, transition to a circular economy to avoid waste, of the *Climate Emergency Action Plan 2020-2025*. Changing the collection schedules will see less waste transported large distances to be disposed at landfill and generating methane, a potent greenhouse gas. Instead, this waste will be transformed into a valuable resource and used on local agriculture, an industry that has the capacity to sequester carbon in large volumes.

Council will commence a tender process for the new kerbside collection contracts in December 2021, to commence effective 1 July 2022. The tender process incorporates the general waste, F&GW and recycling collections. The specifications within the contract will include a weekly F&GW service, fortnightly general waste service and a fortnightly recycling service. Households that do not use Council's kerbside waste collection services will be unaffected by the change.

Community engagement was undertaken to identify key issues or concerns Council will need to consider when switching the food and green waste and general bin collection frequency. The engagement was

designed to understand community sentiment and identify ways to support residents, particularly those with special waste requirements with this change.

To inform the community consultation process, Council provided an opportunity via the Have Your Say platform for online community input and questions relating to this project. Officers directed interested community members to the platform in preparation for the community engagement process. Community members were subsequently invited to participate online, at place-based pop-up engagement activities or through submissions via phone, email or correspondence (see Appendix A for details of the communications and engagement program).

For the purposes of this consultation, the following topics were negotiable and non-negotiable:

Negotiables

- Size of general waste bin supplied
- Size of F&GW bin supplied
- Size of comingled recycling bin supplied
- Criteria for eligibility for a larger bin or additional bin
- Bin share situations

Non-negotiables

- Weekly collected F&GW
- Fortnightly collected general waste
- Fortnightly collected comingled recycling

From **27 May to 11 July 2021**, Council conducted a community engagement process to gather community feedback on key topics relating to the proposed switch or change to kerbside bin collection. Overall, **4,203 participants** provided feedback via an online survey, hard copy survey, place-based pop-up engagement activity or correspondence/submission to Council.

Up to 2,500 participants provided personalised feedback across the seven topics of enquiry: 1) current waste services usage and satisfaction; 2) current volumes of waste generated by households; 3) households with specific waste needs and support requirements; 4) anticipated need for larger or additional bin/s and willingness to pay; 5) household sentiment about proposed switch; 6) requests for further information and 7) other comments.

Positive feedback was received regarding:

- Opt-in rates to access Council's F&GW service
- Satisfaction with Council's current F&GW service
- The intention to reduce food waste and waste generally and to divert waste from landfill
- Earlier introduction of a weekly F&GW service
- Weekly collection of food waste
- Acknowledging some households have specific waste collection needs such as those with babies and/or toddlers in nappies; person/s with chronic illness or medical conditions; larger households, with more than 6 occupants; persons and/or carers of a person with a disability.

Concerns commonly raised related to:

- The reduction in frequency of general waste collection service, how to manage waste when the bin is 100% full or almost full most weeks, potential for contamination, dumping of rubbish and implications for those who do not, or cannot, access the F&GW service
- Waste bin size, seeking to upsize or change current bin arrangement to accommodate the proposed change to the waste collection schedule (ideally at no cost to affected households) and concerns about storing an additional or larger bin
- The perceived anticipated smell, hygiene and vermin associated with fortnightly waste collection, particularly bins containing food scraps or items such as nappies, animal faeces or medical waste and in the warmer months.
- Some aspects regarding use of the caddy/counter top bin relating to hygiene, quality of liners, cost to purchase additional liners and not yet having a caddy bin.

Participants reported mixed views when asked how their household is feeling about the switch. Many survey respondents view the change as positive or feel it will not be an issue for their household, while

others are concerned. In contrast, the majority of pop-up engagement participants are very positive or positive about the proposed change.

Participants provided a variety of suggestions to support the successful implementation of the proposed change to the collection schedule. Suggestions included Council leadership, advocacy and education in relation to waste reduction and services.

Next steps

Feedback from this stage of consultation will be considered and used to:

- Identify households most impacted by the change.
- Understand potential issues and challenges with the proposed switch.
- Develop strategies or services to assist residents most impacted by the change of collection schedule.
- Develop communications content to answer questions posed by community members in this consultation.
- Inform the planning of future waste education activities and initiatives.

Council will be providing regular updates and additional information will be publicly released as it becomes available.

An extensive communications campaign will be conducted in the lead up to the collection schedule change occurring in July 2022, with a focus on waste avoidance, reuse, reduce and recycling education, promoting services and providing support for residents most heavily impacted.

1 Background

Bayside City Council adopted the Recycling and Waste Management Strategy 2018-27 in 2018, following extensive community engagement. A key action of the strategy is the introduction of the F&GW service, launched in July 2019. Due to waste collection contract durations and contracts being delivered by different contractors, it was not feasible or financially viable to change the collection schedules at that time.

In July 2019, Council changed the green waste kerbside service to a F&GW kerbside service to allow food waste to go into bin along with garden waste. This change to service has been well received by the Bayside community. There has been a positive environmental impact with overall diversion from landfill levels increasing from 49% to approximately 60%. After two years of the F&GW service, Bayside has recorded its lowest landfill volumes for the second year in a row.

Council's current service offering for eligible residents is a weekly general waste collection, fortnightly recycling collection and an optional fortnightly F&GW collection. There is approximately 83% take up of the optional F&GW service. To continue to increase the diversion of waste from landfill, a more frequent collection of the F&GW bin is required. A weekly collection will also address some of the concerns regarding smell and insects in a bin containing food that is emptied on a fortnightly schedule.

While Bayside's landfill volumes have been at a record low level in 2020 and 2021, there is still significant volumes of recoverable waste going to landfill. The Recycling and Waste Management Strategy 2018-27 sets the problem out below:

Growing volumes of waste and the practice of landfilling is a critical global issue that requires urgent action at domestic, municipal and regional levels. The disposal of waste to landfill (landfilling) is problematic for the following reasons:

- *increasing cost of landfilling: the Victorian State government's approach of increasing regulations for new landfills and charging a levy to all disposed material has increased the cost of landfilling, a cost which is borne directly by the community through the municipal waste charge*
- *inefficient use of resources: waste materials that could be recovered for re-use, recycling or conversion to energy*
- *potential environmental impacts: the decomposition of organic matter under anaerobic conditions in landfills produces methane, a potent greenhouse gas. Landfills have also been known to contaminate land, groundwater and freshwater streams when liners and caps fail. Ongoing monitoring and management of landfills is required to address these risks.*

In November 2020, Council conducted an audit of general waste bins from 200 households across the municipality. This audit found that while organic waste volumes in the general waste bin have reduced since the introduction of the F&GW service, approximately 36% of the bin contents is still organic waste that could be placed in a F&GW bin. A more regular collection is likely to capture this organic material as seen by other councils which have already made this switch. This same audit also found that 18% of the general waste bins contained recyclable material. By deduction, over half of Bayside's general waste bin contents can be diverted into alternative kerbside bins, potentially reducing the need for a weekly general waste collection.

This document provides a summary of community feedback on seven topics of enquiry: 1) current waste services usage and satisfaction; 2) current volumes of waste generated by households; 3) households with specific waste needs and support requirements; 4) anticipated need for larger or additional bin/s and willingness to pay; 5) household sentiment about proposed switch; 6) requests for further information and 7) other comments.

2 Consultation process

The consultation process was open to residents, ratepayers, business operators and tenants of Council buildings within the Bayside municipality. The purpose of the engagement was to seek feedback on:

1. Current waste services usage and satisfaction
2. Current volumes of waste generated by households
3. Households with specific waste needs and support requirements
4. Anticipated need for larger or additional bin/s and willingness to pay
5. Household sentiment about proposed switch
6. Requests for further information
7. Other comments.

The elements that are negotiable and non-negotiable in this consultation are presented in Table 1.

Table 1: Project elements that are negotiable and non-negotiable in this consultation

Negotiables	Non-negotiables
Size of general waste bin supplied	Weekly collected F&GW
Size of F&GW bin supplied	Fortnightly collected general waste
Size of co-mingled recycling bin supplied	Fortnightly collected co-mingled recycling
Criteria for eligibility for a larger bin or additional bin	
Bin share situations	

2.1 Consultation methodology

The following activities were undertaken from **27 May to 11 July 2021**:

- Project information and online survey hosted on the engagement platform *Have Your Say*
- Promotion of the project using Council's communication channels including social media.
- Hard copy survey available from Council's libraries, seniors' centres, pop-ups at farmers markets and in major activity centres, and offices in Royal Avenue, Sandringham
- Place-based, drop-in sessions in a range of locations where community members gather
- Presentations to a range of council committee meetings and community groups

Engagement activities, timeframes and outcomes relating to this consultation are presented in Table 2. See Appendix A for details of drop-in sessions, community presentations and locations.

Table 2: Engagement activities, timeframes and outcomes

Timeframe and details	Activity
27 May – 11 July 2021 2,963 contributors 3,147 contributions 403 project followers	On-line engagement platform <i>Have Your Say</i> Survey seeking feedback on Changes to kerbside waste collection
27 May – 11 July 2021 277 comments 28 'Shares' 412 'Likes'	Social media <i>Bayside City Council</i> pages Eight separate Facebook posts were made by Council alerting readers to the engagement project. Two separate Instagram posts and one Twitter post were made as well
27 May – 11 July 2021 32 emails, 24 website/ internet queries, 21 phone submissions and 3 customer service requests were sent by individuals	Correspondence to officers in the Recycling and Waste team, Customer Service, Mayor and Councillors
27 May - 11 July 2021 17 place-based pop ups at Libraries, Activity Centres	Face to face pop ups and online presentations

and Farmers markets
throughout the Municipality
11 presentations to relevant
committees and community
groups

27 May – 11 July 2021
656 responses

Hard copy survey

2.2 Communication tools and channels

The project was promoted via a variety of communication channels. See Appendix A for more details.

Online

- Council website update – projects page, news items, high-traffic recycling and waste pages
- Have Your Say page
- Scannable QR code

Collateral

- Letter to households not using F&GW service
- Postcard mailed to households using F&GW service
- Postcards handed out at face to face engagement sessions, Libraries, Corporate Centre, MCH centres, seniors centres

Social media

- Facebook and Instagram posts – 33,039 Reach (posts were delivered to users) with 717 Engagement (interacted with the post, i.e. commented, liked or shared)

Print

- Let's Talk Bayside magazine editorial and advertising

Councillor bulletin

- Update on project status via Inside Word for Councillors

Advertising

- Facebook advertising
- Newspaper advertising – 2x The Local Paper and 2 x Bayside Domain Weekly
- Postcard

Email

- 13 e-Newsletters were sent from three departments with links to the Have Your Say page.
- Have Your Say members
- This Week in Bayside weekly e-newsletter

Media

- Media release

Event

- Listening posts/drop in sessions

3 Description of participation profile

Overall, **4,203 participants provided feedback** that directly addressed the project questions via the following consultation methods:

- Online survey on the *Have Your Say* project page (3,097 respondents)
- Hard copy survey (656 responses received prior to commencement of data analysis)
- Place-based pop-up engagement activity (370 participants)
- Email correspondence to the Mayor, Councillors or Council (32), website/internet query (24), telephone call (21), customer service request (3) (80 submissions).

Demographic information was not recorded or provided by all participants. The description of participation profile relies heavily on the information provided by survey respondents (online and hard copy). Details for those participating via social media are not included within the body of this report, although, insights from the social media commentary are presented in Section 5.5.

Participant personal characteristics

Age was reported by the majority of the 3,753 survey respondents. As shown in Table 3, many respondents were aged 40 to 49 years (n=843, 22.5%), 60 to 74 years (n=823, 22.5%) or 50 to 59 years (n=796, 21.2%). Persons aged 29 years and under (n=79, 2.1%) were proportionally under-represented. 112 respondents did not provide a response.

Gender was also reported by the majority of the 3,753 survey respondents. As shown in Table 3, the majority of respondents identified as Female (n=2,242, 59.7%) and were proportionally over-represented. 80 respondents did not provide a response to this question.

Living with a disability and living with a chronic illness or medical condition was self-identified by survey respondents. As shown in Table 3, 191 respondents identified as a person or carer of a person with a disability. 380 respondents identified as a household with person/s with chronic illness or medical condition.

Household size was reported by online survey respondents only. Many respondents reported living in a household with four persons or occupants (n=912, 29.3%) and were proportionally over-represented. 189 respondents did not provide a response to this question.

Housing tenure was reported by survey respondents. As shown in Table 3, the majority of respondents identified as a home owner/ratepayer (n=2,770, 84.1%) and were proportionally over-represented. 29 respondents did not provide a response to this question.

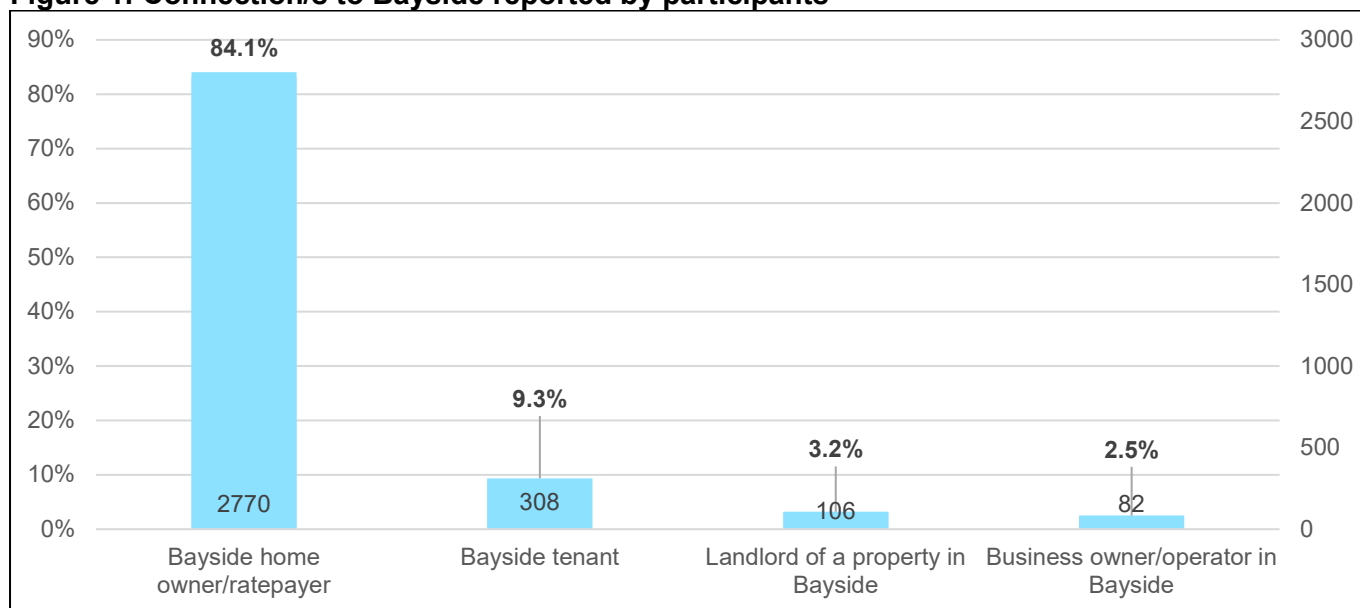
Table 3: Selected participant personal characteristics, comparison with 2016 ABS Census

Demographic characteristic		Bayside municipality (2016 ABS Census)	Consultation participants
Age	Under 20 years	23.8%	9 (0.2%)
	20 – 29 years	8.5%	70 (1.9%)
	30 – 39 years	10.0%	526 (14.0%)
	40 – 49 years	16.3%	843 (22.5%)
	50 – 59 years	14.8%	796 (21.2%)
	60 – 74 years	16.0%	823 (21.9%)
	75+ years	10.5%	574 (15.3%)
	Prefer not to say	--	112 (3.0%)
Gender	Female	52.4%	2,242 (59.7%)
	Male	47.6%	1,307 (34.8%)
	Non-binary	--	23 (0.6%)
	Prefer not to say	--	101 (2.7%)
Disability	Need for assistance with core activities by age	4.3%	--
	Person or carer of person with disability	--	191 (5.1%)
	Household with person/s chronic illness or medical conditions	--	380 (10.1%)
Household size	1 person	24.4%	222 (7.2%)
	2 persons	31.6%	696 (22.5%)
	3 persons	15.2%	430 (13.9%)
	4 persons	19.7%	912 (29.4%)
	5 persons	7.4%	442 (14.3%)
	6 or more persons	1.7%	206 (6.7%)
Housing tenure	Home owner (fully owned or mortgage)	70.7%	2,770 (84.1%)
	Renting	22.3%	308 (9.3%)
	Other tenure type/not stated	7.0%	---

Participant connection/s to Bayside and residential tenure in Bayside

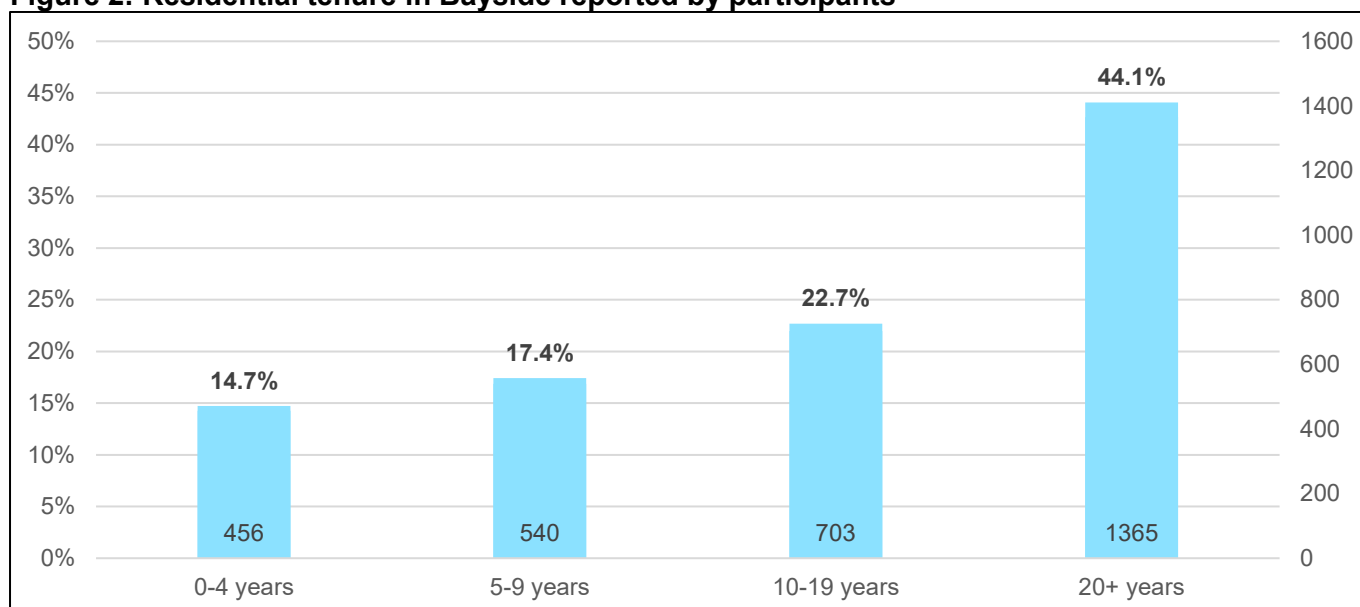
As shown in Figure 1, respondents represented all connection categories. The majority of respondents identified as a home owner/ratepayer (n=2,770, 84.1%). 29 respondents did not provide a response to this question.

Figure 1: Connection/s to Bayside reported by participants



As shown in Figure 2, respondents represented all residential tenure categories. Many respondents have been living in Bayside for 20 or more years (n=1,365, 36.4%). 33 respondents did not provide a response to this question. This question was not asked in the hard copy survey.

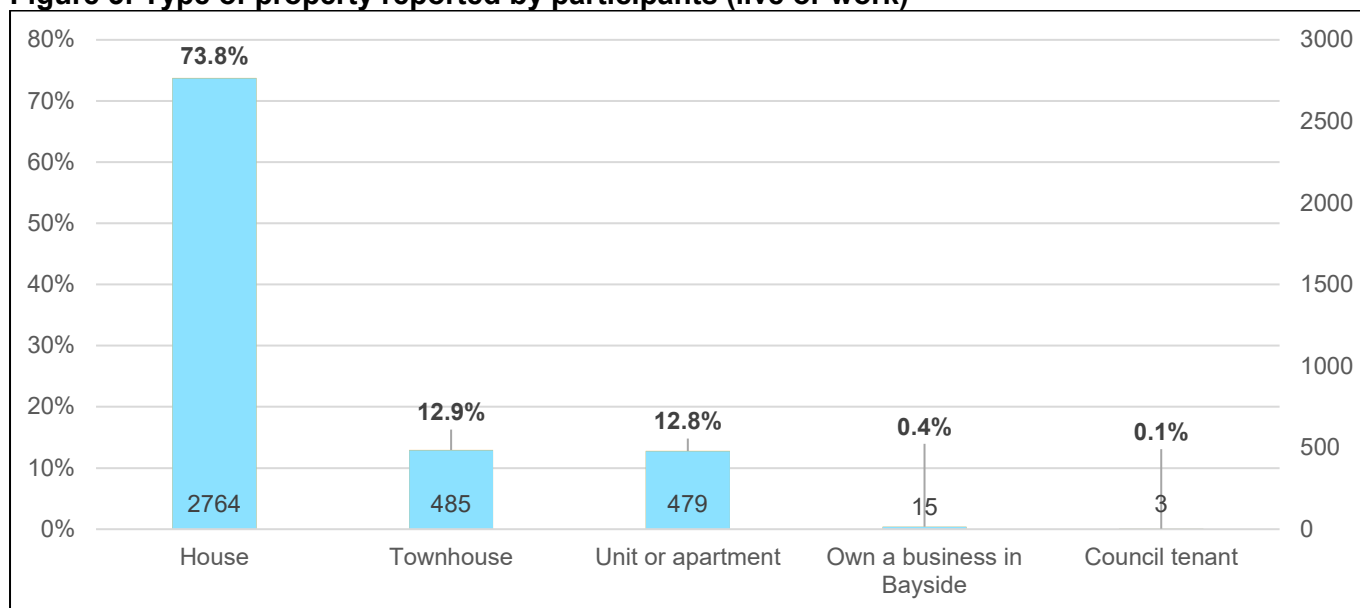
Figure 2: Residential tenure in Bayside reported by participants



Description of participant property and access to Council's waste services

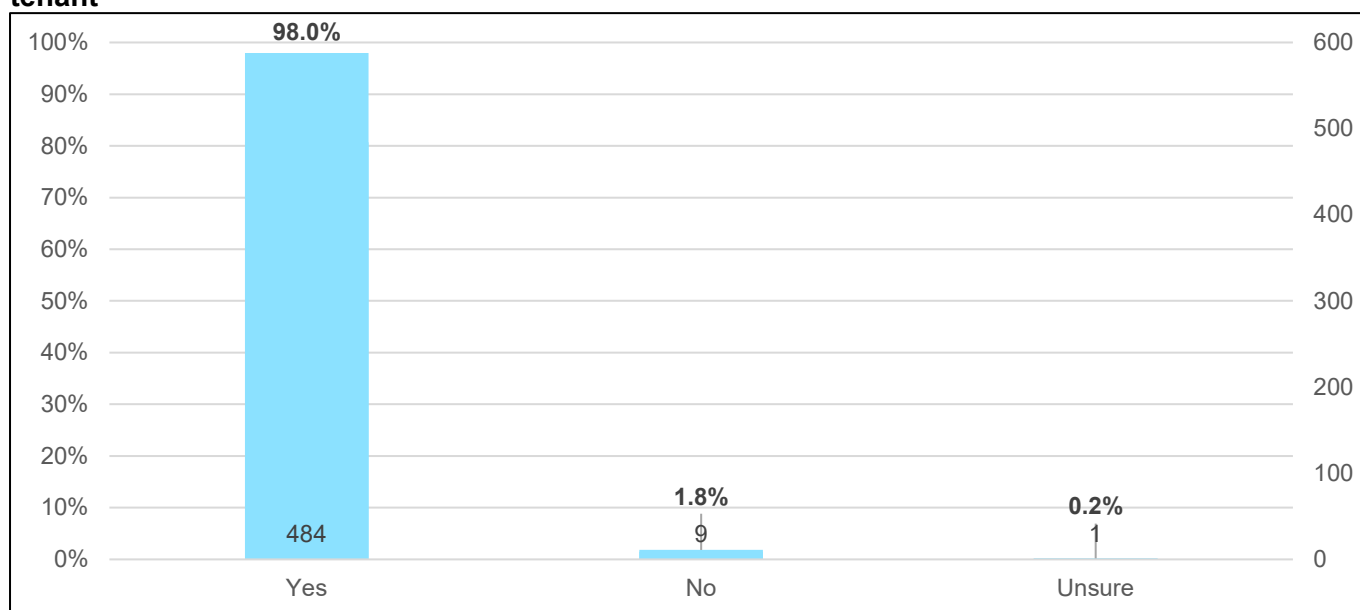
As shown in Figure 3, respondents represented all property type categories. The majority of respondents reported living (or working) in a house (n=2,764, 73.8%). Seven respondents did not provide a response to this question.

Figure 3: Type of property reported by participants (live or work)



The 497 respondents who identified property type as a **Unit or apartment, Business or Council tenant** were asked "Do you use Council's waste services (Bayside City Council logo on your bins)?" As shown in Figure 4, of the 494 respondents responding to this question, 484 (or 98.0%) indicated **Yes**. The nine respondents who indicated **No** were exited from the survey as they will not be affected by the proposed change to the kerbside bin collection service.

Figure 4: Use of Council's waste services, participants in a unit or apartment, business or Council tenant

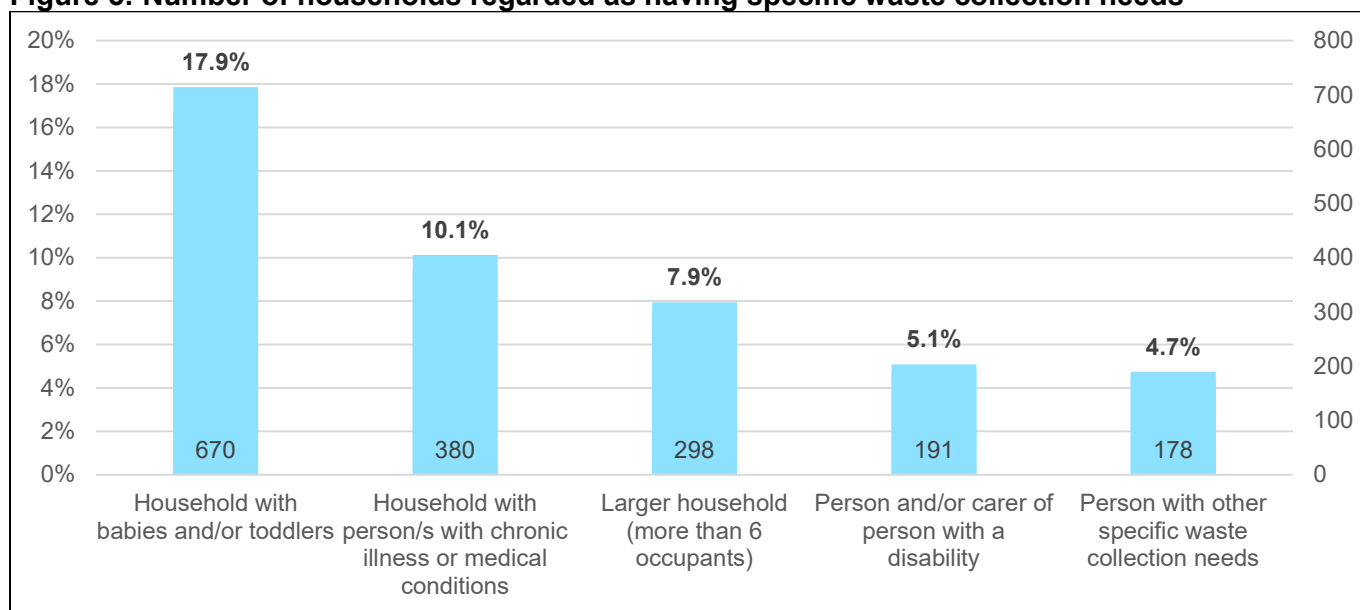


Households with specific waste collection needs

Of the 3,753 survey respondents, 2,218 (or 59.1%) indicated their household did not have a characteristic associated with having specific waste collection requirements. 127 (or 3.4% of) respondents did not provide a response to this question. Accordingly, 37.5% of survey respondents indicated their household has at least one characteristic regarded as being associated with having specific waste collection requirements.

As shown in Figure 5, 670 (or 17.9% of) respondents identified as a household with babies and/or toddlers and 178 (or 4.7%) of respondents indicated that their household has other specific waste collection needs.

Figure 5: Number of households regarded as having specific waste collection needs*



*Note: Respondents may have identified household as having one or more characteristics

4 Consultation findings

The following section summarises the community feedback and sentiment regarding the proposed changes or switch to the kerbside waste collection service to be effective from July 2022. Results and key themes emerging from the analysis of participant feedback are presented by topic of enquiry. In the interest of participant privacy, individual quotes have not been included within this public document. Where applicable, the number of responses or references to a topic is specified in brackets and italics. Themes apparent in the feedback are generally presented as statements in the tables. The statements represent a blending or synthesis of the verbatim responses.

4.1 Overview of findings and support for service and proposed switch

4.1.1 Overview of findings

- **Current waste services usage and satisfaction**
 - The majority of participants (3,295 or 87.8%) are currently using Council's F&GW service. Reasons for not using the F&GW service include: Not having space for an additional bin; Not wanting to pay for an additional bin; Already composting or using an insinkerator at home; Personal preference to not use the service; and Household or business generates little food or green waste. A small number of participants were unaware of the service.
 - The majority of participants who identified as current service users indicated they are satisfied or very satisfied with Council's F&GW service and provided a rating of 3 or more stars out of 5 (2,753 or 89.4%).
- **Current volumes of waste generated by households**
 - While participants reported varying responses when asked how full their F&GW bin is on a typical bin collection day, around one quarter (815 or 23.4%) indicated it is 100% full. In relation to the general waste bin, many participants (1,590 or 43.7%) indicated it is 100% full on a typical bin collection day. The size of participants' F&GW and general waste is not reported.
- **Households with specific waste needs and support requirements**

Council has identified four types of households that may have specific waste collection requirements. Some participants identified with one or more aspects of these types of households:

 - Households with babies and/or toddlers in nappies: 670 (or 17.9% of) participants
 - Households with person/s with chronic illness or medical conditions: 380 (or 10.1% of) participants
 - Larger households, with more than 6 occupants: 298 (or 7.9% of) participants
 - Person and/or carer of a person with a disability: 191 (or 5.1% of) participants
 - Other household types identified by participants as having specific waste collection requirements are: Animal owners needing to dispose of faeces or cat litter; Families and households with four occupants; and Particular property types such as apartments, large retirement complexes, aged care facilities, child care centres and businesses including home-based businesses.

Participants reported these households could be supported by:

 - a weekly general waste service;
 - a larger or additional general waste bin; and
 - provided a variety of suggestions including a nappy collection service, rebates or incentives for families using cloth nappies and providing additional waste collections services including hard waste collection during holidays and at certain times of the year and offering food waste drop off centres or subsidised compost bins.
- **Anticipated need for larger or additional bin/s when collection schedule changes and willingness to pay:**
 - Many participants (1,725 or 46.0%) anticipate a larger or additional general waste bin will be required as they will require an increase to general waste bin capacity or are a household identified as having specific waste collection needs

- 288 (or 7.7% of) participants anticipate a larger or additional F&GW bin will be required and would like to change the current F&GW or increase its capacity
- 1,385 (or 36.9% of) respondents anticipate no larger or additional bins will be required as the current F&GW and general waste capacity is likely to be sufficient
- Participants who indicated they may or would require a larger or additional general waste bin were asked if they would be willing to pay. While mixed views were reported, the majority of respondents (1,599 or 69.9%) indicated No.
- **Current household sentiment about proposed switch:** When asked how their household is feeling about the switch, many survey respondents (1,487 or 39.6%) indicated they view the change as positive or feel it will not be an issue for their household. Other respondents (1,774 or 47.3%) indicated they are concerned about the proposed change. In contrast, the majority of pop-up engagement participants (326 or 88.1%) indicated they are Very positive or Positive about the proposed change.
- **Other comments referring to waste-related services and Council services generally:** Participants who provided other comments largely reiterated previous views. Other topics referred to in participants' personalised feedback included: Recycling waste experiences and suggestions; Council leadership, advocacy and education in relation to waste reduction and services; Concerns regarding waste consultation and communication; and Views on Council-related topics beyond consultation scope.

4.1.2 Support for current F&GW service and proposed switch

Positive feedback was received regarding:

- Opt-in rates to access Council's F&GW service
- Satisfaction with Council's current F&GW service
- The intention to reduce food waste and waste generally and to divert waste from landfill
- Earlier introduction of a weekly F&GW service
- Weekly collection of food waste
- Acknowledging some households have specific waste collection needs such as those with babies and/or toddlers in nappies; person/s with chronic illness or medical conditions; larger households, with more than 6 occupants; persons and/or carers of a person with a disability.

Concerns commonly raised related to:

- The reduction in frequency of general waste collection service, how to manage waste when the bin is 100% full or almost full most weeks, potential for contamination, dumping of rubbish and implications for those who do not, or cannot, access the F&GW service
- Waste bin size, seeking to upsize or change current bin arrangement to accommodate the proposed change to the waste collection schedule (ideally at no cost to affected households) and concerns about storing an additional or larger bin
- The perceived anticipated smell, hygiene and vermin associated with fortnightly waste collection, particularly bins containing food scraps or items such as nappies, animal faeces or medical waste and in the warmer months.
- Some aspects regarding use of the caddy/counter top bin relating to hygiene, quality of liners, cost to purchase additional liners and not yet having a caddy bin.

Participants provided a variety of suggestions to support the successful implementation of the proposed change to the collection schedule. Suggestions included Council leadership, advocacy and education in relation to waste reduction and services.

4.2 Scope and methodology

In line with Victorian Government COVID-19 restrictions, this engagement process was conducted online, in-person when permitted and submissions were accepted via email, website, telephone and post. The engagement plan for the project considered the project's complexity (what can and cannot be influenced), the level of change/impact, and reputational risks.

The project was assessed as being a high priority project. The following online activities were undertaken:

- Hard copy letters, postcards and magazine sent to all households to promote the engagement;
- Project information and online survey hosted on the online engagement platform *Have Your Say*;
- Promotion of the project using Council communication channels, including social media;
- Hard copy surveys provided to older residents and available by request.

See Appendix A for more information about the communications and engagement program.

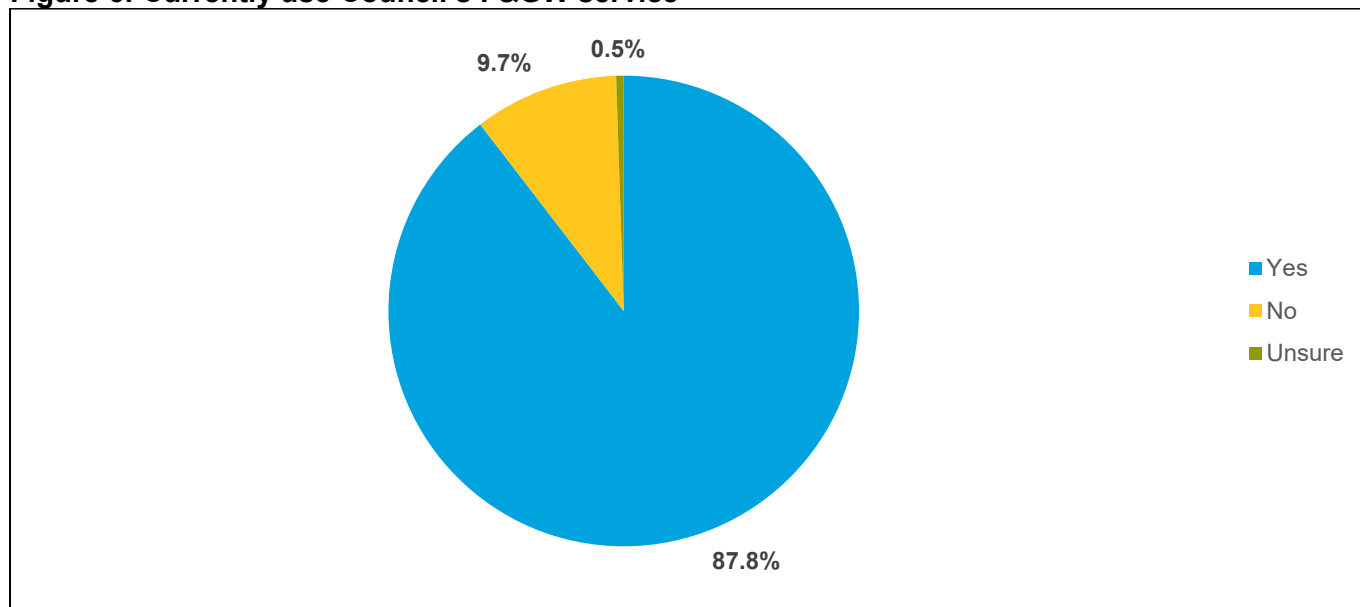
4.3 Current use of waste services and service user satisfaction

4.3.1 Current use and non-use of F&GW service

In July 2019, Council launched the F&GW service, a combined food and garden waste service that aims to rescue food waste from landfill and process it into a high-quality compost for Victorian farmers. Council is keen to understand the extent of user satisfaction and reason for non-use of the service.

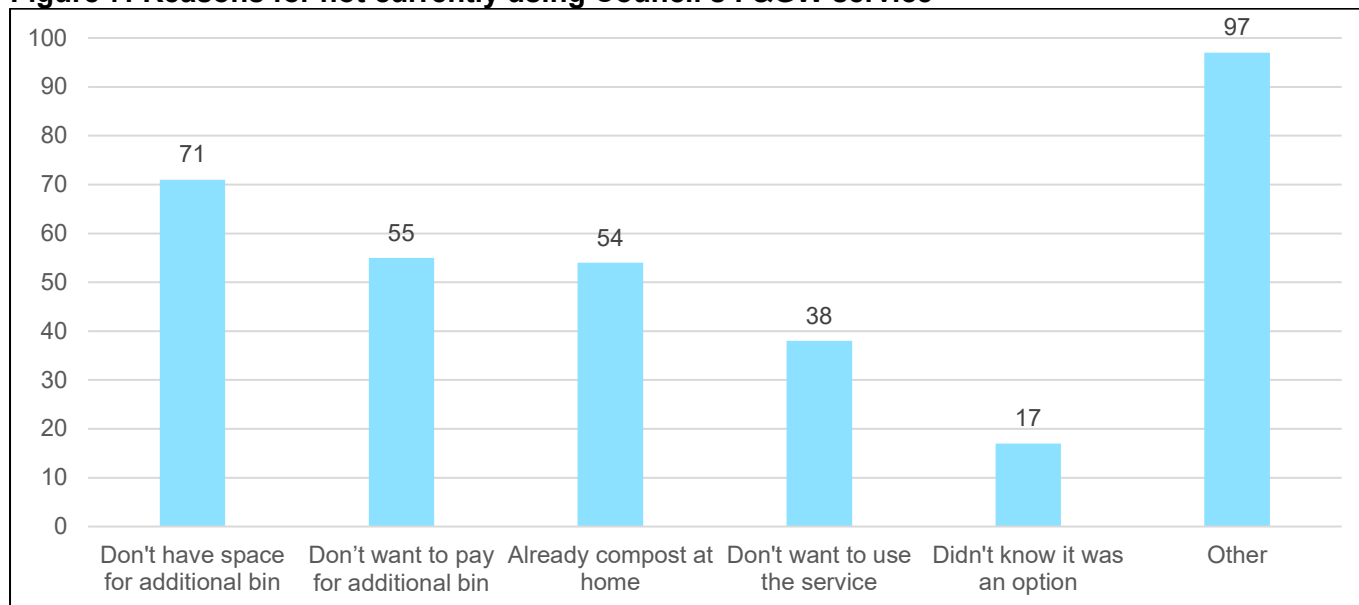
Survey respondents were asked “Do you currently use Bayside’s F&GW service?” As shown in Figure 6, the majority of respondents (3,295 or 87.8%) indicated **Yes**, 365 (or 9.7% of) respondents indicated **No** and 19 (or 0.5% of) respondents indicated **Unsure**. 74 respondents did not provide a response to this question.

Figure 6: Currently use Council’s F&GW service



Online survey respondents who indicated **No or Unsure** were asked “Is there a reason why you don’t or wouldn’t use the F&GW service?” and presented with a list of six response options. As shown in Figure 7, the 261 respondents selected all response options and many selected “Don’t have space for additional bin” or “Other”.

Figure 7: Reasons for not currently using Council’s F&GW service



All 97 online survey respondents who indicated “Other” provided a personalised response. The responses have been sorted by theme and topic and are presented in Table 4, in descending order.

Table 4: Personalised reasons for not currently using Council’s F&GW service

Themes in responses	Topics referenced
Household generates little food waste (14 comments)	<ul style="list-style-type: none"> Have very little food waste Don't cook much at home so no food waste Don't create enough food waste to make it worthwhile
Household does not have a green waste bin (12 comments)	<ul style="list-style-type: none"> Do not currently have a green waste bin Green waste bin has not or will be not be provided by landlord (renting) Have not been provided with a green waste bin
Bin was unhygienic and smell was offensive (11 comments)	<ul style="list-style-type: none"> Stopped placing food scraps in green waste bin due to offensive smell and mould Disposing food scraps attracted ants and rodents
Sharing a green waste bin or have limited use (11 comments)	<ul style="list-style-type: none"> Share a bin with neighbours or others Limited green waste bins due to communal or shared use Don't want others using my bin for free or place unwrapped food in shared bin
Will not pay for an additional bin (10 comments)	<ul style="list-style-type: none"> Do not want to pay for an additional bin Cannot afford to pay for an additional bin
Insufficient space to store an additional bin (10 comments)	<ul style="list-style-type: none"> Do not have space for an additional bin Do not have space for a kitchen caddy bin
Household uses an insinkerator (9 comments)	<ul style="list-style-type: none"> Use an insinkerator to dispose of food waste
Household generates no or little green waste (9 comments)	<ul style="list-style-type: none"> Have no garden or garden waste Generate no or little green waste
Household does not have a caddy bin (7 comments)	<ul style="list-style-type: none"> Did not receive a starter kit, caddy was request or paid for and never delivered Would use caddy bin in apartment if household had one

Themes in responses	Topics referenced
Dissatisfied with aspect of caddy bin (6 comments)	<ul style="list-style-type: none"> Caddy liner bags perished or fell apart Caddy bin went mouldy or attracted flies Cannot buy compostable bags
Business that generates little food or green waste (5 comments)	<ul style="list-style-type: none"> Business activity that does not generate, or need to dispose of, food or green waste
Prefer not to use service (5 comments)	<ul style="list-style-type: none"> Not important or too hard to separate Do not wish to use service
Do not want another large bin (5 comments)	<ul style="list-style-type: none"> Don't want another big waste bin May consider using service if there was a small green waste bin option
Compost at home (4 comments)	<ul style="list-style-type: none"> Already compost at home
Bin size related issue (4 comments)	<ul style="list-style-type: none"> Don't want another big bin Would use if offered the option of a small green waste bin
Green waste bin not emptied frequently enough (4 comments)	<ul style="list-style-type: none"> Unhappy food bin was being collected fortnightly Weekly collection should commence now
Green waste bin is already full or used for garden waste only (4 comments)	<ul style="list-style-type: none"> Have a large garden and lawn and green bin is already usually full Use green waste bin for garden waste only
Other comments (6 comments)	<ul style="list-style-type: none"> Didn't understand service Will be commencing shortly Reduction of Council waste services

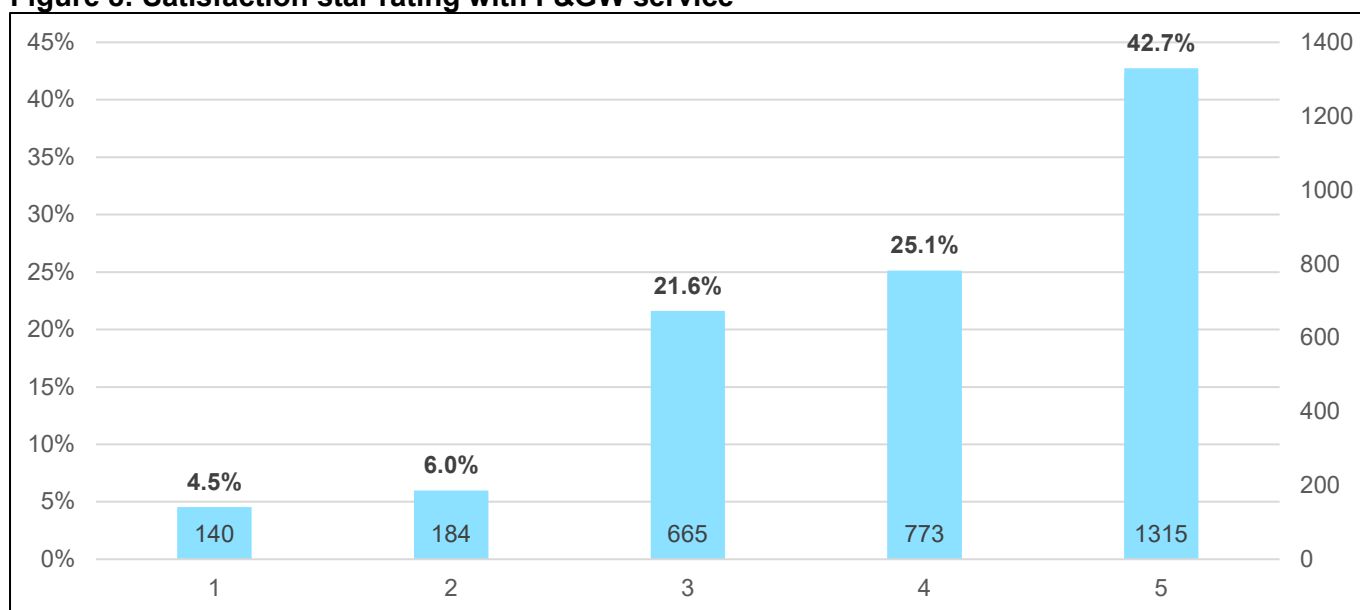
4.3.2 User satisfaction with current F&GW service

Current users of the F&GW services were asked to rate their satisfaction with the experience and invited to explain their reasoning for the rating assigned.

Survey respondents were asked "Please rate your experience of the F&GW service out of five stars (1 star = very dissatisfied, 3 stars = satisfied, 5 stars = very satisfied). A total of 3,077 service user respondents provided a response.

As shown in Figure 8, the majority of respondents indicated they are satisfied and rated the service with 3 or more stars (2,753 or 89.4%). Many respondents (1,315 or 42.7%) indicated they are very satisfied and provided a 5 star rating.

Figure 8: Satisfaction star rating with F&GW service



Survey respondents were then asked “Why did you assign that rating?” and invited to provide a personalised response. A total of 1,840 respondents provided a personalised response and over 2,200 topics were commented on. While the majority of respondents provided positive feedback, mixed views and a variety of explanations were observed.

The personalised responses have been sorted by theme and topic and are presented in Table 5 and summarised below (in descending order):

- **Positive user sentiment (1,094 comments):** Happy or satisfied with food scraps and/or green waste concept and service; Happy or satisfied with concept as it reduces general waste and supports the environment; and Happy or satisfied with green waste bin collection service
- **Negative user sentiment (693 comments):** Current green waste bin collection service does not meet my needs; Concerns about food scraps being placed in the green waste bin; and Dissatisfied with aspects of caddy/counter top bin
- **Neutral user sentiment (275 comments):** Service is okay, as expected and getting used to it; and Placing some or no food scraps in the green waste bin
- **Other comments (159 comments):** General comments relevant to F&GW service; Comments and concerns relating to Council general waste services; Disagree with this initiative, concerns about change and critical of consultation; Request for change to waste collection to be introduced asap; and Ideas to increase uptake of green waste services and other suggestions.

Table 5: Consolidated responses explaining satisfaction star ratings

Themes in responses	Topics referenced
Positive user sentiment (1,094 comments)	
Happy or satisfied with food scraps and/or green waste concept and service (573 comments)	<ul style="list-style-type: none"> Satisfied or very satisfied with service Service works well, suits our household, meets our needs Great service, very good, love it, love that we can recycle food waste Support initiative or idea Service is easy to use or convenient Service is efficient or useful Bin size/s are good
Happy or satisfied with concept as it reduces general waste and supports the environment (356 comments)	<ul style="list-style-type: none"> Support recycling, committed to waste minimisation, better for environment, passionate planet Reduces general waste or waste going to landfill Has reduced our household's general waste Makes people think more about their waste and encourages good habits
Happy or satisfied with green waste bin collection service (165 comments)	<ul style="list-style-type: none"> Fortnightly collection service works well (frequency) Bin collection service is consistent, reliable, on time or every time
Negative user sentiment (693 comments)	
Current green waste bin collection service does not meet my needs (316 comments)	<ul style="list-style-type: none"> Green waste bin collection service is required <u>more</u> frequently <ul style="list-style-type: none"> Not frequent enough, fortnightly collection is problematic Needs to be weekly for larger household/gardens, Concerns that the green waste bin collection service is inconsistent <ul style="list-style-type: none"> Bins not always picked up or not fully emptied Carelessness results in rubbish on streets or damaged bins Bin isn't emptied, irregular waste collection Green waste bin collection service is required <u>less</u> frequently <ul style="list-style-type: none"> Is hardly ever full, empty <u>less</u> frequently, do not require weekly collection, have limited food waste, fortnightly service is okay Concerns about bin size: <ul style="list-style-type: none"> Bin is too big, becomes too heavy to move Bin is too small Concerns about items that can be placed in green bin Green waste bin collection service is required <u>less</u> frequently, do not require weekly collection General concerns or dissatisfaction with the service
Concerns about food scraps being placed in the green waste bin (236 comments)	<ul style="list-style-type: none"> Concerns that bin is unhygienic, dirty and smell or odour is offensive <ul style="list-style-type: none"> Smelly bins, smell around home or on street Dirty, mouldy or unhygienic bins, mess left at bottom, hard to clean Concerns that disposing of food scraps in green waste bin has attracted vermin <ul style="list-style-type: none"> Bin has maggots, flies or insects Bin attracts rats, possums, crows, foxes and mice Have stopped placing food scraps in green waste bin due to dissatisfaction (i.e. smell, hygiene, inconvenience)
Dissatisfied with aspects of caddy/counter top bin (141 comments)	<ul style="list-style-type: none"> Concerns about bags or bin liners, biodegradable bags are expensive <ul style="list-style-type: none"> Additional bags are expensive and should be supplied by Council for free or at a subsidised costs Bags break or disintegrate quickly, not fit for purpose Bags are a hassle to use Difficult to find new bags, don't know which ones are suitable to use Bags are too small Difficult to use, issues with size, inconvenient Gets unhygienic, mouldy, smelly or attracts flies Didn't receive or get a caddy bin Caddy has become damaged or broken
Neutral user sentiment (275 comments)	

Themes in responses	Topics referenced
Service is okay, as expected and getting used to it (138 comments)	<ul style="list-style-type: none"> • Neutral or nothing special or as expected, it is Council's job to collect waste (neutral experience) • Still getting used to using caddy bin, using it sometimes
Placing some or no food scraps in the green waste bin (137 comments)	<ul style="list-style-type: none"> • Use it for green waste only, too much garden waste, not enough room for food scraps • Don't use it much, bin is rarely full • Prefer to use own compost bin, worm farm or insinkerator • Green/food waste collection hasn't made a big difference to waste habits
Other feedback (159 comments)	
General comments relevant to F&GW service (65 responses)	<ul style="list-style-type: none"> • Amount of green waste varies by season • We have a lot of garden waste • We use it • Currently paying for two bins • Garden and household size should be considered
Comments and concerns relating to Council general waste services (49 responses)	<ul style="list-style-type: none"> • Prefer general waste to continue to be emptied weekly • Concerns about units or apartments with shared bins • Concerns about damaged bins or wrong lids • Comments about recycling and non-recyclable packaging
Disagree with this initiative, concerns about change and critical of consultation (17 comments)	<ul style="list-style-type: none"> • Don't change, leave as is • Disagree with this initiative/policy/decision, unhappy about cost to ratepayers • Critical of Council and consultation
Request for change to waste collection to be introduced asap (16 responses)	<ul style="list-style-type: none"> • Service should be introduced earlier • Service should start before July 2022
Ideas to increase uptake of green waste services and other suggestions (12 comments)	<ul style="list-style-type: none"> • Ideas for Council to increase awareness and uptake <ul style="list-style-type: none"> ○ Layering garden waste and food waste or storing food waste in the freezer until bin day to mitigate smell ○ Provide information on where to buy bin liner bags suitable for composting ○ Education on why it is bad for people to put food scraps in a normal plastic bag (non-biodegradable) • Other suggestions <ul style="list-style-type: none"> ○ More consistency in collection times, not during school drop off times ○ Would like separate bins or bags for food waste ○ Would like to be able to put kitty litter and animal waste in green bin as some other councils allow ○ Caddy bin could have small holes to prevent sweating

Table B1 in Appendix B shows the breakdown of the findings presented in Table 5 by satisfaction star rating, which are listed below:

- 1 star rating respondents (n=105)
- 2 stars rating respondents (n=138)
- 3 stars rating respondents (n=396)
- 4 stars rating respondents (n=419)
- 5 stars rating respondents (n=782)

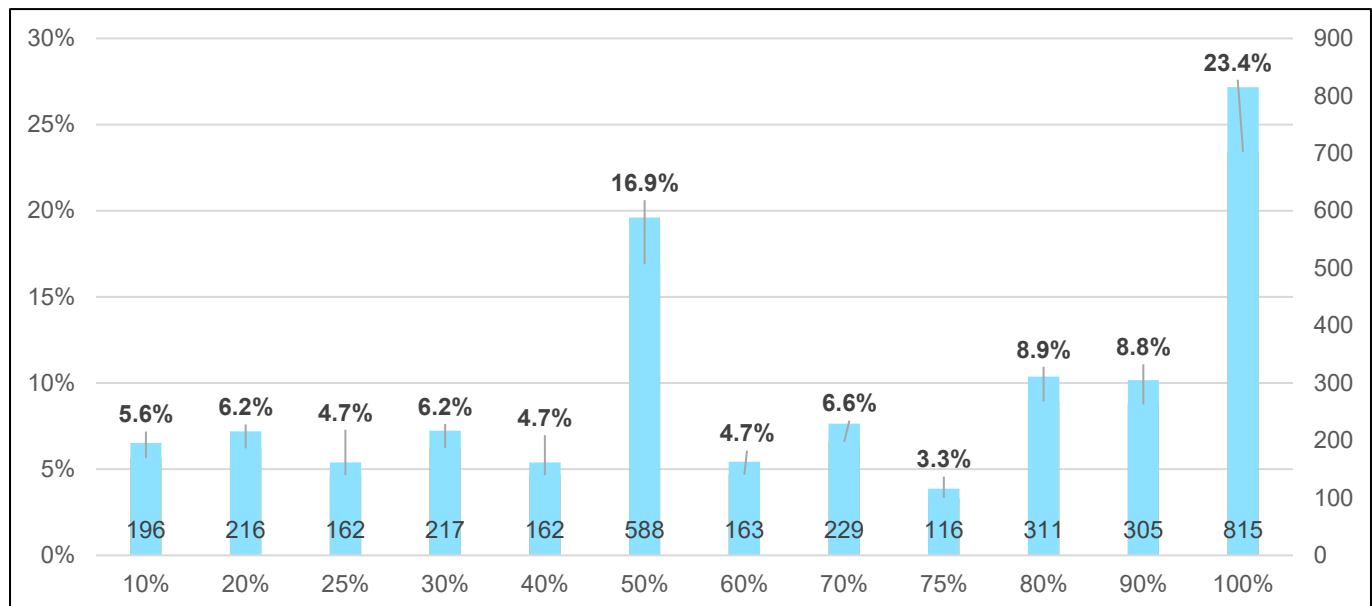
4.4 Future waste collection service needs and supporting households

4.4.1 Current volumes of waste generated by households

Council seeks to understand the extent to which bins are full on a typical bin collection day as a precursor to exploring the anticipated need for larger or additional waste bins and education and behaviour change activities following the introduction of changes to kerbside waste collection services.

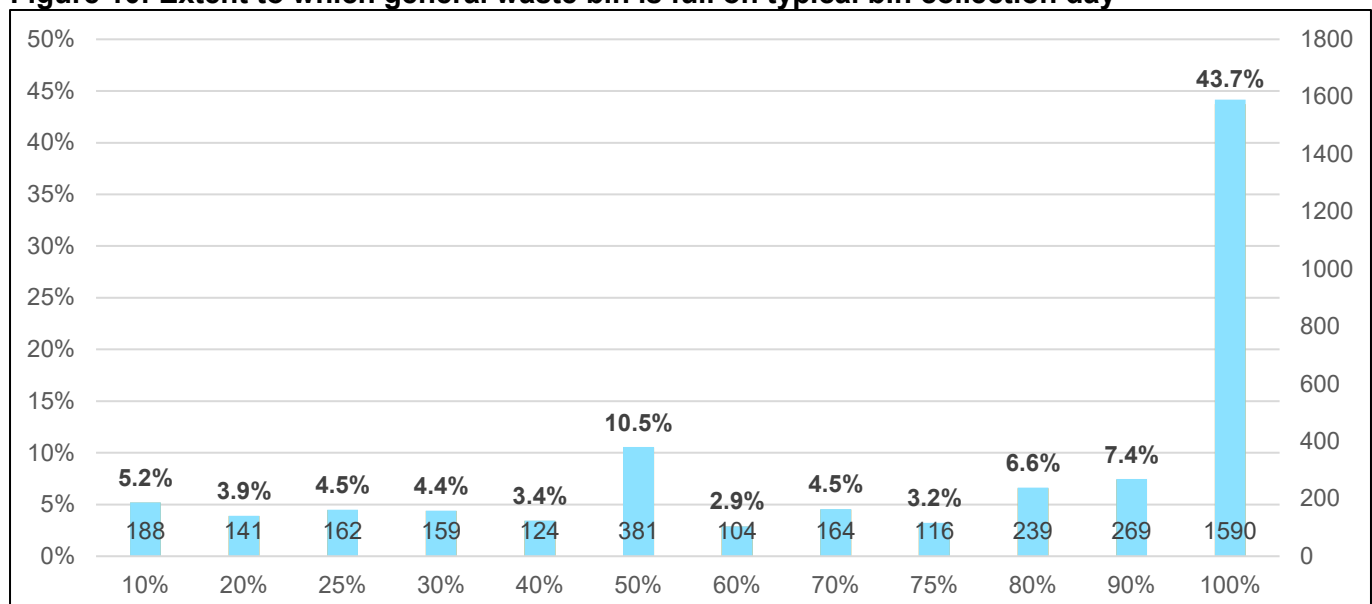
Survey respondents were asked “On a typical bin collection day, how full is your F&GW bin? (using a slider with percentages in increments of 10 or an image with increments of 25)”. As shown in Figure 9, respondents reported different responses and around one quarter (815 or 23.4%) indicated their general waste bin is 100% full. 273 respondents did not provide a response to this question.

Figure 9: Extent to which F&GW bin is full on typical bin collection day



Survey respondents were asked “On a typical bin collection day, how full is your general waste bin? (using a slider with percentages in increments of 10 or an image with increments of 25)”. As shown in Figure 10, all response options were selected with many respondents (1,590 or 43.7%) indicating their general waste bin is 100% full. 116 respondents did not provide a response to this question.

Figure 10: Extent to which general waste bin is full on typical bin collection day



4.4.2 Requests by households with specific waste collection needs

Council acknowledges that some persons and households may have specific waste collection requirements namely:

- Households with babies and/or toddlers in nappies (as identified by 670 respondents)
- Households with person/s with chronic illness or medical conditions (as identified by 380 respondents)
- Larger households, with more than 6 occupants (as identified by 298 respondents)
- Person and/or carer of a person with a disability (identified by 191 respondents) (see Figure 5 previously presented)

Council sought to understand how to support these households with the switch to weekly F&GW and fortnightly general waste collection; participants' anticipated need for larger or additional waste bin/s and willingness to pay for an expanded service.

Survey respondents who identified as having one or more of the specified household characteristics were asked "How can Council support your household with the switch to weekly F&GW and fortnightly general waste collection?" and invited to provide a personalised response. **A total of 1,018 respondents** provided a personalised response and over 1,900 comments referred to a variety of topics.

The personalised responses have been sorted by theme and topic and are presented in Table 6, in descending order.

Table 6: Consolidated/overall findings of suggestions to support households identifying as having specific waste collection needs

Themes in responses	Topics referenced
Continue weekly collection of <u>general waste</u> bin (892 comments)	<ul style="list-style-type: none"> ○ For hygiene or odour reasons ○ Because we have babies/ toddlers in nappies ○ As our bin always fills up <ul style="list-style-type: none"> ○ General waste is already full each week ○ Use bins properly and have already have insufficient space for bins ○ Already pay for an extra bin ○ Continue weekly collections with no specific reason given ○ Because we have dog/s or animals (faeces) ○ Because we are a large household (6+) ○ Because we are a family and have children (<6 persons) ○ Because we have a household member with a chronic illness/medical condition ○ Because we are have household members working or studying at home more due to pandemic ○ Request both bins are collected weekly ○ To manage our general waste associated with shopping and lifestyle ○ Because we only have a small bin
Offer or provide a larger or additional <u>general waste</u> bin (369 comments)	<ul style="list-style-type: none"> ○ Offer a larger or extra general waste bin with no specific criteria or reason given ○ Because we have babies/ toddlers in nappies ○ Need a larger or additional general waste bin as current bin will be insufficient <ul style="list-style-type: none"> ○ Use bins properly and have already have insufficient space for bins ○ General waste already always full ○ Already pay for an extra bin or visit the tip ○ Because we are a large household (6+) ○ Downsized to a small general waste bin so will need to return to regular sized bin ○ Because we have a household member with a chronic illness/medical condition ○ Because we are a family and have children (<6 persons) ○ Because we have dog/s or animals (faeces) ○ Because we are have household members working or studying at home more due to pandemic

Themes in responses	Topics referenced
Critical of Council on various waste-related matters (122 comments)	<ul style="list-style-type: none"> ○ We pay rates and are entitled to a weekly waste collection service, this is a cost cutting exercise ○ Unhappy with consultation (or lack of), not listening to residents ○ Issues with research, research done pre-COVID, incorrect figures ○ Do not impose a blanket rule, one size fits all approach ○ Generally critical of Council ○ Other councils have tried this and failed, look at other councils ○ Council should not make changes based on “leftist” or “greenie” agenda, virtue signalling ○ Already provided option for people to have a smaller bin ○ Initiative won't affect amount of waste overall, won't achieve environmental goals ○ New waste system is too complex
Concerns and requests for recycling (120 responses)	<ul style="list-style-type: none"> ○ Collect the recycling bin more frequently or weekly ○ Collect soft plastic with other recycling, improve soft plastic system ○ Advocate for reduction in soft plastics, packaging use/production ○ Recycling is okay on a fortnightly basis ○ Provide a separate bin for glass
General concerns relating to waste management (102 comments)	<ul style="list-style-type: none"> • Concerned about an increase in dumping, fly tipping, using others' bins • Already incorrect bin usage, concerns that this will increase due to this initiative • Not enough space for more bins • Issues for people living in apartments or units with shared bins • Weight of bins causing problems for some residents
Fortnightly collection of green waste meets our household needs (94 responses)	<ul style="list-style-type: none"> • Green waste is fine fortnightly, doesn't fill up, less important than general <ul style="list-style-type: none"> ○ Not much green waste, bin rarely full, happy to downsize if collection is weekly ○ Retain fortnightly green waste collection • Don't use green bin for food waste, prefer to use Insinkerator • Provide option to downsize green bin
Suggestions to support successful implementation (90 comments)	<ul style="list-style-type: none"> • Consider a nappy collection service • Consider more education and communications and clarify what can be recycled • Consider supplying bin liners, bags • Consider offering a bin cleaning service for general waste to reduce odour • “Large household” should be redefined as 4+ or 5+ people • Consider rebates or incentives for families using cloth nappies • Consider extra pickups during holidays or at certain times • Consider offering an additional hard waste collections • Consider offering a weekly general waste or green waste collection in summer and spring • Consider providing improved indoor caddy bins for free to encourage uptake • Consider free or low-cost options for extra waste disposal at collection centres • Consider communal food waste drop off centres to reduce food waste being stored at home • Need more innovative ways to dispose of things • Offer subsidised compost bins to encourage people to compost at home • Provide more street bins
Generally supportive and support weekly green waste collection (69 comments)	<ul style="list-style-type: none"> • Supportive or generally supportive • Support for weekly green waste collection • Support weekly green waste collection for hygiene/odour reasons
Larger or additional bins should be free of charge (62 comments)	<ul style="list-style-type: none"> • Larger bins should be provided free of charge • Additional bins should be provided free of charge
Offer or provide a larger or additional <u>green waste</u> bin (27 comments)	<ul style="list-style-type: none"> • Offer a larger or additional <u>green waste</u> bin (upsized) • Green waste bin should be free, additional green waste bins for free for properties with large gardens

Table B2 in Appendix B shows the breakdown of the findings presented in Table 6 by household type with specific waste collection requirements which are listed below:

- Households with babies and/or toddlers in nappies (n=555)
- Households with person/s with chronic illness or medical conditions (n=238)
- Larger households, with more than 6 occupants (n=200)
- Person and/or carer of a person with a disability (n=86)

Online survey respondents who identified as having “another specified household characteristics” were also asked “How can Council support your household with the switch to weekly F&GW and fortnightly general waste collection?” and invited to provide a personalised response. **A total of 104 respondents** provided a personalised response and over 146 comments referred to a variety of topics.

The personalised responses have been sorted by theme and topic and are presented in Table 7, in descending order.

Table 7: Feedback from respondents self-identifying as having a specific waste collection need

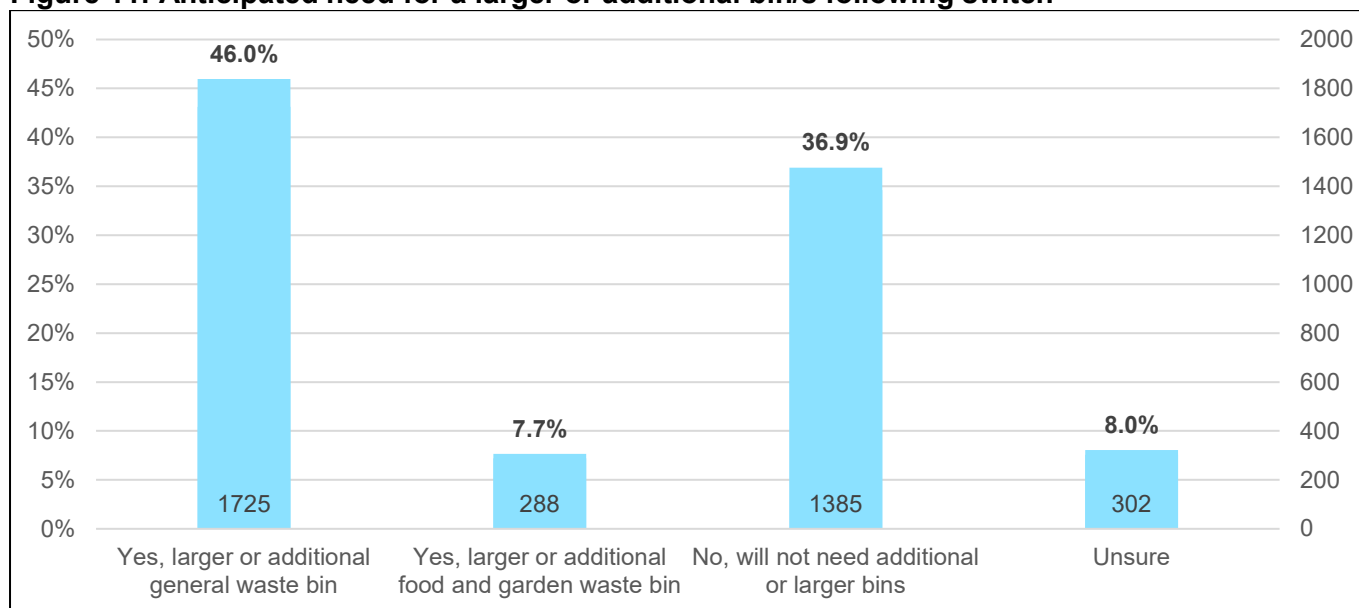
Themes in responses	Topics referenced
Continue weekly collection of <u>general waste</u> bin (50 comments)	<ul style="list-style-type: none"> ○ Because we have nappies, sanitary pads or medical waste ○ Our general waste bin is full or almost full each week ○ To manage our general waste associated with COVID, shopping and lifestyle
Animal owner seeking to dispose of faeces each week (34 comments)	<ul style="list-style-type: none"> ○ Because we have dog faeces to dispose of ○ Because we have cat litter or rabbit mess to dispose of
Support for proposed switch (15 comments)	<ul style="list-style-type: none"> ○ Support proposed weekly F&GW collection ○ We have a big garden or lots of green waste
Concerns about hygiene of general waste bin (12 comments)	<ul style="list-style-type: none"> ○ Considers about smell and hygiene of general waste bin if collected fortnightly
Recognise families and households of 4 persons generate lots of general waste (10 comments)	<ul style="list-style-type: none"> ○ Recognise the general waste collection needs of families and households with four persons, and possibly animals
Consider property types and businesses with specific waste requirements (5 comments)	<ul style="list-style-type: none"> ○ Consider F&GW service provision for apartments and large retirement complexes ○ Consider the general waste collection needs of aged care facilities, child care centres and home-based businesses
Other comments and queries (20 comments)	<ul style="list-style-type: none"> ○ Prefer weekly recycling service ○ Request for support to recycle or dispose of soft plastics ○ Queries regarding change of bin size ○ General comments

4.4.3 Anticipated need for larger or additional bin/s

Council acknowledges that some members of the community and households may have specific waste collection requirements. Council sought to understand participants' anticipated need for larger or additional waste bin/s and willingness to pay for an expanded service.

Survey respondents were asked "When the collection schedule changes in July 2022, do you think your household will need a larger or additional general waste or F&GW bin?" As shown in Figure 11, all response options were selected and mixed views were reported. Many respondents (1,725 or 46.0%) anticipate a larger or additional general waste bin will be required. 288 (or 7.7% of) respondents anticipate a larger or additional F&GW bin will be required. 1,385 (or 36.9% of) respondents anticipate no larger or additional bins will be required. 53 respondents did not provide a response to this question.

Figure 11: Anticipated need for a larger or additional bin/s following switch



Survey respondents were asked "Why?" and invited to provide a personalised response. A total of 2,537 respondents provided a personalised response and over 2,800 topics were commented on. The personalised responses have been sorted by theme and topic and are presented in Table 8.

Table 8: Consolidated/overall findings from explanations for larger or additional waste bin/s

Themes in responses	Topics referenced
Explanations referring to general waste bin/s and collection (1,765 comments)	
Will require an increase to general waste bin capacity (927 comments)	<ul style="list-style-type: none"> Bin is usually full with weekly collection <ul style="list-style-type: none"> General waste bin is usually more than half full with weekly collection General waste bin is usually full or overflowing with weekly collection Will need a larger bin <ul style="list-style-type: none"> Current bin is small or too small Currently have the smallest/80L bin Had previously downsized and will now need to upsize 140L bin will be too small, will need 240L bin Packaging comprises much of our bin's contents We produce general waste and have a lot of general waste Change to fortnightly collection is the reason we will need larger bins or additional bins Will need additional general waste bin

Themes in responses	Topics referenced
Will require an increase to general waste bin capacity due to being a household identified as having specific waste collection needs (396 comments)	<ul style="list-style-type: none"> Household with babies and/or toddler (in nappies) Larger household (more than 6 persons/occupants) <ul style="list-style-type: none"> Large household (6+ persons) Large household (family, unspecified or 5+ persons) Household with person(s) with chronic illness, medical condition, aged care needs
Current general waste bin capacity is likely to be sufficient (233 comments)	<ul style="list-style-type: none"> General waste is rarely full, will have or should have sufficient capacity Small household (1-2 persons) that produces little waste so current bin will be adequate for fortnightly collection Unsure, will need to see how fortnightly collection goes, may be okay or may be challenging Amount of general waste varies
Will require an increase to general waste bin capacity due to household needs (113 comments)	<ul style="list-style-type: none"> Household has dog/s or animals (faeces to dispose of) Household has children or teenagers Due to working/studying from home (COVID related)
Disagree with switch from weekly to fortnightly (71 comments)	<ul style="list-style-type: none"> General waste should continue being collected weekly
Positive, looking forward to switch, people should reduce general waste (25 comments)	<ul style="list-style-type: none"> Positive or looking forward to fortnightly general waste collection Would like to, people should, reduce size of general waste bin
Explanations with unspecified type of waste (506 comments)	
Nothing extra required (288 comments)	<ul style="list-style-type: none"> Current bin/s are adequate or okay or coping We reduce waste or recycle Current bin/s not usually full We generate limited waste
Personalised concerns about waste collection service and proposed switch (139 comments)	<ul style="list-style-type: none"> Concerned about smells/hygiene Apartment/unit housing has shared, common or limited bins Don't want an extra bin, cannot store, insufficient space Neighbours use my bins Amount of waste varies Already have a large bin now Already have two bins now Don't want to upsize bin, too heavy, takes up too much space
General concerns about Council's waste collection service (114 comments)	<ul style="list-style-type: none"> Scepticism that 50% of general waste is food waste Concerned about paying rates, reduced service, cost/benefits of concept Concerns and comments for Council Other
Negative or uncertain about the proposed (27 comments)	<ul style="list-style-type: none"> Cannot predict or anticipate our needs, need some time to assess, too soon to say General – do not like the idea
Explanations referring to food and green (F&GW) bin/s and collection (324 comments)	
Current F&GW bin capacity is likely to be sufficient (152 comments)	<ul style="list-style-type: none"> F&GW bin rarely full, is sufficient for needs Nothing extra required – we compost already Amount of green waste varies (e.g., by season/time of year)
Will require an increase to F&GW bin capacity (72 comments)	<ul style="list-style-type: none"> F&GW bin often full, will be too small Need additional F&GW bin Need larger F&GW bin
Positive, looking forward to switch (56 comments)	<ul style="list-style-type: none"> Positive or looking forward to weekly F&GW collection

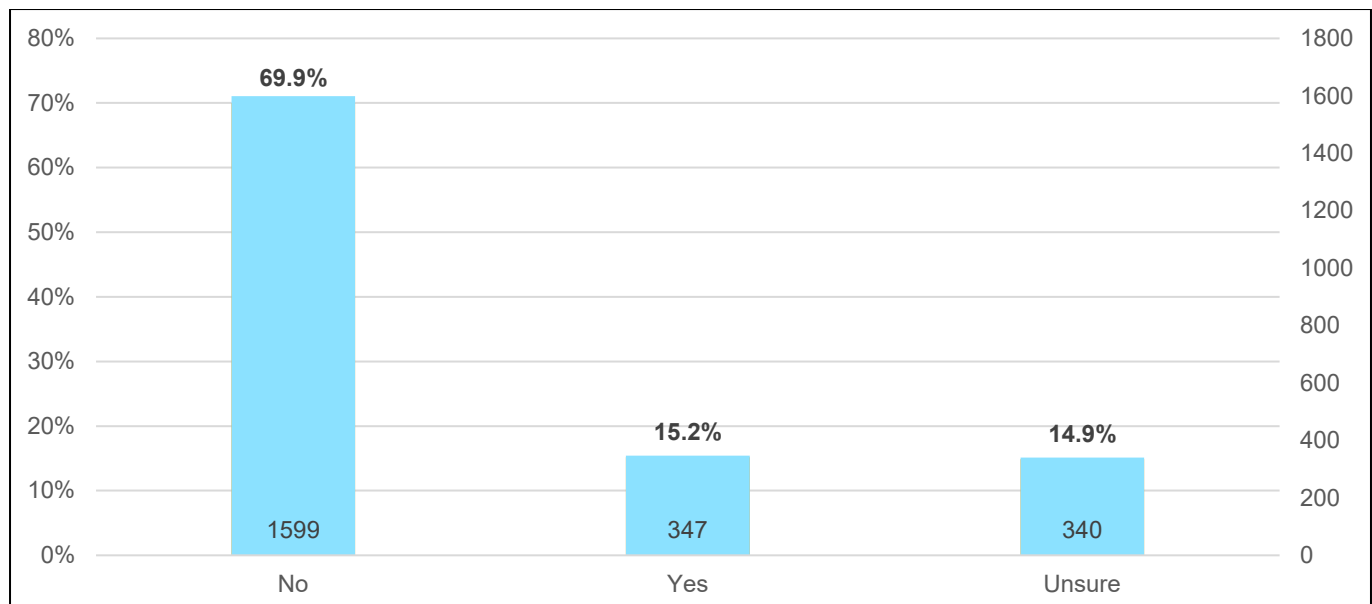
Themes in responses	Topics referenced
Would like to change current F&G waste bin arrangements (31 comments)	<ul style="list-style-type: none"> ○ Don't currently have a food/green waste bin ○ Would like to downsize F&GW bin
Disagree with switch, continue to empty F&G waste bin fortnightly (13 comments)	<ul style="list-style-type: none"> ○ Retain fortnightly collection of food/green waste
Other feedback (141 comments)	
Recycling (75 comments)	<ul style="list-style-type: none"> ○ Recycling should be collected weekly ○ Soft plastics collection should be prioritised to help reduce waste to landfill
Other feedback (66 comments)	<ul style="list-style-type: none"> ○ As stated above, as per previous responses ○ Green waste – is mostly garden waste

Table B3 in Appendix B shows the breakdown of the findings presented in Table 7 by anticipated need category, which are listed below:

- Yes, larger or additional general waste bin will be required (n=1,359)
- Yes, larger or additional F&GW bin will be required (n=198)
- No, will not need larger or additional bins (n=551)
- Unsure (n=132)

Survey respondents were asked “Would you be willing to pay for a larger or additional general waste bin? (140L or 240L)”. The responses submitted by respondents who indicated “Yes” or “Unsure” to the previous question are presented in Figure 12. While mixed views were reported, the majority of respondents (1,599 or 69.9%) indicated No.

Figure 12: Willingness to pay for a larger or additional general waste bin following switch

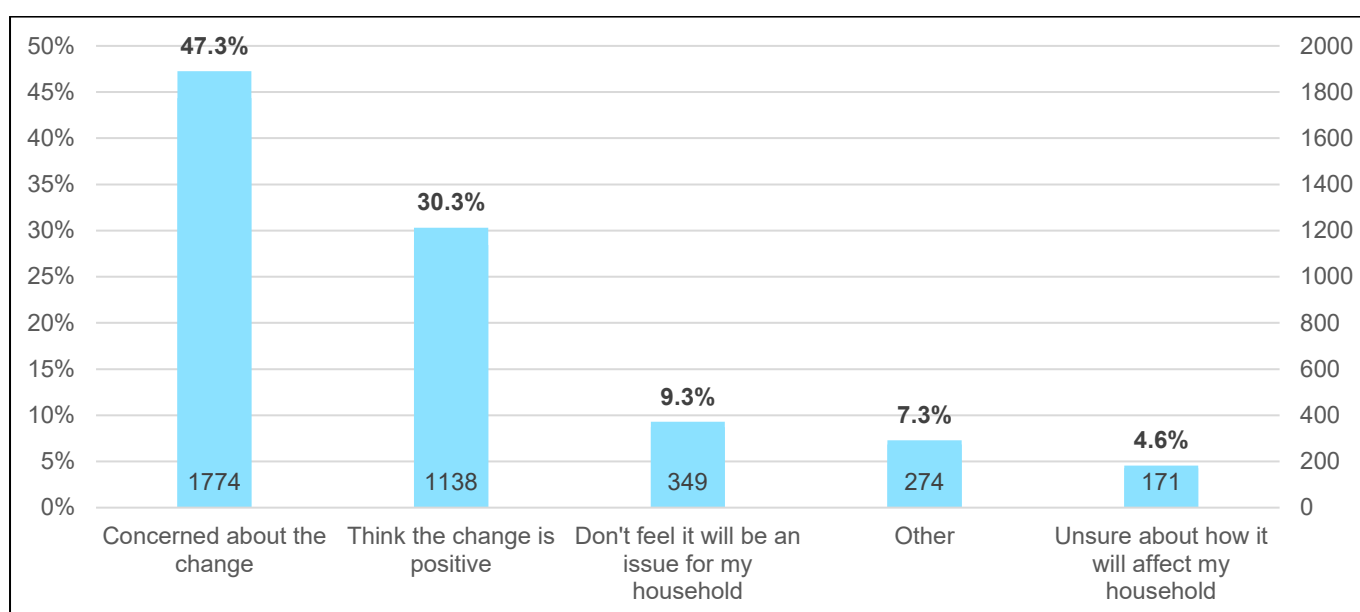


4.4.4 Current household sentiment about proposed switch

By way of background, in 2018, community feedback was sought to inform the development of Council's Recycling and Waste Management Strategy 2018-2027. Part of this engagement included a question on the introduction of a food waste recycling service and whether residents would support a change in collection frequency. Of the 1,681 residents who responded, 68% supported a switch in collection frequency while an additional 19% supported the change but had some concerns. Following the introduction of the F&GW service, Council received 75 requests logged in Council's CRM system to request a change of schedule to the F&GW service.

In the current consultation, **survey respondents** were asked "How is your household feeling about the switch to weekly F&GW and fortnightly general waste collection?" As shown in Figure 13, all response options were selected and mixed views were reported. While many respondents (1,487 or 39.6%) view the change as positive or feel it will not be an issue for their household, other respondents (1,774 or 47.3%) indicate they are concerned about the proposed change. Many respondents (274 or 7.3%) indicated "Other" and 272 provided a personalised response.

Figure 13: Household sentiment about proposed switch (survey respondents)



A total of **272 respondents** indicating "Other" provided a personalised response and just under 380 topics were commented on. The personalised responses have been sorted by theme and topic and are presented in Table 9.

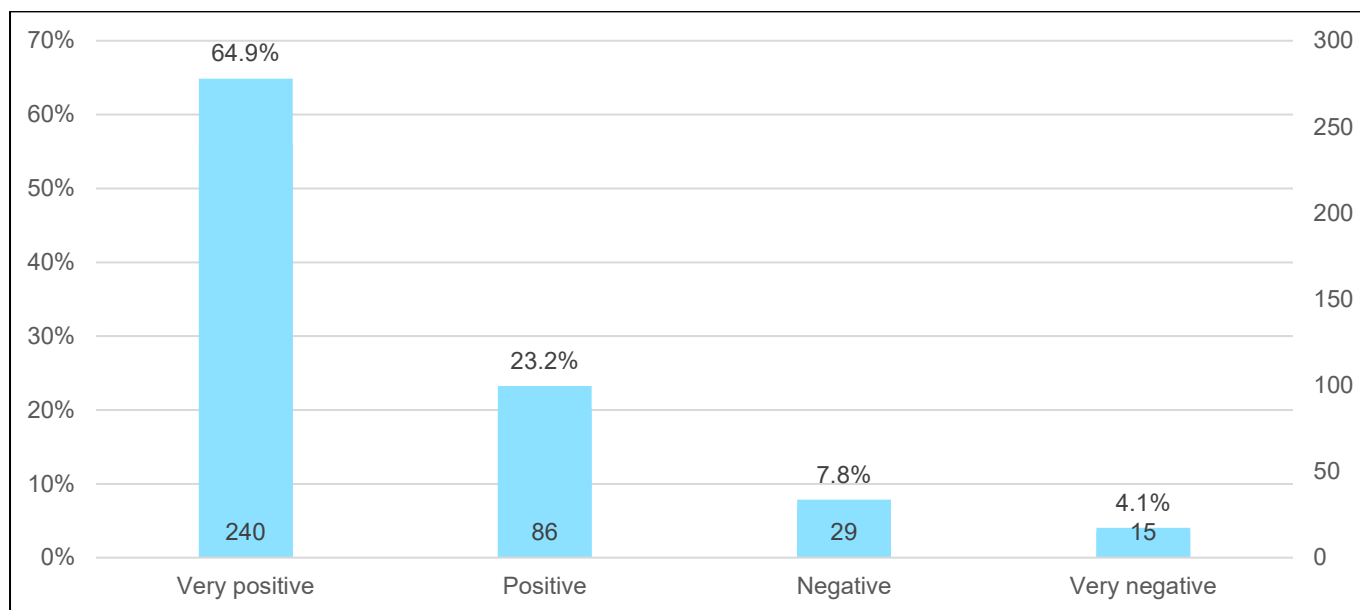
Table 9: Personalised views about the proposed switch to kerbside bin collection

Themes in responses	Topics referenced
Not supportive of the proposed switch (134 comments)	<ul style="list-style-type: none"> Opposed to the switch or think the change is unnecessary Generally unhappy about, or concerned with, the switch
Prefer general waste to continue being collected each week (51 comments)	<ul style="list-style-type: none"> General waste should be collected weekly Retain weekly general waste collection, even with a smaller bin
Concerned about smell and hygiene of general waste bin (38 comments)	<ul style="list-style-type: none"> Concerned about the smell of the general waste bin if emptied fortnightly (nappies, dog faeces, medical waste) Concerned about general waste bin hygiene if emptied fortnightly

Themes in responses	Topics referenced
Supportive of the concept and proposed switch (29 comments)	<ul style="list-style-type: none"> • Supportive of reducing waste, like the proposed switch and inclusion of food scraps • Support green waste bin being emptied weekly • Positive change, prefer it commences immediately
Fortnightly green waste is sufficient (26 comments)	<ul style="list-style-type: none"> • Weekly collection of F&G waste is unnecessary • Generate limited F&G waste so fortnightly collection is fine
Greater focus on recycling, recycling bin needs to be emptied weekly (20 comments)	<ul style="list-style-type: none"> • Recycle bin should be emptied weekly instead or as well • Greater focus on the disposal of soft plastics, cardboard, packaging and household items such as clothes and appliances
Concerned switch will not reduce general waste (18 comments)	<ul style="list-style-type: none"> • Excess general waste may be placed in the F&G waste bin, neighbours' bins, public bins or dumped • Fortnightly collection is unlikely to reduce volume of general waste, bins will be overflowing with litter on streets
Will require a larger general waste bin (18 comments)	<ul style="list-style-type: none"> • Household will require small general waste bin back to revert to a larger bin • Household will require a larger general waste bin to be provided at no cost
Switch doesn't reflect community needs, listen show more evidence (9 comments)	<ul style="list-style-type: none"> • Switch doesn't reflect the waste needs of this community • Council needs to listen to ratepayers/community and provide compelling, supporting evidence
Value for money and cost of waste services (7 comments)	<ul style="list-style-type: none"> • Prefer to retain current service level and have an increase in rates • Not prepared to pay for less services or services that are not used/required • Will not pay to dispose of food waste
Education and resources to support implementation (6 comments)	<ul style="list-style-type: none"> • Need for clear information, instructions and supplies to support implementation
Request F&G waste and general waste to be collected weekly (5 comments)	<ul style="list-style-type: none"> • Prefer to have F&G waste and general waste collected weekly
Concerned about having multiple bins or a large green waste bin (3 comments)	<ul style="list-style-type: none"> • Concerned about requirement for multiple bins or a large green waste bin to dispose of small quantities of food waste
Other (15 comments)	<ul style="list-style-type: none"> • Don't have a green waste bin, cannot afford food waste bin • Use green waste bin for garden/lawn clippings, no room for food waste • Switch may work for the elderly and small households only • Comments as previously stated

370 place-based pop-up engagement participants answered “How is your household feeling about the switch to weekly F&GW and fortnightly general waste collection?” As shown in Figure 14, all response options were selected and mixed views were reported. The majority of participants (326 or 88.1%) indicated they are Very positive or Positive about the proposed change.

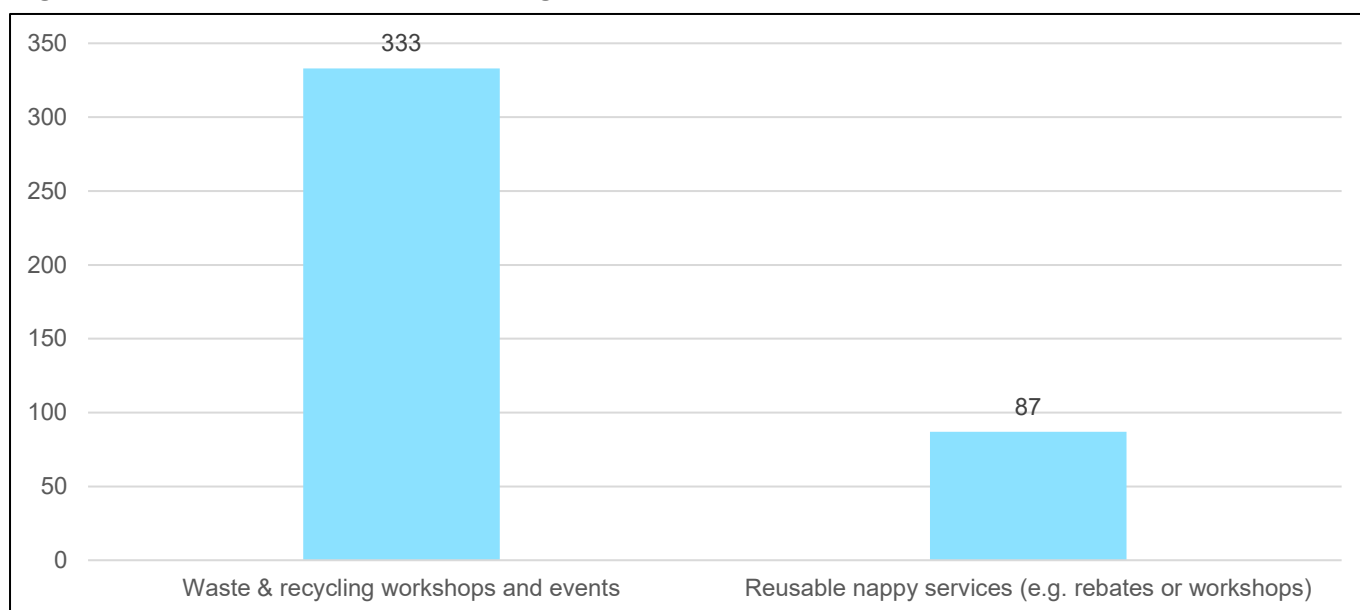
Figure 14: Household sentiment about proposed switch (pop-up engagement participants)



4.4.5 Requests for more information

Survey respondents were asked “Would you like more information about waste and recycling workshop and events and/or reusable nappy services (e.g. rebates or workshops)?” As shown in Figure 15, 333 respondents expressed interest in receiving more information about waste and recycling initiatives and 87 expressed interest in receiving more information about reusable nappy services. This question was not asked in the hard copy survey.

Figure 15: Level of interest in receiving more waste-related information



4.4.6 Other comments about the proposed switch

Survey respondents were asked “Do you have any other comments about the switch to weekly F&GW and fortnightly general waste collections?” A total of **2,250 respondents** provided a personalised response and over 4,400 comments on a wide variety of topics.

The personalised responses have been sorted by theme and topic and are presented along with relevant feedback from the **individual submissions**. Due to the large volume of detailed feedback, for readability purposes, the themes and topics have been segmented and are presented in multiples tables as follows:

- Table 10: Views on switch - general waste collection (n=1,804)
- Table 11: Views on switch concept, costs, criteria and willingness to pay (n=888)
- Table 12: Views on switch - F&GW collection (n=620)
- Table 13: Recycling waste experiences and suggestions (n=371)
- Table 14: Council leadership, advocacy and education relating to waste reduction and services (n=189)
- Table 15: Concerns regarding waste consultation and communication (n=150)
- Table 16: Views on Council-related topics beyond consultation scope (n=62)

Survey respondents provided 1,804 comments referring to **general waste collection** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 10.

Table 10: Views on switch – general waste collection (n=1,804)

Themes in responses	Topics referenced
Against switching general waste bins to fortnightly, continue weekly service (1,389 comments)	<ul style="list-style-type: none"> • Concerned about issues with smells and hygiene, increased pests or vermin • Will have excess waste, bins already full <ul style="list-style-type: none"> ◦ Bins are full despite already using different bins correctly • Will lead to or aggravate negative behaviours <ul style="list-style-type: none"> ◦ Dumping and tipping, using public bins to get rid of excess ◦ Incorrect usage, waste in wrong bins and contamination ◦ Littering and overflow ◦ Using others' bins • Prefer general waste stays weekly - no specific reason given • Keep weekly due to babies, young children, nappies • Keep weekly as people are a large (self-defined) household or family • Keep weekly due to concerns about waste from pets • Waste increased due to pandemic – working from home, school, lockdown • Prefer smaller bins and more frequent collection • Keep weekly due to medical issues, elderly, or disability • Keep weekly due to lifestyle/shopping/entertaining • Keep weekly as weight of larger/full bins too hard to manage
Will need extra general waste bin capacity if current collection arrangements change (168 comments)	<ul style="list-style-type: none"> • Will need a larger general waste bin • Will need an extra general waste bin • Switched to smaller and don't want to pay more/be penalised to return to larger • Went to smaller bin when offered and would now have to switch back to larger
Supportive of switch concept but have concerns regarding general waste (153 comments)	<ul style="list-style-type: none"> • Concerned about access to larger/extra bins and cost – would support if larger bins are free • Concerned about disposal of nappies, may need temporary larger bin, special collection, place to dispose of them • Concerned about smell or hygiene of general waste for two weeks • May be difficult for larger households, families, may not work for everyone • Concerned about excess waste, needs to be provision for excess waste • Concerned that the switch will be difficult for those with medical needs, elderly • Concerned that misuse of bins and other negative behaviours will increase • Difficult with unavoidable packaging • Necessary to provide for disposal of pet waste or manage smell

Themes in responses	Topics referenced
	<ul style="list-style-type: none"> • Impractical or will be difficult to make work
Suggestions and considerations for general waste collection (72 comments)	<ul style="list-style-type: none"> • Consider additional services or collection points <ul style="list-style-type: none"> ○ Extra collections or local drop-off points for general waste ○ Free disposal of excess general waste such as free tip, household vouchers ○ Extra collections at holiday times such as Christmas ○ Offer additional hard waste collection services or communal collection to minimise dumping and littering • Consider those in flats and apartments who may have issues with communal bins and misuse, limited or internal storage • Recognise that a blanket approach or one-size-fits-all policy will not work, must be tailored to different needs • Consider an opt-in service or incentivise fortnightly collection • Consider businesses who generate more waste • Consider kindergartens or rest homes who cannot reduce general waste • Consider continuing with different sizes of bins, incentivise smaller bins • Consider offering a bin cleaning service
Concerns relating to current general waste service (22 comments)	<ul style="list-style-type: none"> • Experiencing others putting waste in my bins • Comments about current service, bins being missed, not emptied

In relation to the general waste collection, **individual submissions** (from email, website/internet or phone participants) indicated:

- *Need for a weekly garbage collection*
- *Concerns about dogs excrement being in the bin for a fortnight*
- *Family of five including a baby and fortnightly waste collection is unworkable*
- *Concerns about rubbish being dumped in the streets, being unhealthy and bringing rats.*

Survey respondents provided 888 comments referring to **switch concept, costs, criteria and willingness to pay** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 11.

Table 11: Views on switch concept, costs, criteria and willingness to pay (n=888)

Themes in responses	Topics referenced
Happy or satisfied with switch concept as it reduces general waste and supports the environment (341 comments)	<ul style="list-style-type: none"> • Positive change, right thing to do, love the concept • Why wait, please introduce sooner, do it sooner • Reduces waste to landfill, encourages better waste management, good for environment • Fine for our household, won't need extra support, will work okay • Go further, happy for Council to take other measures to reduce landfill
Willingness to pay, costs and criteria (200 comments)	<ul style="list-style-type: none"> • Unwilling to pay for larger bin, think any additional or upsizing should be free for general waste and/or green waste • Cost should be commensurate with waste produced, user-pays system, discount for those creating less waste • Concerns that current council criteria are too limited, should consider household and property size or should be expanded • Requests about swapping/exchanging current bins to suit new system without being charged • Issues raised regarding challenges for renters negotiating new bins/costs with landlords • Concerns around equity, bin cost for families, lower incomes, unemployed, elderly

Themes in responses	Topics referenced
	<ul style="list-style-type: none"> • Willing to pay for a larger or additional bin • Additional or larger bin should be cheaper or reduced cost
Concerns about the proposed switch initiative (185 comments)	<ul style="list-style-type: none"> • View this as a cost-cutting initiative, short-sighted/impractical, green agenda • Other councils have tried this and reverted to previous system • Won't achieve environmental goals (carbon footprint of trucks, new bins, volume of waste won't change, manage rubbish at source rather than consumer) • Negates previous switch to smaller bins, waste of money introducing previous system
Concerns about paying rates and receiving a reduced service (138 comments)	<ul style="list-style-type: none"> • Pay rates and should receive service, or rates should be discounted if service is reduced
Trial new system and see if it works before committing to it (24 comments)	<ul style="list-style-type: none"> • Trial new system and see if it works before committing to it • All three bins (general, green, and recycling) should be weekly • All bins should be larger

In relation to switch concept, costs, criteria and willingness to pay, **individual submissions** (from email, website/internet or phone participants) indicated:

- *Special consideration for residents with stoma bags as fortnightly waste collection is inappropriate*
- *Will need to return to a larger size general waste bin*
- *Happy to pay if there is an option to get a larger waste bin.*

Survey respondents provided 620 comments referring to **F&GW collection** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 12.

Table 12: Views on switch – F&GW collection (n=620)

Themes in responses	Topics referenced
Unsupportive of a weekly F&G waste collection (233 comments)	<ul style="list-style-type: none"> • Collection service is not required on a weekly basis, food and green waste bin is not usually full • Food and green waste collection is less important than weekly general waste • Some household are already composting or have minimal food waste • Council should focus on encouraging a reduction of food waste
Positive feedback on green waste bin changing to weekly (130 comments)	<ul style="list-style-type: none"> • Weekly food and green waste collection will work well • Weekly food and green waste collection is necessary
Do not wish to, or cannot, place food scraps in green waste (66 comments)	<ul style="list-style-type: none"> • No space for extra bin, don't want extra bin • Don't want to or can't put food scraps in with green waste • Food and green bin full of other green waste • Don't have a food and green waste bin, haven't received food and green waste bin yet • Inconvenience of separating food waste
Concerns about placing food waste in green waste bin (59 comments)	<ul style="list-style-type: none"> • Food and green bin has become unhygienic, or people avoid putting food waste in bins <ul style="list-style-type: none"> ○ Offensive smell ○ Attracts pests and insects ○ Concerns about rotting food ○ Leaves a mess in the bottom of bin ○ Bin has maggots

Mixed feedback and suggestions regarding the caddy bin (56 comments)	<ul style="list-style-type: none"> Consider providing quality green waste bags <ul style="list-style-type: none"> Access, Council should provide for free or they should be cheaper Suggestions for bags (more durable, larger, better designed, more user-friendly) Questions about which bags can be used, or not using bags at all Caddy bin is great, excellent Inside bin needs to be larger Negative, doesn't work well, clutters kitchen Should be provided to everyone Needs more education to encourage use
Suggestions and considerations for F&G waste collection (48 responses)	<ul style="list-style-type: none"> Collection should be seasonal, amount of waste changes with seasons (gardening, leaves etc) Consider communal green bins for apartments Incentivise or reward green bin use Concerns about what is accepted in green waste (e.g., tissues, teabags, compostable packaging) Consider end point for compost – back to residents Would like free green waste drop-off points Bin cleaning services necessary Smaller bucket/bin be made available for those who don't need full green waste bin
Will need to change current food and green waste bin arrangement (28 responses)	<ul style="list-style-type: none"> Would need to downsize current food and green bin Will need larger food and green waste bin Will want to return second food and green bin to council Will need to get a food and green waste bin Will see how they go, may have to change at a later date

In relation to F&GW collection, **individual submissions** (from email, website/internet or phone participants) indicated:

- Do not require weekly service, our food and green waste bin is never full with fortnightly collection*
- Really committed to the recycling of food waste, concerned we are going to go through another summer of rotting food waste in our bins.*

Survey respondents provided 371 comments referring to **recycling waste experiences and suggestions** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 13.

Table 13: Recycling waste experiences and suggestions (n=371)

Themes in responses	Topics referenced
Recycling bin to be collected more frequently, weekly, always fills up (253 responses)	<ul style="list-style-type: none"> Recycling bin to be collected more frequently Recycling bin to be emptied each week, it always fills up Support change but think recycling is more important, should be every week
Improve soft plastic recycling – make more convenient or easier (51 responses)	<ul style="list-style-type: none"> Would like improvements for soft plastic recycling Provide more recycling options, make more convenient or easier to recycle soft plastics
Improve general recycling system (26 responses)	<ul style="list-style-type: none"> More recycling points and hubs to enable more items to be recycled – toiletries, electronics, packaging and tyres Enable recycling of polystyrene Should be free to recycle Colour-coded public bins to encourage separation of all waste and recycling Bins at supermarkets and large businesses to allow people to sort all recyclables (aluminium, glass, cardboard)

Enable separate glass and cardboard recycling, separate, extra, or divided bins (22 responses)	<ul style="list-style-type: none"> • Improve recycling options for glass and cardboard • Provide separate, extra, or divided bins to support recycling
Other recycling comments and suggestions (19 responses)	<ul style="list-style-type: none"> • Require another or larger recycling bin, bin currently insufficient • Issues with contaminated food packaging, items that cannot be recycled • Introduce large, shared glass bins (one between two houses) • Move recycling to monthly (as it does not smell) • Bring back Boy Scouts bottle and glass collection service • Recycle on site or local

In relation to recycling waste experiences and suggestions, **individual submissions** (from email, website/internet or phone participants) indicated:

- *Already return soft plastics to the supermarket habitually to minimise general waste*
- *Perhaps change recycling (blue bin) pick up to weekly. We fill this bin every week, this would help to encourage people to recycle more*

Survey respondents provided 189 comments referring to **Council leadership, advocacy and education relating to waste reduction and services** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 14.

Table 14: Council leadership, advocacy and education relating to waste reduction and services (n=189)

Themes in responses	Topics referenced
Play a leadership and advocacy role to reduce packaging (69 responses)	<ul style="list-style-type: none"> • Prioritise upstream changes • Advocate for, and incentivise, the reduction of packaging by manufacturers/supermarkets
Provide more education and information to support switch implementation (60 responses)	<ul style="list-style-type: none"> • Better education around waste sorting and recycling, more labels and clarity to make it easy • Switch will require education to complement it
Provide more information about the initiative to increase take-up rates (17 responses)	<ul style="list-style-type: none"> • Better communication regarding this initiative – explain reasons behind it, provide information regarding rubbish management and smell management • Provide reminders/calendar of new dates of collection
Consider options to encourage and enforce responsible waste disposal (15 responses)	<ul style="list-style-type: none"> • Enforcement and fines to prevent misuse of bins • Need to stop dog walkers putting dog poo in bins
Provide information and support to encourage waste reduction (13 responses)	<ul style="list-style-type: none"> • Encourage and reduction of waste generally • More recycling, incentivise cloth nappies, freecycle
Encourage composting and green waste reduction (11 responses)	<ul style="list-style-type: none"> • Promote compost and reduction of green waste – education and tips for households
Other comments and suggestions (4 responses)	<ul style="list-style-type: none"> • Rename bins to reflect use (i.e., rename green “waste” something positive, call general waste “landfill”) • Educate regarding where different waste ends up • Education regarding smell (e.g., meat scraps in freezer in summer)

In relation to Council leadership, advocacy and education relating to waste reduction and services, **individual submissions** (from email, website/internet or phone participants) indicated:

- *Lobby supermarkets to produce less non-recyclable plastic*
- *Everyone should have a compost bin.*

Survey respondents provided 150 comments referring to **concerns regarding waste consultation and communication** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 15.

Table 15: Concerns regarding waste consultation and communication (n=150)

Themes in responses	Topics referenced
Unhappy with consultation (or lack of), not listening to residents (150 responses)	<ul style="list-style-type: none"> • Criticism of research, food waste statistics, modelling • Consultation too long (support change but make it sooner) • Be clearer around costs • Unhappy about receiving green bin letter when already using green bin, Council has incorrect records

In relation to concerns regarding waste consultation and communication, **individual submissions** (from email, website/internet or phone participants) indicated:

- *Seeks evidence from Council to support waste collection change*
- *Concerned about inaccurate Council records, already using the service*
- *Concerned about lack of consultation with residents about the change*

Survey respondents provided 62 comments referring to **Council-related topics beyond consultation scope** when asked for any other comments about the proposed switch. The personalised responses are presented by theme and topic in Table 16.

Table 16: Views on Council-related topics beyond consultation scope (n=62)

Themes in responses	Topics referenced
Concerns about Council spending and areas beyond waste (43 responses)	<ul style="list-style-type: none"> • General criticism of Council action, too many staff, excess spending • Suggestions to focus on other Council responsibilities such as roads and footpaths
Improve management of trees and nature strips (10 responses)	<ul style="list-style-type: none"> • Better management of street trees, nature strips, plantings
Provide more public bins (4 responses)	<ul style="list-style-type: none"> • Need more public bins
Other (5 responses)	<ul style="list-style-type: none"> • Miscellaneous, outside project scope

4.5 Discussion on social media

Between 27 May and 11 July 2021, there were 10 posts on Council's official Facebook page and three posts on Council's official Instagram page inviting community members to have their say about the proposed kerbside bin collection changes. The discussion largely related to questions, concerns and household waste collection needs and behaviours.

There were 1,453 Facebook user actions. A total of 996 (or 68.5% of) actions were not analysed as they were deemed unusable due to the content being duplicated, edited, unable to be interpreted or posts made by Council officers.

The remaining 457 (or 31.5% of) actions referred to 807 matters, which are summarised below:

- Questions regarding a variety of aspects relating to the proposed switch (19.1%)
- Concerns about the proposed switch concept (smell, hygiene, vermin, overflow, dumping, co-mingling, weekly F&GW is not required) (16.2%)
- Requests for weekly general waste collection (14.5%)
- Concerns about service reduction, waste collection charges and additional costs (9.3%)
- Support for the proposed switch initiative, recycling of food waste and reducing landfill waste (8.8%)
- Concerns about genuineness of consultation and residents not feeling heard (6.6%)
- Requests for expanded recycling services (more frequent, include glass, cardboard) (5.9%)
- Requests for further research, access to audit and queries around information validity (4.2%)
- Requests to commence waste collection switch immediately (2.9%)
- Requests for soft plastic recycling and comments on disposal (2.7%)
- Concerns about bin size, changes to bin size or storage space (2.5%)
- Need for advocacy regarding packaging and household waste education (2.2%)
- Other comments including some suggestions (5.1%)

There were 31 Instagram user actions of which 14 were not analysed as they were deemed unusable due to the content being unable to be interpreted or posts made by Council officers. The remaining 17 actions referred to matters consistent with the Facebook users.

5 Project evaluation

This Report has presented the findings from the analysis of the community feedback gathered from 27 May to 11 July, 2021. The communications and engagement program and variety of online, in-person and paper-based activities, resulted in 4,200+ participants and a significant volume of detailed feedback. In addition, a substantial volume of activity and commentary was generated via social media posts (Council's Facebook and Instagram channels).

Participant profiling based on available demographic details demonstrates a broad cross section of the Bayside community participated, in relation to age group, gender, disability, housing size and housing tenure. It is noteworthy that the majority of participants have a F&GW bin, some sections of the community were over-represented or under-represented and suburb details are not reported.

In relation to respondents providing multiple submissions, it is noted that two or more survey responses were received from 163 IP addresses, totalling 342 affected responses (9.1% of 3,753 responses). Thirteen IP addresses submitted three responses and one IP address submitted five responses. All responses were retained for analysis and reporting.

Evidence of reach is demonstrated through the engagement of 4,200+ participants and activity on the online consultation page. As shown in Table 17, 8,100+ unique users visited the Have Your Say page during the consultation period.

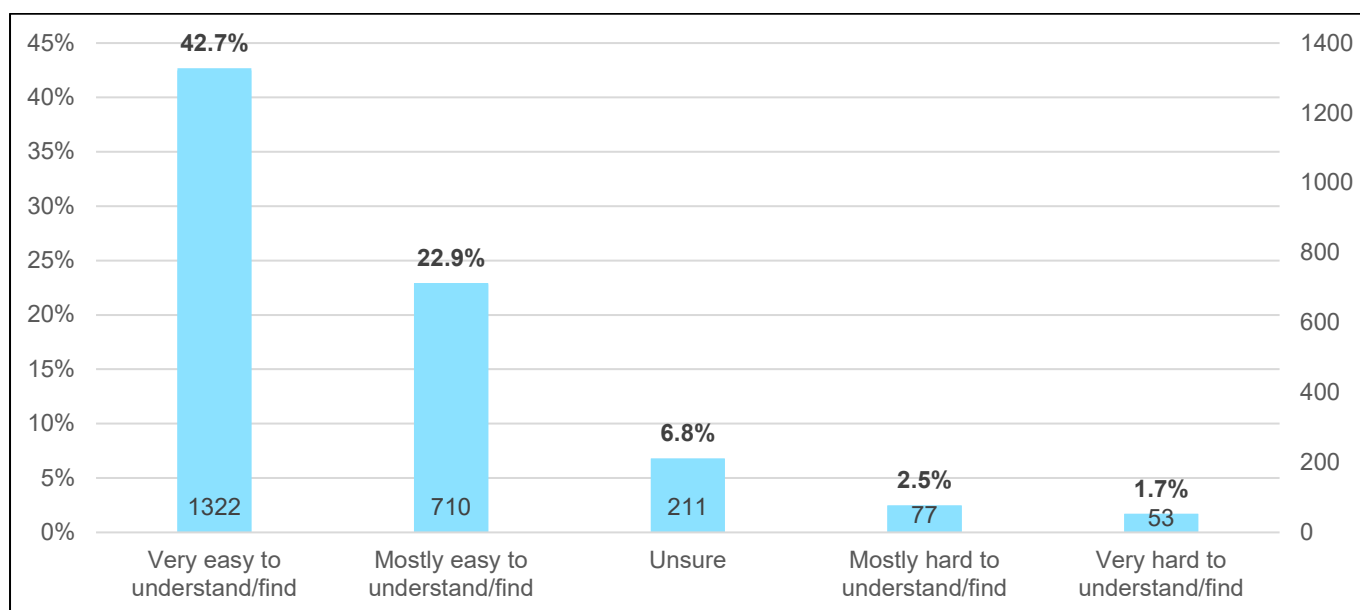
Table 17: Summary statistics - project's visitation and utilisation

Metric	Description	Number
Visitors	The number of unique public or end-users to a Site. A visitor is only counted once, even if they visit a site several times in one day.	8,160
Visits	The number of end-user sessions associated with a single visitor.	10,268
Page Views	The number of times a visitors views any page on a Site.	16,422
Contributors	The unique number of visitors who have left feedback or Contributions on a Site through the participation tools.	2,963
Contributions	The total number of responses or feedback collected through the participation tools.	3,154
Followers	The number of visitors who have 'subscribed' to a project using the 'Follow' button.	404

A significant volume of detailed feedback was received and the bulk of the feedback was directly relevant to the consultation topics. This signals participants were actively engaged in the process and sufficiently aware to provide an informed contribution. This insight is supported through the feedback provided by survey responses when asked "Did you have the information you needed to provide your feedback?"

As shown in Figure 16, most respondents (2,032 or 65.6%) indicated the information was very easy or mostly easy to understand and find. 724 (or 23.4% of) respondents did not provide a response. This question was not asked in the hard copy survey.

Figure 16: Accessibility of consultation information in supporting participation



Supporting views, mixed views and concerns as well as recurring sentiment was consistently observed in the feedback which signals diversity in community sentiment and that a saturation point may have been reached. Participants also provided a variety of suggestions which may support Council to raise awareness and implement the proposed switch. Overall, there is good confidence that the findings presented in this report are generally indicative of the broader Bayside resident population.

Appendix A: Communications and engagement program

Date	Location	Reach
Saturday, 26 June	Sandringham Farmer's Market	250
Tuesday, 29 June	Brighton Library	35
Tuesday, 29 June	Church Street MAC	24
Wednesday, 30 June	Beaumaris Library	22
Wednesday, 30 June	Sandringham Library	34
Thursday, 1 July	Hampton Library	32
Thursday, 1 July	Hampton MAC	50
Friday, 2 July	Black Rock MAC	55
Monday, 5 July	Beaumaris Library	19
Monday, 5 July	Beaumaris Concourse	48
Tuesday, 6 July	Sandringham Library	56
Tuesday, 6 July	Sandringham Village	80
Wednesday, 7 July	Dunkley Fox	5
Thursday, 8 July	Brighton Library	34
Thursday, 8 July	Brighton MAC	36
Saturday, 10 July	Black Rock Farmer's Market	164
Sunday, 11 July	North Point, Brighton	41
Presentations	Combination of face to face and online	
Monday, 24 May	Committees of Management Meeting (Early Years)	25
Thursday, 27 May	Internal presentation to staff who live in Bayside x 2	100
Monday, 7 June	Bayside Community Development Steering Committee	15
Friday, 11 June	First Time Parents Group – Highett	5
Monday, 21 June	BHARG – Bayside Healthy Ageing Reference Group	14
Tuesday, 22 June	First Time Parents Group – Hampton	14
Thursday, 24 June	First Time Parents Group – Sandringham	15
Thursday, 24 June	BCCAG – Bayside Climate Crisis Action Group	35
Wednesday, 30 June	First Time Parents Group – Brighton	13
Thursday, 1 July	First Time Parents Group – Brighton East	10
Monday, 26 July	Disability Access and Inclusion Committee	17
Total		1,248

Digital engagement summary

Page views from Bayside City Council News articles, Council website and *Have Your Say* pages.

Page	Page views
Council website	
Have your say on changes to bin collections	812
Bin collection changes, specialist services and rates	569
Bin collections changes from 2022	578
Have Your Say page	
Your feedback on the bin collection changes (logged in)	188
Your feedback on the bin collection changes	3,852
Bin collection changes (logged in)	188
Bin collection changes	8,793
Engagement Plan Overview	136
Ask a question about the bin changes (logged in)	17
Ask a question about the bin collection changes	428
Talk to us (logged in)	8
Talk to us	199
Engagement Plan Overview (logged in)	7
TOTAL	15,775

Vanity URLs

Source	URL or QR code	Page views
1. Postcard	URL	304
2. Postcard	QR code	31
3. Newspaper ad 1	QR code	16
4. Newspaper ad 2	QR code	10
5. Newspaper ad 2	URL	7
6. Magazine	QR Code	5
7. Newspaper ad 1	URL	5
TOTAL		378

13 eNewsletters were sent from three departments with links to the Have Your Say page.

Campaign	Date sent	Total recipients	Opened (reach)	Clicks
1. This Week in Bayside (TWIB)	10 June	8,365	3,588	100

Campaign	Date sent	Total recipients	Opened (reach)	Clicks
2. Healthy Aging	1 June	258	161	9
3. TWIB	17 June	8,378	3,797	84
4. Have your say on changes to bin collection – schools	23 June	20	14	24
5. TWIB	24 June	8,404	3,941	183
6. Inside Word	25 June	219	168	0
7. TWIB *news and HYS links	1 July	8,416	3,584	156
8. Inside Word	2 July	233	180	2
9. NAIDOC Week 2021 (Library eNewsletter)	3 July	10,347	3,352	7
10. Sustainable Living Newsletter	6 July	736	317	53
11. In The Loop	7 July	625	418	4
12. TWIB	8 July	8,437	3,629	401
13. Inside Word	9 July	231	152	1
TOTAL			23,301	1,024

11 organic posts on social media, three were boosted, and 5 paid ads.

Social	Reactions	Comments	Shares	Organic reach	Paid reach	Organic impressions	Paid impressions	Organic video views	Paid video views	Engagement rate
BCC FB 27 May	196	115	21	6,897	9,472	7,318	15,936	6,217	7,188	18.76%
Sustainable Living FB 27 May	6	1	0	262	-	278	-	95	-	9.54%
BCC Twitter 27 May	1	-	1	-	-	953	-	76	-	4.1%
BCC FB 8 June	24	21	1	3,572	7,395	3,712	17,254	-	-	10.94%
BCC FB 1 July	53	57	1	5,465	12,780	5,531	24,391	2,112	5,018	9.97%
BCC IG 1 July	64	2	-	823	-	871	-	288	-	0.92%
BCC FB 5 July	48	41	1	6,249	-	6,284	-	-	-	10.39%
Sustainable Living FB 6 July	1	0	0	164	-	166	-	-	-	4.88%
BCC FB 9 July	31	32	1	6,754	-	6,754	-	-	-	9.39%
BCC FB 11 July	27	2	2	1,502	-	1,502	-	-	-	23.3%
BCC IG 11 July	19	6	-	1,351	-	1,427	-	-	-	1.82%

TOTAL	412	277	28	33,039	29,647	34,796	57,581	8,788	12,206	
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Advertisements

Ad	Audience	Reach	Impression	Links clicked
Bins 2	All Bayside	7,400	17,254	311
Bin change 3	Families	4,899	13,826	166
Bin changes 4	People with dogs	7,930	16,790	196
Bin changes 5	Disability/seniors	5,896	12,333	218
Bin collection	People with an interest in the environment	7,732	17,240	349
TOTAL	5	33,857	77,443	1,240

Overall digital statistics

Website visits	15,775
eNewsletter	23,301
Socials	96,543
TOTAL	135,619

Engagement Conversions

Information regarding how well your engagement website converted Visitors to perform defined key actions.

Conversion Type	Description	Converted Visits	Converted %
Contributions	The percentage of Visits where a Visitor has left one or more Contributions through the participation tools.	3,015	29.4%
Attention	The percentage of Visits that lasted a duration of at least one minute of 'active' time.	5,122	49.9%
Actions	The percentage of Visits that had recorded at least two 'clickable' actions from a Visitor.	3,828	37.3%

Acquisitions

Information regarding the method by which Visitors arrived to your Site or projects.

Acquisition Type	Description	Number of Visits	% of Total
Direct	Visitors who have arrived at a Site by entering the exact web address or URL of the page.	4,765	56.9%
Social Media	Visitors who have arrived at a Site by clicking a link from a known social media site such as Facebook, Twitter, LinkedIn, etc.	2,425	29%
Websites	Visitors who have arrived at the Site after clicking a link located on an external website.	773	9.2%
Search Engine	Visitors who have arrived at a Site via a search engine. Such as Google, Yahoo, etc.	277	3.3%
Other	Visitors who have arrived at a Site by undetermined means. This may include those arriving from a direct marketing campaign.	127	1.5%

Visitor Profile

Information regarding the type of Visitors that have visited your Site or projects.

Visitor Type	Description	Number of Visitors	% of Visitors
First Time Visitor	The number of Visitors that are visiting a Site for the first time within the reporting date range.	7,498	91.9%
Returning Visitor	The number of Visitors that have made more than one Visit to a Site within the reporting date range.	662	8.1%

Anonymous vs. Registered Contributions

Information regarding the type of Visitor that made contributions to your Site or projects.

Visitor Type	Description	Number of Contributions	% of Contributions
Anonymous	The number of Contributions made by Visitors who had not registered as Members of the Site or were not logged in when leaving a Contribution.	3,001	95.1%
Registered	Number of Contributions that were made by Members who had registered as Members of the Site and were logged in when leaving a Contribution.	153	4.9%

Appendix B: Detailed findings for service ratings and specific households

Respondents could select one response option. In total, 1,840 respondents who selected one of the four responses shown in Table B3 provided a personalised response. Overall there were a total of 2,200 topics that were commented on.

Table B1: Responses explaining satisfaction star ratings by rating scores (1 to 5)

Service rating score ⇒ Themes and topics ↓	Number of responses referenced, by rating score				
	1/5 (n=105)	2/5 (n=138)	3/5 (n=396)	4/5 (n=419)	5/5 (n=782)
Positive user sentiment					
Happy or satisfied with food scraps and/or green waste concept and service	1	2	40	144	385
Happy or satisfied with concept as it reduces general waste and supports the environment	0	0	5	41	310
Happy or satisfied with green waste bin collection service	1	0	16	42	106
Negative user sentiment					
Current green waste bin collection service does not meet my needs	39	84	46	100	12
Concerns about food scraps being placed in the green waste bin	53	101	82	77	2
Dissatisfied with aspects of caddy/ counter top bin	17	34	43	41	4
Neutral user sentiment					
Service is okay, as expected and getting used to it	1	1	52	36	48
Placing some or no food scraps in the green waste bin	12	28	67	27	21
Other feedback					
General comments relevant to F&GW service	4	6	20	16	19
Comments and concerns relating to Council general waste services	7	8	20	11	3
Disagree with this initiative, concerns about change and critical of consultation	2	2	4	7	2
Request for change to waste collection to be introduced asap	3	1	2	7	3
Ideas to increase uptake of green waste services and other suggestions	0	2	3	5	2

Respondents could select more than one option. In total, 1,018 respondents identified that their household has at least one special circumstance, while a total of 1,079 comments were made by household type overall. Subsequently 61 respondents selected more than one option of the four different household types shown in Table B2.

Table B2: Consolidated/overall findings of suggestions to support households identifying as having specific waste collection needs, by household type (presented in overall descending order)

Household type ⇨	Number of responses referenced, by household type			
	With babies &/or toddlers (n=555)	Larger (6+ occupants) (n=238)	Person/s with chronic illness or medical conditions (n=200)	Person or carer of person with a disability (n=86)
Themes and topics ↓				
Continue weekly collection of general waste bin				
○ For hygiene or odour reasons	136	23	33	16
○ Because we have babies/ toddlers in nappies	172	14	11	7
○ As our bin always fills up	63	41	24	6
○ Continue weekly collections with no specific reason given	53	33	33	16
○ Because we have dog/s or animals (faeces)	26	7	6	0
○ Because we are a large household (6+)	12	42	4	1
○ Because we are a family and have children (<6 persons)	24	12	7	2
○ Because we have a household member with a chronic illness/medical condition	6	3	26	18
○ Because we are working or studying at home more due to pandemic	8	10	5	2
○ Request both bins are collected weekly	5	5	4	1
○ To manage our general waste associated with shopping and lifestyle	5	1	1	0
○ Because we only have a small bin	6	0	3	1
Offer or provide a larger or additional general waste bin				
• Offer a larger or extra general waste bin with no specific criteria or reason given	56	36	22	7
• Because we have babies/ toddlers in nappies	99	8	3	1
• Need a larger or additional general waste bin as current bin will be insufficient	22	17	6	3
• Because we are a large household (6+)	8	22	6	2
• Downsized to a small general waste bin so will need to return to regular sized bin	11	2	8	3
• Because we have a household member with a chronic illness/medical condition	3	3	16	7
• Because we are a family and have children (<6 persons)	14	2	2	1
• Because we have dog/s or animals (faeces)	7	2	3	1
• Because we are have household members working or studying at home more due to pandemic	1	1	1	0
Critical of Council on various waste-related matters				
• Pay rates, entitled to a weekly waste collection service, cost cutting exercise	30	17	14	4
• Unhappy with consultation (or lack of), not listening to residents	12	3	11	6
• Issues with research, research done pre-COVID, incorrect figures	9	1	5	2
• Do not impose a blanket rule, one size fits all approach	8	2	4	3

Household type ⇒ Themes and topics ↓	Number of responses referenced, by household type			
	With babies &/or toddlers (n=555)	Larger (6+ occupants) (n=238)	Person/s with chronic illness or medical conditions (n=200)	Person or carer of person with a disability (n=86)
<ul style="list-style-type: none"> Generally critical of Council Other councils have tried this and failed, look at other councils Council should not make changes based on “leftist” or “greenie” agenda, virtue signalling Already provided option for people to have a smaller bin Initiative won’t affect amount of waste overall, won’t achieve environmental goals New waste system is too complex 	2 3 2 2 2 0	1 1 3 0 1 1	1 1 2 0 0 1	0 0 1 1 0 0
Concerns and requests for recycling				
<ul style="list-style-type: none"> Collect the recycling bin more frequently or weekly Collect soft plastic with other recycling, improve soft plastic system Advocate for reduction in soft plastics, packaging use/production Recycling OK fortnightly Provide a separate bin for glass 	39 15 10 1 2	23 6 3 0 0	9 6 6 0 0	3 2 5 1 0
General concerns relating to waste management				
<ul style="list-style-type: none"> Concerned about an increase in dumping, using others’ bins Already incorrect bin usage, concerns that this will increase due to this initiative Not enough space for more bins Issues for people living in apartments or units with shared bins Weight of bins causing problems for some residents 	19 17 12 3 2	8 7 2 0 0	12 4 7 0 1	2 2 1 0 0
Fortnightly collection of green waste meets our household needs				
<ul style="list-style-type: none"> Green waste is fine fortnightly, doesn’t fill up, less important than general Don’t use green bin for food waste, prefer to use Insinkerator Provide option to downsize green bin 	40 4 2	25 4 0	18 0 0	10 0 0
Suggestions to support successful implementation				
<ul style="list-style-type: none"> Consider a nappy collection service Consider more education and communications and clarify what can be recycled Consider supplying bin liners, bags Consider offering a bin cleaning service for general waste to reduce odour “Large household” should be redefined as 4+ or 5+ people Consider rebates or incentives for families using cloth nappies Consider offering an additional hard waste collections Consider providing improved indoor caddy bins for free to encourage uptake Consider free or low-cost options for extra waste disposal at collection centres 	21 8 3 4 4 4 0 2 2	1 2 3 1 0 0 1 0 1	1 6 2 2 0 0 1 1 0	1 0 2 1 0 0 0 0 0

		Number of responses referenced, by household type			
Household type ⇒		With babies &/or toddlers (n=555)	Larger (6+ occupants) (n=238)	Person/s with chronic illness or medical conditions (n=200)	Person or carer of person with a disability (n=86)
Themes and topics ↓					
• Consider communal food waste drop off centres to reduce waste being stored at home	2	0	0	0	0
• Need more innovative ways to dispose of things	1	0	0	0	0
• Offer subsidised compost bins to encourage people to compost at home	1	0	0	0	0
• Provide more street bins	0	0	0	1	1
• Use green bin to compost paper and card board and reduce recycling	1	0	0	0	0
Generally supportive and support weekly green waste collection					
• Supportive or generally supportive	11	5	10	2	
• Support for weekly green waste collection	15	6	4	2	
Larger or additional bins should be free of charge					
• Larger or additional waste bins should be provided free of charge	31	14	10	5	
Offer or provide a larger or additional green waste bin					
• Offer a larger or additional <u>green waste</u> bin (upsized)	7	7	6	1	
• Green waste bin should be free, additional green waste bins for free for properties with large gardens	2	2	0	0	

Respondents could select one response option. In total, 2,240 respondents who selected one of the four responses shown in Table B3 provided a personalised response. Overall there were a total of 2,816 topics were commented on.

Table B3: Consolidated/overall findings from explanations for larger or additional waste bin/s, by response category (presented in overall descending order)

Household type ⇒ Themes and topics ↓	Number of responses referenced, by response type			
	Yes, larger or additional general waste bin required (n=1,359)	Yes, larger or additional F&GW bin required (n=198)	No, will not need larger or additional bins (n=551)	Unsure if an additional or larger bins will be needed (n=132)
Explanations referring to general waste bin/s and collection				
Will require an increase to general waste bin capacity				
General waste bin is usually more than half full, full or overflowing (with weekly collection)	552	27	4	9
Will need a larger general waste bin	182	5	6	8
• Current bin small/too small	(70)	(4)	(1)	(1)
• Currently have smallest/80 litre bin	(55)	(0)	(3)	(3)
• Downsized, now will need to upsize	(44)	(0)	(1)	(1)
• 140L bin will be too small, will need 240L bin	(13)	(1)	(1)	(3)
Packaging comprises much of our bin's contents	53	1	2	3
General waste – we produce waste, a lot of waste	27	2	4	0
The change to fortnightly collection (is the reason we will need larger or additional bins)	27	3	0	1
Will need additional general waste bin	10	1	0	0
Will require an increase to general waste bin capacity due to being a household identified as having specific waste needs				
Household with babies and/or toddler (in nappies)	197	6	1	10
Larger household (more than 6 occupants)	122	13	0	0
• Large 6+	(40)	(5)	(0)	(0)
• Large unspecified or 5+	(82)	(8)	(0)	(0)
Household with person(s) with chronic illness, medical condition, aged care needs	41	2	1	3
Current general waste bin capacity is likely to be sufficient				
General waste rarely full, will have sufficient capacity	2	2	102	6
Unsure, will need to see how fortnightly collection goes, might be okay, might struggle	5	0	5	14
Amount of general waste varies	4	1	3	8
• Small household (1-2 persons) that produces little waste so current bin will be adequate for fortnightly collection	0	0	81	0
Will require an increase to general waste bin capacity due to household needs				
Household with other specific waste collection needs	104	4	1	3
• Have dog/s or animals (faeces)	(36)	(1)	(0)	(2)
• Children, teenagers	(33)	(1)	(0)	(0)
• Working/studying from home, COVID related	(35)	(2)	(1)	(1)
Disagree with switch from weekly to fortnightly				
General waste should continue being collected weekly	49	5	12	5
Positive, looking forward to switch, people should reduce general waste				
Positive or looking forward to fortnightly general waste collection	0	0	13	0
Would like to, people should, reduce size of general waste bin	1	0	8	3

Explanations with unspecified type of waste				
• Nothing extra required	9	1	289	5
• Personalised concerns about waste collection service and proposed switch	32	10	52	42
• General concerns about Council's waste collection service	35	6	10	5
Explanations referring to F&GW bin/s and collection				
• Current F&GW bin capacity is likely to be sufficient	27	1	60	4
• Will require an increase to F&GW bin capacity	27	24	13	7
• Positive, looking forward to switch	1	2	49	4
• Would like to change current F&G waste bin arrangements	3	7	13	8
• Disagree with switch, continue to empty F&G waste bin fortnightly	3	0	8	2
Other comments				
• Recycling	41	2	26	6
• Other general feedback	26	14	27	19