

REPORT

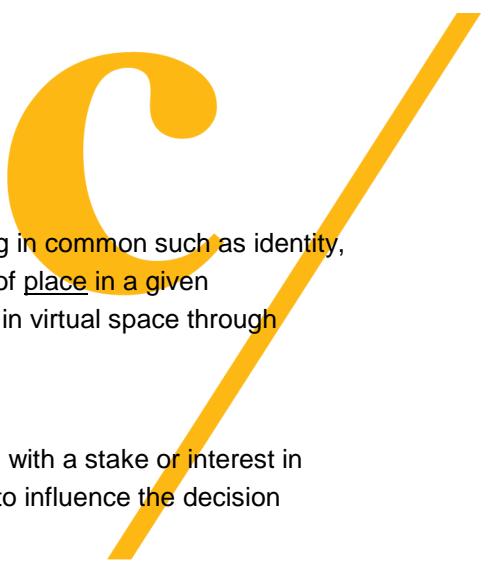


Reducing our waste, improving our service

Stage 2 Engagement Report

Final, V1, April 2021

capire



COMMUNITY

The term community refers to a group of people that has something in common such as identity, behaviours, interests or values. A community often share a sense of place in a given geographical area (e.g. a country, city, town, or neighbourhood) or in virtual space through communication platforms.

STAKEHOLDER

The word stakeholder refers to individuals, groups or organisations with a stake or interest in the outcome of a decision. Stakeholders may also have the ability to influence the decision given their role or position.

ENGAGEMENT

Engagement is defined as a planned process with the purpose of working with communities and stakeholders to inform decisions, share knowledge and strengthen relationships.

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At a glance

This document is a record of feedback we received through engagement over February and March 2021. This report collates and summarises feedback from online surveys, workshops, polls, emails and phone calls.

Service options considered and preferences discussed may not represent Council's final position.

Community and stakeholder feedback will be considered alongside operational and technical considerations to help Council make decisions about which options to progress further as the draft *Kerbside Waste Services and Charges Policy* is prepared.

Who we spoke to

Engagement method	Total participants
Conversations Moreland Survey: Have your say on waste in Moreland	1,049
6 x 2-hour community workshops	30
Waste Champions registrations	49
Quick polls (via Conversations Moreland webpage)	434
Schools, early years centre, community groups and not-for-profit organisations survey	27
Emails, phone calls and customer service requests (general feedback/questions)	45

Overall sentiment

Overall sentiment towards the change to a four-stream waste service positively recognised the need for change, both in the options favoured by participants and in the written comments and workshop discussions. The Moreland community is passionate about waste and eager to know more about how they can make a greater contribution to improving waste services.

We found that the Moreland community is diverse and has many different needs and preferences for waste. There is no simple solution to deliver the proposed changes.

Sentiment towards proposed options varied and exposed some conflicting needs from community cohorts. This was particularly evident with respect to bin sizes and collections frequency of the Garbage and FOGO streams.

Common concerns related to the capacity to accommodate a fourth bin on private properties and the perception that the quantum of glass recycling did not justify a new stream.

Keeping costs to households low and promoting better environmental outcomes such as reduced waste to landfill and increasing recycling were identified as important decision-making factors across all waste services.

People understand the need for change to support better environmental outcomes. However, some resistance to change was evident and people are keen for more information and education about why this change is needed and how it will affect them.

Food and Garden Organics (FOGO) and Garbage

Of the options presented, Option 1 (weekly FOGO, fortnightly Garbage) was most preferred by survey respondents (57%), followed by Option 2 (fortnightly FOGO, weekly Garbage) (32%). Option 3 (weekly FOGO, weekly Garbage) was the least supported by survey respondents (11%).

Overall, we heard that collection frequency is the most important concern for garbage and FOGO bins. People told us that FOGO bins and garbage bins can smell and attract pests and insects if they are not collected often. This is particularly a concern in warmer months when food waste spoils more quickly, and for families with young children who are disposing of nappies.

The most preferred option, Option 1 (weekly FOGO, fortnightly Garbage), would mean that FOGO bins were collected more frequently to reduce issues of odour and pests and it also presented the best environmental outcomes.

Participants were generally supportive of the FOGO service being rolled out across all households and were supporting of opportunities to reduce the amount of waste going to landfill.

Garbage and FOGO bins were identified as the heaviest bins when full. This was a concern for older people and people with disability or additional mobility requirements, particularly when considering larger Garbage bin sizes. However, we also heard that street congestion on collection nights is an issue for people with reduced mobility and less frequent collection would help to reduce congestion overall.

Recycling and Glass

Overall, we heard that Option 1 (fortnightly Recycling and monthly Glass) was most preferred by survey respondents (64%). While we often heard a preference to keep weekly recycling collection, many people also believed that a bigger bin collected less often would mean that the change would have a small impact.

Option 2 (weekly Recycling and monthly Glass) was supported by 34% of survey respondents. The most common feedback we heard was concerns about a lack of space on people's properties to store larger recycling bins and additional glass bins.

Some people also told us that a bin with a larger capacity could fit bigger boxes, so a fortnightly collection of a 240-litre bin would fit more recycling overall.

People living in townhouses, units, flats and apartments often told us that they do not have space to store individual bins and that residents of their development have shared recycling bins. Some people told us that shared bins contributed to contamination of recycling streams when people did not know how to recycle or as a result of dumped rubbish when Garbage bins were full.

The introduction of new glass bins was a contentious issue. We often heard that glass recycling only makes up a small proportion of household waste and that it would not be enough to fill the new bins. However other people were concerned that a 120-litre bin collected monthly will not be enough.

ALTERNATIVES TO HOUSEHOLD GLASS RECYCLING BINS

People living in in townhouses, units, flats and apartments who do not have room for a new bin preferred larger communal glass bins or glass recycling collection points as an alternative solution. Container deposit schemes were also raised often as an alternative to household recycling bins.

Convenience and ease of transport were the most important factors when selecting places for glass recycling drop-off points. Supermarkets and services stations were identified as suitable locations with car parking and can be accessed by public transport, walking and cycling.

Some people also suggested street bins for glass recycling and bins in local parks would be convenient locations, while other felt that this would impact on the enjoyment of public places and introduce a risk of broken glass.

Hard Waste

We asked people to consider whether they would prefer to keep the existing municipal-wide hard waste collection or move to a model that provided two booked collections per household each year. We heard that Option 2 (booked Hard Waste) was most preferred by survey respondents (65%). Option 1 (municipal-wide Hard Waste) was preferred by 34% of survey respondents.

While many people liked the existing service, we heard that people liked that a booked service could cost less, be more flexible and potentially reduce the amount of waste going to landfill.

People who live in units, flats and apartments told us that space constraints in their homes and in common areas mean that don't have room to store waste and that being able to book a collection as needed would be more convenient for them. This option was also preferred by rental households who liked the flexibility to access the service when start or end a lease.

Some people living in apartments serviced by private waste contractors suggested that hard waste could be extended to all properties.

Waste charge

We asked people to provide some feedback about how the waste charge should be applied and what kind of uses or households should be eligible for a concession.

Overall, we heard that the waste charge is a complex issue and that public awareness of the charge and how it works is fairly low. This made discussions about the waste charge challenging for many participants.

The waste charge is a fee attached to Council rates notices and is paid by property owners in Moreland. It must cover the entire cost of Council waste services.

Costs of waste services to households was frequently raised as a concern when discussing service options. This showed us that affordability is important.

When asked to consider who should be eligible for a concession or a discount on the waste charge, we heard that there was some support for eligibility to be determined by means testing.

We also heard that the waste charge could be used as an incentive to encourage people to reduce waste and improve recycling practices by charging a reduced fee to households or non-residential users that can demonstrate good environmental practices.

The feedback collected in this stage of engagement showed us that we will need to provide more detail about how the waste charge works so that we can have more informed conversations with the Moreland community about this issue in the next stage of engagement.

1 Introduction

1.1 Purpose of this document

This document provides an overview of the promotion, communication and engagement activities undertaken in the second stage of stakeholder and community engagement for Moreland City Council's kerbside waste reform and summarises feedback.

This document has been prepared for Council to inform the project team and Councillors. Service options considered and preferences discussed may not represent Council's final position.

Feedback will be considered alongside operational and technical considerations to help Council make decisions about which options to progress further as the draft *Kerbside Waste Services and Charges Policy* is prepared.

A public summary document will also be prepared summarising findings of this second stage of engagement, and outline how feedback will be used to inform the next stage of the project.

1.2 Project background

Across Australia, governments and communities are facing challenges in how to reduce and manage different streams of waste, to minimise the harmful impacts of waste on the environment whilst meeting the needs of the community.

Moreland City Council (Council) has a longstanding commitment to reducing waste and enhancing the environmental outcomes of waste services. Council recognises that lasting behavioural change and participation in environmental initiatives are best supported through awareness campaigns and educational support.

In response to this need, Council introduced kerbside collection of food and garden organic (FOGO) waste through the addition of food waste into the fortnightly green waste service in 2019.

In 2020, the Victorian Government announced the *Recycling Victoria: A New Economy* policy which mandates a 4-stream kerbside service, along with other changes to be rolled out across all Victorian municipalities. To reduce the amount of waste going into landfill, the new system will introduce separate bins for:

- Garbage (landfill)
- Comingled recycling
- Food and garden organics (FOGO)
- Glass recycling.

Council is committed to making these changes which will also introduce different collection frequencies and bin sizes, and a revised charging model. Council must now prepare and adopt a new *Kerbside Waste Services and Charges Policy*, which must be informed by engagement with the Moreland community.

1.2.1 Drivers

Council is committed to engaging the Moreland community on how best to implement these changes.

While some decisions are already made, consultation on negotiable aspects of this project help Council to make decisions in the interest of its community. Engagement helps to build awareness of the problem of waste, and encourage greater individual, household and business contributions to its response.

Public engagement at this stage of the project is intended to inform a tailored approach to implementation and policy development to ensure that the needs and wants of the Moreland community are understood and reflected. This will help to promote mutual benefit and aid compliance at later stages.

1.2.2 Project negotiables

While this project responds to state government directives, consultation seeks to address negotiable and non-negotiables specific to Moreland.

The negotiables for this phase of consultation focussed on the options developed by Council with the assistance of modelling and specialist advice, and outlined in the Conversation Starter Kit. These options addressed:

- The size of garbage and food and garden organics (FOGO) bins and how often they are picked up
- The size of recycling and glass bins and how often they are picked up
- Other options for residents who do not have space for a glass bin
- How we deliver hard waste collections
- Potential subsidies for non-residential properties, such as schools and charities
- How we support people with concessions or who have extra needs
- Preference for how the community would like to be informed/educated about the changes to the service.

1.2.3 Engagement risks, challenges and mitigations

Engagement of any type carries risks that must be anticipated and managed. The following project risks were identified and addressed through the project planning phase:

- Low levels of understanding
- Community builds unattainable expectations of service reform
- Perceived inequity of waste charge between Councils
- Poor community perceptions of Council
- Engagement through Council election campaign period
- Capacity of local residents and businesses to join the conversation
- Failure to capture the diversity of views
- Barriers for community members to join the conversation
- Interference, delays and discontinuity as a result of election cycle and new Council

Details of the mitigation measures employed to address these risks is provided in the Engagement Plan that guides this program of activities.

MANAGING THE IMPACT OF COVID-19

In addition to the standard engagement risks outlined above, the specific impacts of the Covid-19 pandemic required careful management.

To ensure the safety of the project team and the Moreland community, the decision was made at the outset of this stage of engagement to focus activities and communications to online, phone and written communication. Opportunities for face-to-face engagement activities were considered throughout the engagement period, however ongoing restrictions prevented these activities.

It is acknowledged that approach may create barriers for some individual and community cohorts. To address this, our program included a range of platforms and methods for people to make contact including online platforms, email, telephone and printed advertising and communications. While efforts were made to identify and address engagement barriers, it is likely that the constrained approach and the Covid-19 environment had an adverse impact on engagement with some sectors of the Moreland community.

1.2.4 Overview of Phase 1

The first phase of community engagement investigating changes to waste services ran over July and August 2020.

This early phase of engagement sought feedback on what was working well with the current service, what could be improved, and what were the big ideas.

From this we found that the Moreland community is passionate about waste and are broadly supportive of the FOGO service.

We heard that the service is generally reliable and that the current garbage and recycling bin collection frequency are appropriate for the amount of waste most households currently manage.

The first phase of engagement also showed that:

- There is a distinct appetite within the community to learn more about waste reduction and how to improve the efficiency of the current waste services. This presents the opportunity for a coordinated education program.
- Cohorts with greater awareness of the issues and opportunities are already demonstrating an orientation toward developing solutions. This promotes the opportunity for deep-dive conversations with these cohorts.



Figure 1 Summary of phase 1 engagement

1.3 Assumptions and limitations

This report details the participants' perceptions, concerns and ideas as expressed during the engagement activities. Capire is confident this report provides a true account of the feedback provided.

The following limitations were identified in relation to conducting and reporting on the engagement:

- Some participants may have participated in multiple engagement activities such as the survey, workshop and email, therefore it is possible that some views may have been captured more than once.
- In some instances, participants did not answer all survey questions, this meant that some questions received fewer responses than others.
- Some participants chose not to provide demographic information, therefore the demographic information is only representative of the information provided.

- This phase of engagement was impacted by Covid-19 safety measures including a five-day lockdown in February 2021 followed by increased restrictions through March. These restrictions meant that engagement once again relied on online, phone and mailout methods and communications and resulted in the temporary closure of businesses, schools and community facilities which reduced opportunities for promotion such as cinema advertising, and promotion through libraries and maternal child health services. It is also acknowledged that the capacity of some groups and individuals will have been reduced through the lockdown.
- Business closures as a result of Covid-19 lockdown measures may have adversely impacted the capacity and opportunity for businesses to be involved in engagement activities and for engagement opportunities to be promoted amongst businesses in Moreland.
- Flyers and bin tags were distributed by a third party. Some flyers were erroneously distributed prior to the publication of the website and consultation materials due to last minute project delays. Other flyers were found undelivered by the third-party contractor; however this was remedied before the end of the consultation period. As a result, some households may not have accessed information when it became available.
- Participation through the Conversations Moreland project website required all users to be registered and to sign in. This approach reflects standard practice across Conversations Moreland project pages and assists in collecting data about participants. However, it is noted that these additional steps can present a barrier to engagement. This was noted by a small number of participants who were unable to access the online survey as they were not logged into the platform.
- The launch of this round of engagement was delayed from November 2020 to February 2021 as a result of internal review and update requirements, and the involvement of the newly elected Council.
- The proposed changes became a prominent issue during the Council election period. This resulted in some misperception of the options developed and the decision-making process driving this project. These impacts cannot be discounted as possible influences in feedback received and options preferred.
- Some survey answers mentioned two suburbs at the same time (e.g. Coburg & Brunswick West and Coburg and Pascoe Vale), reflecting that people lived and/or worked in more than one suburb.
- The Imagine Moreland Council Vision consultation program commenced during this phase of engagement. This process diverted some internal focus and resources from the waste engagement and may have detracted attention from this engagement program or resulted in a sense of consultation fatigue or confusion amongst Moreland residents.
- Workshop attendance was lower than workshop registrations. This may be a result of shorter lead times, reduced accessibility due to online platforms or a natural drop-off rate that can be expected for engagement events. Incentives were not offered for participants through this engagement program.
- Some feedback received falls outside the scope of this engagement. This feedback will be collected and provided to Council for consideration.

2 Engagement approach

2.1 Engagement phases

The public and stakeholder engagement to support *Reducing our waste, improving our service* will be delivered over three main phases in Figure 2.

This report relates specifically to activities included in phase 2. Engagement with key stakeholders and government is ongoing throughout the life of the project.

As part of reporting at the end of each phase, we will review the engagement approach and project program to confirm timeframes and approach for the next phase.

Phase 1 (July-Aug 2020)	Phase 2 (Feb-Mar 2021)	Phase 3 (Aug-Sept 2021)
<p>Sharing the problem</p> <ul style="list-style-type: none">• To socialise the project within the community• To establish a baseline understanding that 'waste affects everyone'• To undertake a 'pulse-check' of concerns and issues within the community regarding the project	<p>Teasing out the issues and introducing options ('Green Paper')</p> <ul style="list-style-type: none">• To seek feedback to inform the draft kerbside services and charges policy• To seek feedback on shortlisted options for the future waste service model	<p>Draft Policy consultation ('White paper')</p> <ul style="list-style-type: none">• To seek feedback on the draft policy and service design
<p>Key engagement activities</p> <ul style="list-style-type: none">• Communications and promotion• Launching the project webpage and 'Conversations Moreland' engagement platform• Identification of possible project champions• Phone in sessions	<p>Key engagement activities</p> <ul style="list-style-type: none">• Conversation Starter Kit and website materials• Mobilisation of project champions• Online survey and 'Conversations Moreland' questions tools• Community workshops• Phone in sessions• Survey for non-residential properties	<p>Key engagement activities</p> <ul style="list-style-type: none">• Discussion paper outlining draft policy and options'• Online survey and 'Conversations Moreland' questions tools• Community workshops• Project Champions meeting and online collaboration space

Figure 2 Three main phases of delivery

2.2 Purpose of this second phase

Phase 2 of stakeholder and community engagement commenced on 4 February 2021 with the update of the Conversations Moreland project webpage and an email update issued to project subscriber lists.

This phase of engagement sought to:

- Present the options for changes to Council's waste service and how they were developed

- Seek feedback regarding people's preferred options and the reasons for their preference
- Further investigate issues and needs relating to specific cohorts within the Moreland community
- Establish the Waste Champions network
- Seek feedback about how best to engage in later stages of planning and implementation of this project.

2.3 Establishment of the Waste Champions network

The opportunity to become a Waste Champion was promoted to the Moreland community via the Conversations Moreland website, community networks, and advertising via public promotion and social media.

Waste Champions are a group of community members who agree to promote the project through their networks to assist Council to reach groups that are typically underrepresented in engagement programs or face barriers to engagement such as language, awareness or access.

Waste Champions will also be engaged throughout the planning and implementation of the changes to Moreland's Waste service.

In this phase of consultation, an introductory online workshop was held with the Waste Champions to understand which communities they are connected with and how Council can support them with resources or training to provide an in-community face of the project.

Waste Champions also have access to an online collaboration space where they can share ideas and discuss issues with the project team.

2.4 Engagement and COVID-19

In response to Covid-19, our approach was designed to ensure that engagement activities could continue while maintaining the safety of the public, staff and team members throughout the short February lockdown. This included:

- Retaining a focus on online and remote engagement platforms, including an expansion of the Conversations Moreland project website promoting 24-hour access, a single source of project information, and interactive engagement tools where people could participate from home
- Holding all workshops online via Zoom and providing phone call drop-in sessions and enhanced opportunities for web and email enquiries to substitute for community events
- Increase focus on targeted promotion through social media and community networks in the local area

- Enhanced focus on static advertising across Moreland including QR codes on posters and advertisements to direct people to the Conversations Moreland project page
- Convening project Champions as a way to promote the project through community networks and providing Champions with a QR code to support community conversations and direct people to the project website.

2.5 Accessibility and inclusion

To enhance inclusion, our engagement program included a number of measures including format, language and content to deliver greater accessibility:

ACCESSIBLE MATERIALS AND CHANNELS

- Web accessible versions of the Conversation Starter Kit and all project fact sheets were made available on the Conversations Moreland website
- Two phone-in sessions were planned and advertised to allow people an alternative to online engagement including access to interpreter services
- Moreland Customer Service Officers were briefed to accept calls and respond to project enquires to provide people with a point of contact throughout the engagement period
- The survey and Conversation Starter Kit were made available in hard copy via post or email

LANGUAGE ACCESSIBILITY

- All written collateral included details for Moreland's Language Link translation service
- On the advice of Council's online engagement specialist, the accessible version of the conversation Starter Kit was a web-based document that allowed CALD users to translate text using their browser translation functions
- In-language web pages were developed on Conversations Moreland, with key information translated into seven languages
- Promotional flyers, posters and bin tags incorporating information in English as well as Italian, Greek, Arabic, Mandarin, Turkish, Vietnamese and Urdu. These languages represent the seven languages most frequently spoken in the Moreland community where there is an English barrier, as distinct from the most commonly spoken languages other than English.
- Project options and opportunities to provide feedback were provided in languages other than English via Facebook advertising, directing people to the in-language Conversations Moreland webpages

COMMUNITY ACCESS

- Waste Champions and Council officers were encouraged to promote the project and engagement opportunities amongst their community networks and working groups and to seek feedback about any assistance required by groups or individual to engage with the project
- An online workshop was held specifically for members of Council's Disability Working Group
- The project and engagement opportunities were promoted through community networks, including Council's Community Connectors program.

For more detail on communications and engagement channels used through this second phase of engagement, refer to Appendix B.

3 Summary of participants

3.1 Overview of total participation

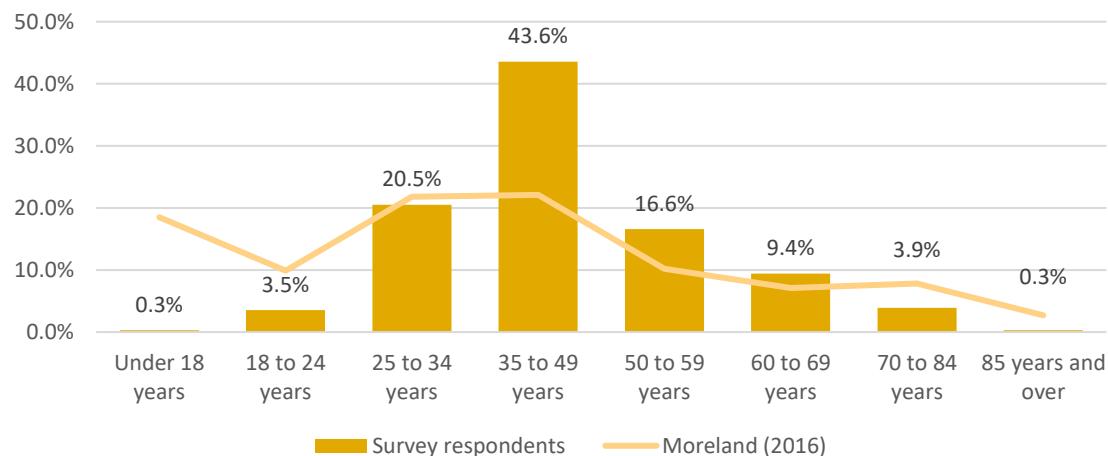
Table 1 Total participants by engagement channel

Engagement method	Total participants
Conversations Moreland Survey: Have your say on waste in Moreland	1,049
6 x 2-hour community workshops	30 (75 registered)
Waste Champions registrations	49
Quick polls (via project webpage)	434
Schools, early years centres, community groups and not-for-profit organisations survey	27
Emails to wasteprojects@moreland.vic.gov.au	34
Customer service requests (general feedback/questions)	10
Phone drop-in sessions	1

3.2 Who did we hear from?

3.2.1 Age of participants

Figure 3 displays a breakdown of the survey respondents' age compared to the Moreland Local Government Area residential population during the 2016 Census.



Source: Survey responses and Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Figure 3 Age of survey respondents

Off all survey respondents, 63% identified as female and approximately 12% identified as a member of the LGBTQIA+ community.

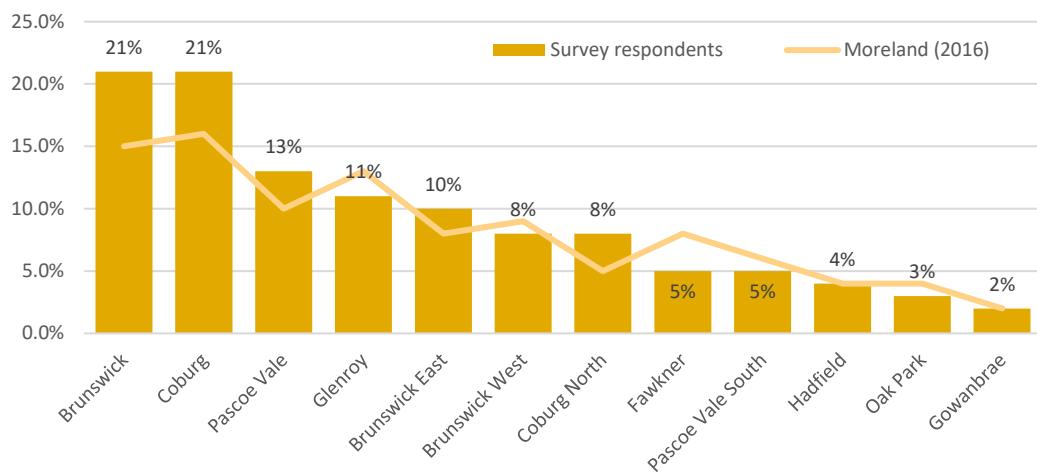
3.2.2 Where do participants live?

Survey participants were asked to indicate which suburbs they live in, work in or own a property in. Respondents were able to select multiple suburbs.

As shown in Figure 4, residents, workers and property owners in Brunswick and Coburg represent the highest number of survey responses. This reflects the 2016 residential Census data for the Moreland Local Government Area.

The suburbs of Glenroy and Fawkner were the highest under-represented suburbs with a 3% disparity for both suburbs.

In addition to the suburbs shown in Figure 4, there were 4 survey responses from Tullamarine (0.4% of survey responses) which is partly within the Moreland Local Government Area.



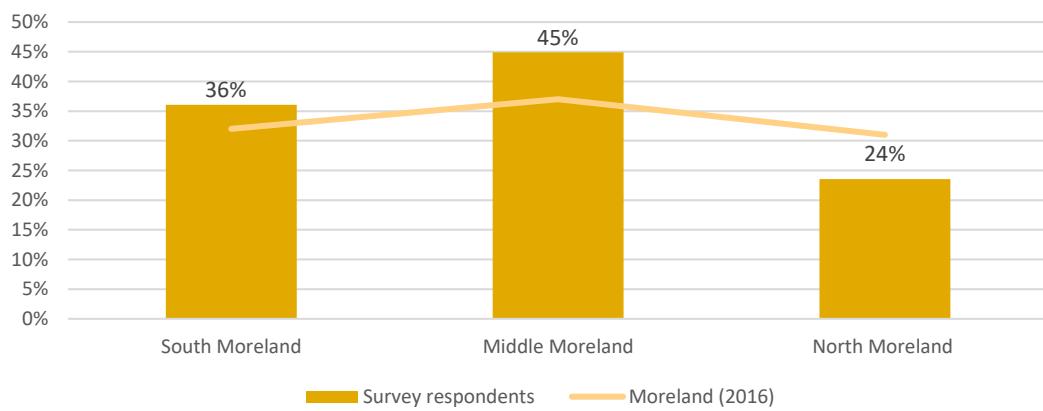
Source: Survey responses and Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Figure 4 Suburb breakdown of survey participants

The suburbs in the Moreland Local Government Area were split up into three regions: South Moreland, Middle Moreland and North Moreland.

- South Moreland: Brunswick, Brunswick East and Brunswick West
- Middle Moreland: Coburg, Coburg North, Pascoe Vale and Pascoe Vale South
- North Moreland: Glenroy, Fawkner, Gowanbrae, Oak Park, Hadfield and part of Tullamarine

The three regions will be used to help summarise findings and are shown below.



Source: Survey responses and Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

Figure 5 Breakdown of participation by region

3.2.3 Households and dwellings

Participants were asked to indicate certain household characteristics which may impact their waste requirements as shown in Figure 6. Respondents were able to select multiple answers to this question.

Options presented in this question were based on household characteristics likely to influence waste service needs. As such, some common household types such as adult couples were not included in the multiple-choice options. These households fall under the category of 'I live in a household with another adult'. The most common 'other' household type was participants living with elderly parents or multifamily households. The most children in a participant household was six.

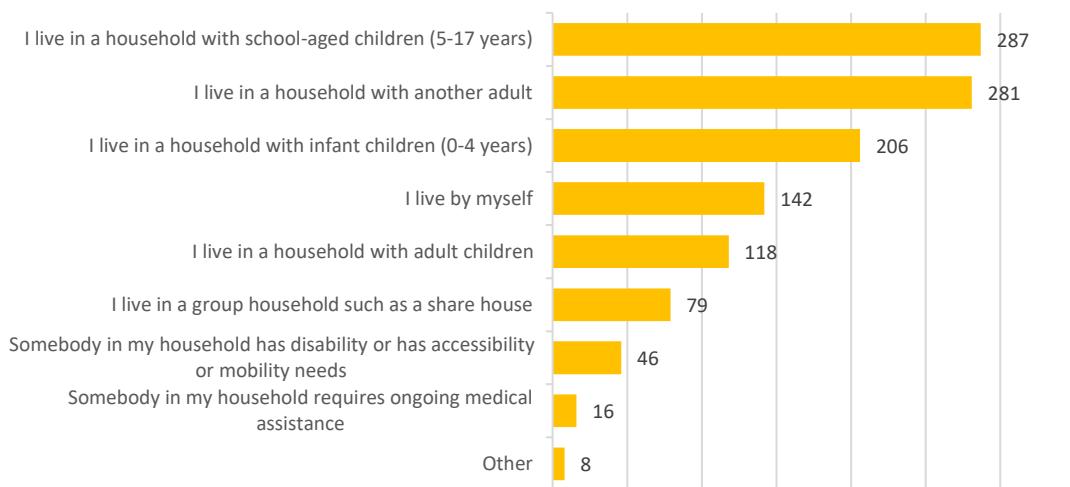


Figure 6 Household type breakdown

Stand-alone housing was the most prominent type of dwelling representing 65% of respondents. This was followed by 31% of survey respondents living in medium-density housing such as a villa unit, town house or terrace house and 4% in high-density housing including a flat or apartment. This is compared to the Moreland municipal averages of 55%, 35% and 9% respectively¹.

A small number of participants, equating to less than 1% lived in a retirement village or 'other' dwelling types.

¹ Australian Bureau of Statistics, Census of Population and Housing 2011 and 2016.

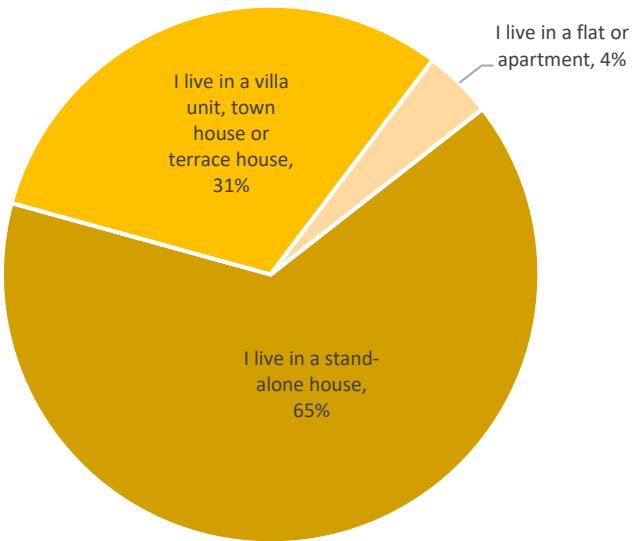


Figure 7 Breakdown of dwelling type

Almost half of the survey participants (49%) stated they have lived in their current home for more than six years with an additional 39% having lived in their current home for between 1 and 5 years. This is consistent with 50% of Moreland residents having lived in the same home for the five years prior to the 2016 Census.

3.2.4 Diversity

From the 1,049 survey respondents, 3% of participants stated they speak a language other than English at home. This included Italian, Turkish, Greek, Spanish, Mandarin and Malayalam.

This representation is significantly lower than the 38% of Moreland residents who reported speaking a language other than English at home in the 2016 Census. This disparity may be due to the lack of in-language online surveys, and the absence of face-to-face and in-community engagement opportunities.

Overall, 44 survey respondents identified as a migrant, asylum seeker or refugee. No survey respondents reported that they identify as an Aboriginal or Torres Strait Islander person.

3.2.5 Businesses

In total, 33 survey participants own a business in Moreland. Of these responses, 16 stated their business uses Council's waste service whilst the other 17 do not.

3.2.6 Other non-residential users

Under the current policy, non-residential properties that pay the waste charge can use Council's standard waste service. Council's Commercial Plus fee-for-service is available for residential and non-residential users when the standard service does not meet their needs.

As part of this consultation, Council sought to understand how changes to the waste service would impact schools (including public, private, primary and secondary), early years centres (including private and not-for-profit) community groups (including community gardens, sports clubs and other groups) and other not-for-profit organisations.

Modified surveys were sent to these non-residential users. The response rate from these organisations was low, with a total of 27 surveys completed from facilities and organisations across Moreland.

We also tested what groups should be able to access our standard waste service and why, and whether any concessions should apply. It was anticipated that the findings would help inform the policy and service design, as well as a review of Council's Commercial Plus fee-for-service or advocacy plans (e.g. advocate to state government for better waste management for public schools).

Feedback was sought via a dedicated Microsoft Forms survey and organisations were invited to respond between 24 February and 14 March. The breakdown of responses by organisation type, is shown in Figure 8.

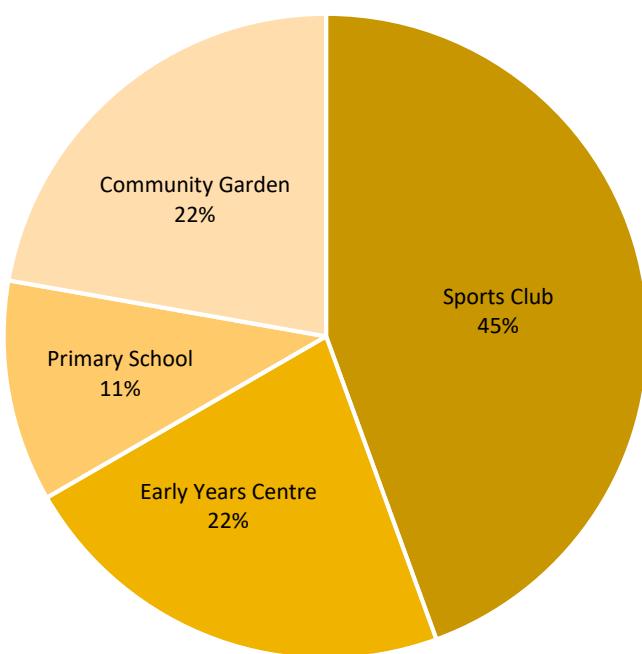


Figure 8 Type of non-residential organisation responses

No responses were received from secondary schools, or other community groups or not-for-profit organisations aside from community gardens and sports clubs.

The suburbs of Coburg (9), Brunswick West (7), Glenroy (3) and Brunswick (3) had the highest rate of survey response.

3.2.7 Who didn't we hear from?

While our engagement program sought to hear from all parts of the Moreland community there are some groups who are underrepresented in the feedback, these include:

- Businesses
- Culturally and linguistically diverse (CALD) communities
- Large family households (with more than two children)
- Residents of the northern suburbs of Moreland.

The ongoing Covid-19 pandemic constrained face-to-face engagement which can be attributed to low participation rates for some of the groups identified, particularly CALD communities. Online engagement limits opportunities for engagement incursions, however we hope to address these gaps in the next round of engagement which will be designed to include more 'in community' engagement events (subject to Covid-19 restrictions) and will further utilise the Waste Champions network.

Engagement with businesses was similarly impacted by Covid-19 lockdowns and limitations.

4 Summary of findings

This section of the report summarises the findings across all engagement streams.

This analysis reflects the structure of discussions, focussing on the following themes:

1. Overall sentiment
2. Food and Garden Organic (FOGO) and Garbage
3. Recycling and Glass
4. Hard Waste
5. Demographic cohorts and community sectors
6. Waste charge.

The analysis provided in this section will reflect the method of discussion used for both the online survey and in workshops. This approach followed a two-stage discussion:

1. Presentation of options and identification of participants' initial preference
2. Discussion of how each option compared on cost, environmental and amenity benefits, followed by a review of participants' preferred options.

This approach allowed participants to absorb information over multiple stages and to examine the reasons for their preferences. The intent of this approach is to better understand the principles driving option preferences.

The analysis below presents both initial and final preferences from survey responses, with the final options being the data collected to inform the development of the draft *Kerbside Waste Services and Charge Policy*.

The graphs and diagrams in the following analysis reflect the feedback from the 1,049 online survey response. Workshop discussions and feedback collected through email, phone and other online means is further considered in the discussion to provide a more nuanced breakdown of issues and needs.

4.1 Overall sentiment

Overall sentiment towards the proposed changes positively recognised the need for change and was supportive of actions towards better environmental outcomes.

However, there was general concern that changes would result in higher costs for ratepayers and would require additional effort from residents.

Common concerns related to the capacity to accommodate a fourth bin on private properties and the perception that the quantum of glass recycling did not justify a new stream.

Overall, resistance to change was evident with people expressing their concern about low awareness and education compromising the success of the proposed changes and that the Moreland community was not consulted before the decision to commit to a four-bin system. However, an explanation of project drivers and State Government policy directives mostly dispelled these concerns with the acknowledgement that all Victorians would be adapting to these changes together.

Sentiment towards proposed options varied and exposed some conflicting needs from community cohorts. This was particularly evident with respect to bin sizes and collection frequency of the Garbage and FOGO streams.

The two-stage investigation of option preferences also provided insight into the principles and factors influencing preferences for individuals and households. Through this process, cost and environmental performance emerged as strong influencing factors.

A need and desire for greater education was reiterated across all engagement streams, echoing the findings from the first phase of engagement which demonstrated that the Moreland community is passionate about waste and eager to know more about how they can make a greater contribution to improving waste services.

4.2 Food and Garden Organics (FOGO) and Garbage

4.2.1 Headlines

Overall, we heard that collection frequency is the most important concern for both Garbage and FOGO. This highlighted conflicting needs amongst some sectors of the community.

Table 2 FOGO and Garbage options preference

	Option 1	Option 2	Option 3
	Weekly FOGO (120L) Fortnightly Garbage (120L)	Fortnightly FOGO (120L) Weekly Garbage (80L)	Weekly FOGO (120L) Weekly Garbage (80L)
Number of survey respondents that chose this option as preferred	592	330	109
% of survey respondents that chose this option as preferred	57%	32%	11%
Performance measures (cost/benefits) used to compare options	Overall annual cost, annual cost per household, garbage sent to landfill, food and garden waste diverted from landfill, avoided greenhouse gas emissions, bins on the street, number of collection trucks, level of change for residents		

Almost half of survey respondents (46%) and many workshop participants supported weekly FOGO collection and told us that FOGO bins and garbage bins can smell and attract pests and insects if they are not collected often. This is particularly a concern in warmer months when food waste spoils more quickly.

Families with young children also told us that smell and hygiene were important issues for households disposing of nappies. This was a prominent factor for people who supported weekly garbage collection.

Of the options presented, Option 1 - weekly FOGO, fortnightly Garbage was most preferred overall. This option would mean that FOGO bins were collected more frequently to reduce issues of odour and pests, and it also presented the best environmental outcomes. However, families with young children were more likely to support weekly Garbage (See Section 4.5.4).

Participants were generally supportive of the FOGO service being rolled out across all households and of measures to reduce the amount of waste going to landfill.

Garbage and FOGO bins were identified as the heaviest bins when full. This was a concern for older people and people with disability or additional mobility requirements, particularly when considering larger Garbage bin sizes. However, we also heard that street congestion on collection nights is an issue for people with reduced mobility and less frequent collection would help to reduce congestion overall.

4.2.2 Options preference

FOGO and Garbage streams are considered together because putting food waste in the FOGO bin impacts the amount and a type of remaining garbage. Three options were presented for changes to the FOGO and Garbage service, all of which included the roll out of FOGO bins to all households. These are explained on page 5 of the Conversation Starter Kit. The comparison of options against cost, environmental performance, alignment with Council's strategic direction and social measures is found on page 6 of the Conversation Starter Kit.

Figure 9 shows the survey respondents' preferences for the options presented for the FOGO and Garbage services.

As explained in the introduction to Section 4, in the survey and workshop discussions, participants were asked to nominate their preferred option before and after reviewing a comparison of cost, environmental and amenity benefits.

For some people, this process changed their preference. The chart below shows the initial preference before reviewing comparison data, and how participants' final preferences changed after seeing a more detailed comparison of FOGO and Garbage options. This process was repeated for Recycling and Glass options and Hard Waste.

For FOGO and Garbage, this process found that Option 1 (weekly FOGO, fortnightly Garbage) was the most preferred option overall and that the preference for Option 1 increased from 49% to 57% once participants reviewed its performance measures.

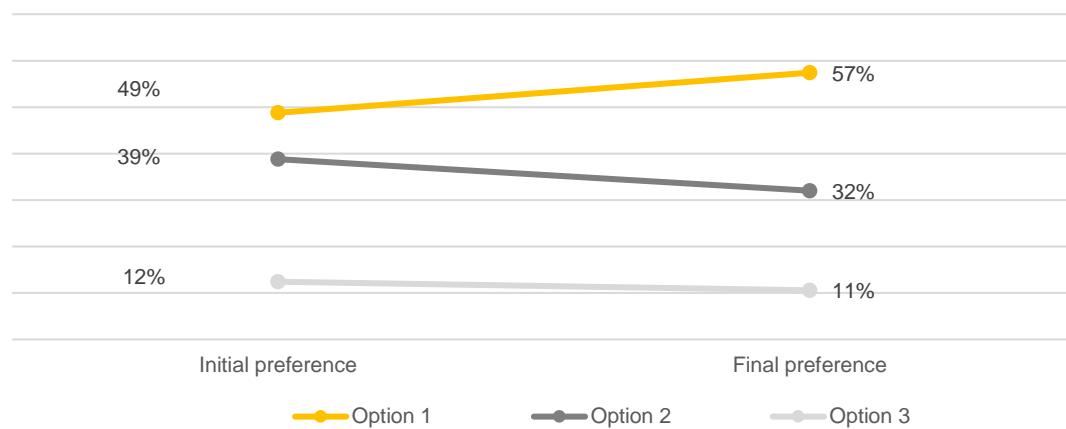


Figure 9 Preference for FOGO and Garbage options

Option 3 (weekly FOGO, weekly Garbage) was least preferred overall while the preference for Option 2 (fortnightly FOGO, weekly Garbage) declined from 39% to 32% on review of performance measures.

Modelling data used for the comparison against performance measures indicates that Option 1 supports the best environmental and cost outcomes. Option 2, while presenting only a moderate cost increase performs comparatively poorly against environmental measures.

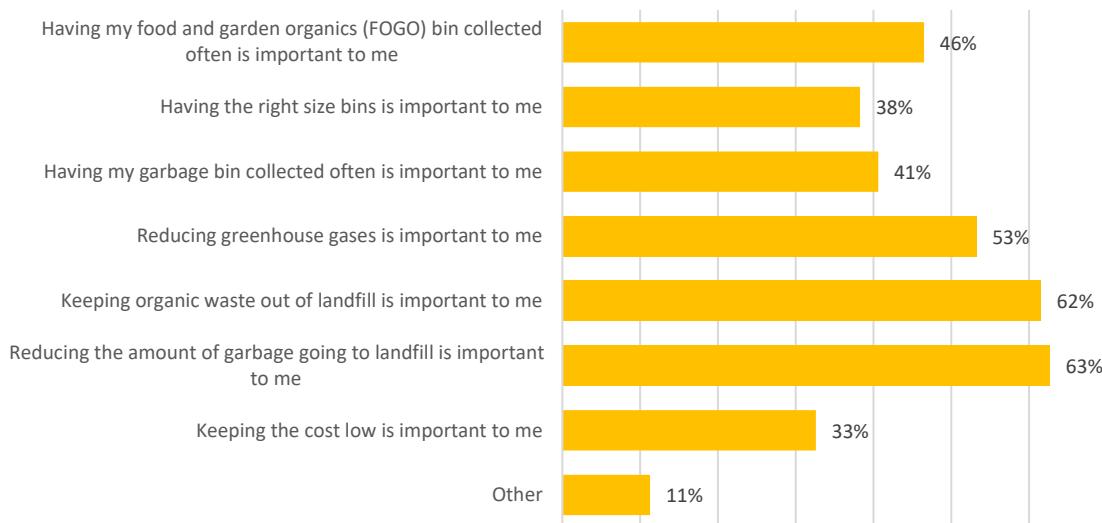


Figure 10 Factors influencing preference for FOGO and Garbage options

Figure 10 shows the factors that influenced the preferences of survey respondents. It shows that the factors most frequently identified as important are keeping organic waste out landfills (62%) and reducing the amount of Garbage going to landfill (63%). Other environmental factors such as reducing greenhouse gas emissions were also identified as important by more than half of respondents (53%).

These results are consistent with the high and increasing preference for Option 1, as this is the best performing option against environmental measures.

The most prominent reasons underpinning people's preferences were:

- Frequent collection of FOGO bins. This was important to many respondents (46%) and supported across all workshop conversations. Both workshop participants and survey respondents cited issues of odour from FOGO bins as the primary driver for a desire for more frequent collection.
- Workshop participants who lived in apartments and higher density dwellings also cited contamination as a reason to support more frequent collection. There were concerns that as other bins fill up, overflow waste would be placed in FOGO bins resulting in contamination.

A total of 117 survey respondents also provided other reasons for their preferences. Many of these responses reiterated the factors driving participants' preferred option including support for greater sustainability and reducing waste to landfill.

However, not all feedback was relevant to the assessment of options, with many people reflecting on the need for more community education and information about why these changes are required and how they can improve their practices. Others used this opportunity to oppose changes and to support existing services.

4.2.3 Frequently discussed themes

Participants provided in-depth feedback about what drives their preferences and their primary concerns about the proposed changes. Frequently discussed topics have been grouped into themes and summarised for each discussion.

Weekly Garbage collection is a long-held expectation

Overall, feedback showed that Garbage and FOGO services are supported and operate well. In particular, Garbage is considered the core of the waste service and changes to this service generate the most concern with respect to communication change and preparing residents to adapt.

"I know that the first option is best and would work fine for our household. But Fawkner as a whole would need a lot of education and support to change the system"

While survey responses indicate strong support for reducing landfill (63%) and reducing greenhouse gases (53%), changes to garbage collection frequency or bin size were hotly debated in workshops and in open text survey responses.

"Whilst I want to stop waste going into landfill I don't believe the options you have presented are good enough for change. If you're going to a fortnightly garbage service everyone should get a bigger bin without cost as we are paying you for a weekly service now so this is a compensation for getting less service" – Survey respondent

"I don't want my area full of 2 week old bins that will smell" – Survey respondent

Some workshop participants noted that Garbage is an essential service and that there is a long-held expectation that it would be collected weekly.

"Moreland's fees are significantly higher than other councils. We are entitled to better garbage collection. Bins should be bigger and collected weekly to reduce dumping and keep Moreland clean." – Survey respondent

During workshops, discussions about proposed changes to garbage collection frequency often began with similar firm opposition. However, following discussion about the comparative environmental performance of the options being investigated, opposition tended to abate.

Odour, hygiene and pests are common issues relating to Garbage and FOGO

Of all waste services, Garbage and FOGO were frequently recognised as the streams generating the most concern regarding odour, hygiene and attracting pests such as rats and flies. Odour is particularly a concern in hotter weather and for households disposing of nappies or pet waste.

"I don't create the volume of food waste to require collection every week. I have a dog and would like to dispose of their waste products weekly."

However, when considered together, households generating significant FOGO waste reported reduced amount of garbage.

"Our FOGO gets mouldy and stinky quickly, and because we recycle and FOGO, we don't generate much garbage"

Participants noted that bins are often kept near front doors or in close proximity to high activity living areas or yard areas. For multi-unit developments, residents noted that odour usually impacted some residents more than others as bins were often stored in common areas which were nearer to some residents than others.

The issue of bin liners for the FOGO service was often raised. In workshops, it was explained that Moreland City Council's contractors did not allow bin liners for FOGO waste. For some, the lack of bin liners was identified as contributing to concerns regarding odour and hygiene as waste and liquid was less contained, particularly as bins can crack or leak. It was noted that some Victorian council FOGO services include compostable kitchen caddy or bin liners which helped reduce odour and mess, and make disposing of food waste easier.

"Bins without liners gets very messy and dirty quickly – if it's not easy, people won't use it" – Homeowners workshop participant

This issue was raised more frequently with regard to larger households or households which do not generate garden waste to break up food waste, such as those without gardens,

Households with access to compost reported less demand for FOGO bins

Composting was frequently cited as a reason for reduced demand for FOGO bins. Workshop participants noted that this would not apply to all households as higher density dwellings or rental households may not have access to compost.

"We compost most of our food waste so don't need a FOGO bin collected every week. We do need recycling collected every week, we fill this bin every week"

While weekly collection of FOGO bins was broadly supported to minimise odour, households with access to compost reported fewer concerns regarding these issues.

"The FOGO needs to be weekly as the organics gets smelly when left in the sun or waiting for it to fill, hence we use our smaller garden bin for the compost instead of the larger 120 provided..., the bin could be a smaller size"

Demand for FOGO fluctuates during the year

Participants often noted that the amount of garden waste fluctuated throughout year and that tree branches or large amounts of grass or leaf litter can take multiple collections to remove.

"Even with a 240L FOGO bin and a compost bin, every winter and late spring we have a pile of branches that take several weeks to break down and remove" – Homeowner workshop participant

Participants also frequently noted that warmer weather increased the need for frequent FOGO collection and that some peak times such as Christmas or public holidays may also require additional collections.

There is support for greater public education of the FOGO stream to improve performance and reduce contamination

Participants frequently expressed a desire for more education about FOGO. This is driven by a desire to minimise waste and a concern that low levels of awareness would result in wasted effort.

"I am really passionate about waste and have a complex sorting system for my waste that I manage. So option 1 would be ok. I just dispose nappies and some waste. But...I am passionate about waste and others aren't" – Families Workshop participant

The issue of contamination was frequently raised as a barrier for FOGO in higher density dwellings with shared bins. In particular, residents in higher density dwellings reported contamination when garbage and recycling bins were full or contamination resulting from food or garden waste being bagged.

Participants also noted varying degrees of understanding and effort amongst residents of multi-unit developments which contributes to contamination, particularly with communal bins.

4.3 Recycling and Glass

4.3.1 Headlines

Overall, we heard that Option 1 – fortnightly Recycling and monthly Glass was most preferred. While we often heard a preference to keep weekly Recycling collections, many people also believed that a bigger bin collected less often would mean that that the change would have a small impact.

Table 3 Recycling and Glass options preference

	Option 1	Option 2*
	Fortnightly Recycling (240L) Monthly Glass (120L)	Weekly Recycling (120L) Monthly Glass (120L)
Number of survey respondents that chose this option as preferred	676	350
% of survey respondents that chose this option as preferred	66%	34%
Performance measures (cost/benefits) used to compare options	Overall annual cost, annual cost per household, quantity and quality of recycling and glass recovered, number of bins on the street, number of trucks on the road.	

*Not an option if both food and garden organics (FOGO) and garbage bins are collected every week

The most common feedback we heard was concerns about a lack of space on people's properties to store larger recycling bins and additional glass bins.

Some people also told us that a bin with a larger capacity could fit bigger boxes, so a fortnightly collection of a 240 litre bin would fit more recycling overall.

People living in townhouses, units flats and apartments often told us that they do not have space to store individual bins and that residents of their development have shared recycling bins. Some people told us that shared bins contributed to contamination of Recycling when people did not know how to recycle or as a result of dumped overflow rubbish when garbage bins were full.

The introduction of new glass bins was a contentious issue. We often heard that glass recycling only makes up a small proportion of household waste and that it would not be enough to fill the new bins. However other people were concerned that a 120 litre bin collected monthly will not be enough.

ALTERNATIVES TO HOUSEHOLD GLASS RECYCLING BINS

People living in townhouses, units, flats and apartments who do not have room for a new bin preferred larger communal glass bins or glass collection points as an alternative solution.

Container deposit schemes were also raised often as an alternative to household recycling bins.

Convenience and ease of transport were the most important factors when selecting places for glass drop-off points. Supermarkets and services stations were identified as suitable locations with car parking and can be accessed by public transport, walking and cycling.

4.3.2 Options preference

Recycling and Glass streams were considered together because separating glass impacts the yellow-lidded recycling bin.

Two options were presented for the Recycling and Glass service, all of which included the introduction of a new glass bin or service. Options are explained on page 11 of the Conversation Starter Kit and the comparison of options against cost, environmental performance, alignment with Council's strategic direction and social measures is found on page 12.

As with the FOGO and Garbage options, participants were asked for their initial preferred option and then a revised preference after hearing a more information about cost, environmental and amenity comparisons.

Figure 11 shows the survey respondents' preferences for the options presented for the Recycling and Glass service. It shows that Option 1 (fortnightly Recycling, monthly Glass) was the most preferred option overall and that the preference for Option 1 increased from 55% to 66% once participants reviewed its performance measures.

Preference for Option 2 (weekly Recycling, monthly Glass) experienced a corresponding decrease from 45% to 34%.

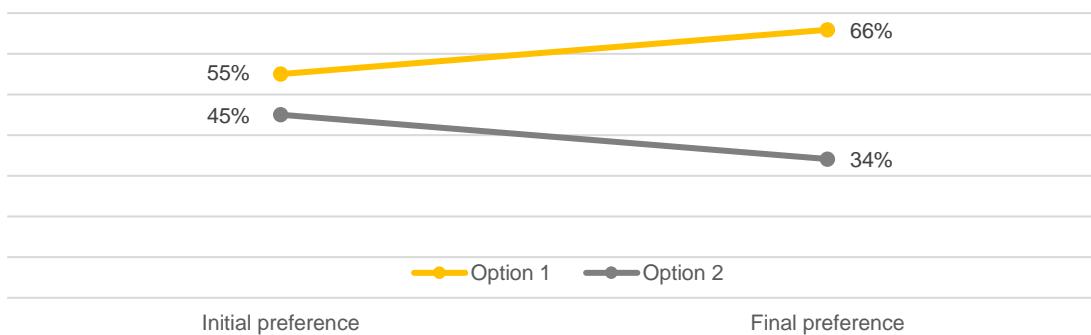


Figure 11 Preference for Recycling and Glass options

Modelling data used for the comparison against performance measures indicates that the two options perform similarly with respect to environmental measures relating to the quantum of recyclable material recovered. However, Option 1 presented the lower cost option and also resulted in fewer trucks on the road.

While both options provide the same fortnightly Recycling capacity, the reduction in collection frequency in Option 1 is offset by a larger, 240 litre bin as standard, though residents may choose to retain the current standard 120 litre bin.

Figure 12 below shows that having the right size recycling bin emerged as the most frequent factor influencing preferences for Recycling and Glass options (57%). This was further reiterated in workshop conversations with participants noting that although fortnightly capacity is the same across both options, a larger bin can accommodate larger items making the capacity seem greater.

This was particularly considered beneficial in recent times where the impacts of Covid-19 have resulted in more recyclable packaging from home deliveries and food deliveries, and more time working from which has increased demand for Recycling services.

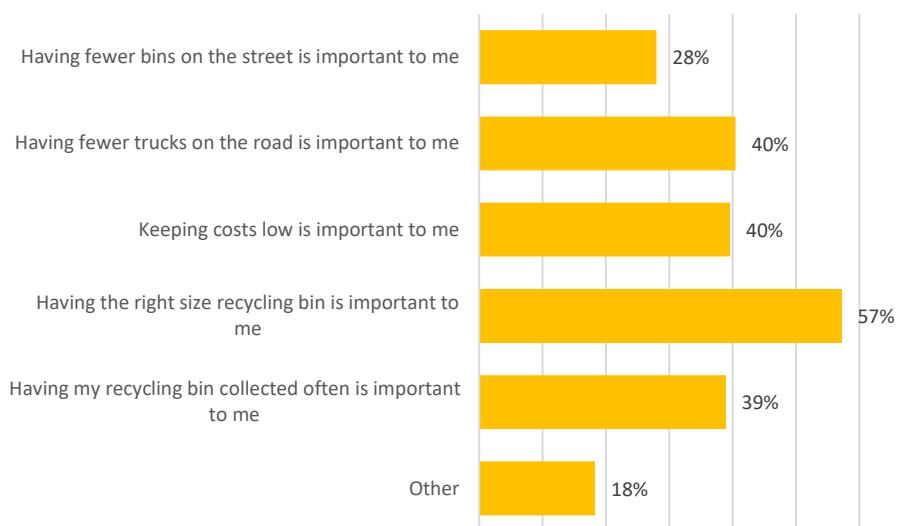


Figure 12 Factors influencing preference for Recycling and Glass options

Amenity and cost considerations were also important to survey respondent including having fewer trucks on the road (40%) and keeping costs low (40%). Of the 18% of survey respondents who cited ‘other’ influencing factors driving their preference, the most common feedback was concern regarding space to store bins on their properties and contaminated recycling streams from overflowing garbage streams or rubbish dumping.

Workshop participants noted that the desire for frequent recycling collection related more to bins filling up quickly rather than hygiene issues such as odour which influenced decisions regarding FOGO and garbage collection.

As with other streams of waste services, cost is also an important factor influencing people’s preferences for Recycling options.

4.3.3 Frequently discussed themes

The most common concern regarding both options is that many properties won't have room to store larger or additional bins

Both survey respondents and workshop participants were vocal regarding concern about space for larger recycling bins and additional glass bins. This was a concern in higher density dwellings where bins are stored in shared areas as well as single occupancy residencies where outdoor space is constrained.

"I don't have room for a larger recycling bin and we fill the bin weekly. I also don't have room for a glass recycling bin as I have a small backyard" – survey participant

Demand for Glass recycling varies significantly across households

Both survey and workshop participants were split with regard to how much Glass recycling is required. Participants frequently raised questions about the need for a Glass stream.

"Having recycling bins picked up weekly is essential. Glass bins are unnecessary and inconvenient. Why do we have recycling sorting/processing centres?" – survey participant

Participants frequently reported that glass makes up only a small proportion of their recycling as they reuse glass jars or their recycling tends to comprise mostly plastic or aluminium containers. While other participants noted that beer bottles or wine bottles will quickly fill the 120 litre bin over a four week period.

Recycling capacity is generally considered more important than frequency

Bin size was the single most frequent driver for selecting Option 1 as the preferred option. While demand for Recycling is significant and was identified as a critical issue for many participants, having a bin of a larger capacity was generally preferred over frequent collection. However, many participants were concerned that a fortnightly Recycling service, even at the larger capacity would be insufficient and that recycling would end up in landfill if bins overflowed.

"I wouldn't mind a bigger recycling bin and fortnightly collection. But there is no way I could do a fortnightly collection with the existing recycling bin size!" – survey participant

"If we are encouraging recycling, we need to have the recycling picked up so that we have the ability to fill the bin. If it is already full after a week, we don't have the option." – survey participant

"With a larger bin and a glass bin more of our waste could be recycled. Our bins are too small at the moment, fortnightly is manageable with a larger bin." – survey participant

Recycling collection frequency is not driven by odour and hygiene concerns (as with the Garbage and FOGO streams) however participants often noted that while the fortnightly Recycling capacity is the same, a 240 litre bin will be able to fit more larger items and it likely to be more efficient overall.

"Some cardboard gets stuck in the bin which increases the need for more collections, but a larger bin might fix this." – Homeowner workshop participant

"Recycling bin could sit for a length of time as long as there's space. Same for glass." – Family workshop participant

"It comes down to comfort. I don't want smelly bins piling up next to my door. Recycling smells the least so I'd rather it sit there the longest." – Survey respondent

The weight of a full Recycling bin, even at the larger size, was not considered to be significant, however the weight and noise of a full Glass bin were occasionally raised as concerns.

Increased working from home and home deliveries has increased demand for cardboard recycling

The impacts of Covid-19 have implications for Recycling as people spend more time working from home and receive more deliveries.

"Going two weeks without the recycling bin taken would be very difficult for us. We get weekly meal delivery and it comes in a big cardboard box. We also like to save by buying in bulk which also amounts to lots of paper/cardboard recycling." – MUD survey participant

"Shared bins are the preferred solution for block of units (online shopping packaging, Covid-19, Uber Eats packaging)." – Renters workshop discussion

People would like to see soft plastics re-incorporated into Council Recycling services

While not included in the options presented, participants often noted that soft plastics are a significant contributor to household waste and would like to see a soft plastic service reintroduced into Council service.

Conversation about soft plastics in workshops identified a wide variation in Recycling literacy and low awareness or trust of soft plastic recycling drop-off points in supermarkets.

Having to separate soft plastics and glass from recycling was also recognised as an additional in-house burden requiring additional space and effort.

"My recycling bin is easily filled. I would rather a soft plastic option rather than a glass option of recycling. More of this is gathered than glass." – survey participant

"Soft plastics - I imagine there is a huge problem with contamination in recycling. I collect it to take it to Coles. That's a lot of bins in the house. Is there a better option?" – Families workshop participant

4.3.4 Alternatives to glass bins

Survey respondents who indicated that they live in higher density housing including a villa unit, town house or terrace house, flat or apartment, or a retirement village, were also asked a series of questions about alternatives to glass recycling bins.

These cohorts were targeted as groups most likely to face constraints with regard to space for additional bins, or to have shared bins for existing services. Concern regarding available space for an additional bin was a common theme emerging from early engagement and was frequently discussed in workshops across all cohorts.

Questions investigated preferences for various types of alternatives, and what is most important when considering how alternatives are implemented.

Figure 13 shows that the most frequently preferred alternatives to household glass bins are larger bins shared with neighbours (48%) and a glass drop off point at nearby supermarket or shopping strips. These concepts were also supported in workshop discussions.

“One glass bin per property is too much – don’t have space for all those bins. Share bins between a block of units (takes too long to fill glass bins).” – Renters workshop discussion

Of the options presented, Glass recycling facilities at Council venues or facilities were least preferred (21%).

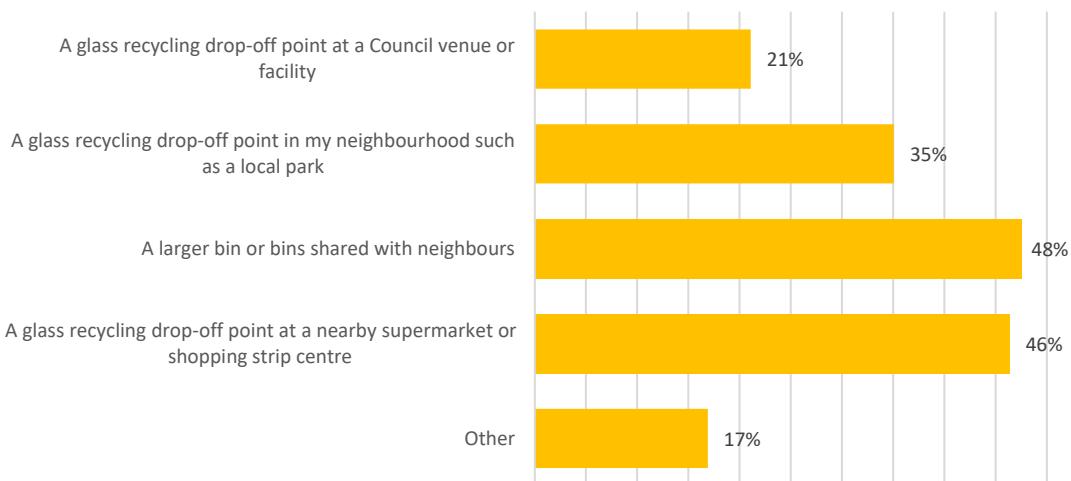


Figure 13 Preferences for alternatives to household glass bins

Figure 14 shows that convenience (81%) and having glass recycling options located nearby (65%) were the most common requirements for alternatives to household bins. More than half of survey respondents also felt that ensuring that people are using it properly (57%) was important when selecting alternatives to glass bins. The need for convenience and access was a sentiment reflected in workshop discussions.

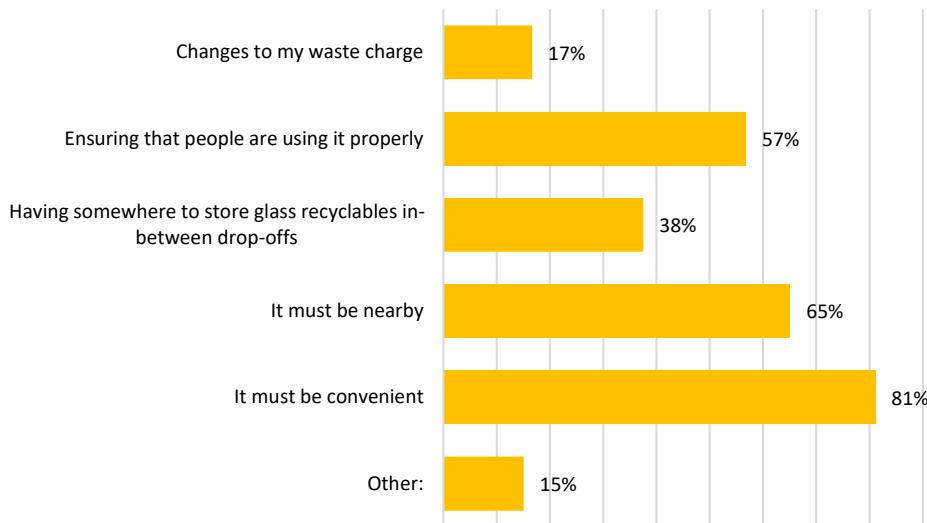


Figure 14 Factors influencing preference for alternatives to household glass bins

Of the 17% of survey respondents who selected ‘other’, several used the opportunity to restate their preference for individual household glass bins. A number of participants noted that having to travel may deter people from using the Glass service.

“Having our own glass recycling bin is the only feasible option for us. current shared bins do not work & have the general public putting items in the wrong bins. taking our glass recycling off the property to a collection drop-off would make the service too difficult to use.” - survey participant

“Using public spaces like shopping centres to house the glass recycling is a great idea but to also have the option at apartment buildings/sets of units where there is a bin on site so that it is easier access to a wider audience than relying on everyone to have to take their rubbish to the shops.” – survey participant

There were a number of participants who suggested small crates to collect individual household glass recycling. This sentiment was frequently reiterated in workshop discussions where participants recalled tubs that had previously been provided for Recycling services.

Shared bins can increase contamination risk

While shared recycling bins were considered a convenient solution for properties where space is constrained, it was also identified as a contamination risk, particularly in areas where passive surveillance is limited. This was particularly raised by workshop participants and survey respondents who are residents of multi-unit development and renters who had experience with shared bins.

The issue of contamination and dumping waste in communal recycling or FOGO bins was a common concern for these participants as it resulted in contamination and was a disincentive for people who are making the effort to sort their waste appropriately.

Several participants suggested the need for the monitoring and cleaning of any shared bin or drop off point for collecting glass recyclables. This was raised both in surveys and workshops,

with participants noting that surveillance would encourage people to behave appropriately and recycle correctly. The lack of surveillance and ownership of communal bins on private property was frequently raised as a contributor to poor practice and contamination.

“... involve local community groups (eg. scouts) to provide some supervision of the drops to prevent abuse of the system.” – survey participant

Glass collection points need to prioritise safety and should be monitored

The risk of broken glass was raised by many participants with respect to drop off points. This was particularly a concern with respect to locations in public areas and areas of high traffic. Some participants noted that poorly managed collection points in public places could detract from popular or well used areas.

“Consider accessibility for the elderly who may be living at home with limited assistance. I would make larger trips by car. I would have concerns if it was in the park about noise levels for surrounding properties.” – survey participant

“A recycling centre (not fancy) away from parks or children interests as this may create a hazard if positioned in parks if been abused or the container was full”- survey participant

In particular, several participants were concerned that communal glass bins located in parks would detract from the local amenity and enjoyment of open spaces.

“Not the local park. Parks are for natural beauty, not for being a de facto tip.” – survey participant

“Drop off points in park will mean less supervision and more contamination in the bins. People won’t care what they put in there. Shared bin with neighbours would be nice but again, people won’t put the right items in the right bins.” – survey participant

“I would be very reluctant to have glass bins in parks due to the likelihood of broken glass in the vicinity.” – survey participant

“People are more likely to do the right thing at Woolies/Coles where they are being watched.” – MUD workshop participant

Ensuring that any glass collection location has frequent collection was identified as essential to maintaining safety and amenity.

“Frequency of council collection from the drop-off points. It could be a hazard if the collection point is full and people leave their glass waste on the ground near the collection point (e.g. what you see happening to some donation bins).” – Survey participant

Glass collection points should be accessible and convenient

Participants frequently reiterated that the most convenient place for a glass collection point is one that aligns with their regular routines. For some, this meant supermarkets while for others the most convenient option was on-street bins.

"It would have to be quite convenient and close to get to, especially if it was within walking distance. Otherwise, people will rather just put the glass in their general waste instead." – survey participant

Convenience was often determined by transport options and accessibility. Participants often noted that glass is heavy and can be difficult to carry when walking or cycling, or for older people or people with disability.

"Glass is heavy and it's not accessible to make people travel with it. Parks might be better than shops, for that reason - shops are already too busy for free movement." – survey participant

Some participants were also concerned about how they would travel with their glass recyclables to the drop off points. We heard from Moreland residents who do not drive that carrying large quantities was unfeasible.

"I can't travel far without a car. Realistically it would have to be on my street." – survey participant

"Given Moreland is anti-car - how do you expect residents to transport a large volume of glass regularly." – survey participant

Overall, participants frequently noted that if collection points or bins were not convenient and accessible, glass recycling is likely to end up in general waste or contaminate recycling streams.

"Wherever it is, the location will have to be convenient, or people will continue to put glass in either the bin or recycling." – survey participant

"I go to the shops one time each week in car, drop off all soft plastics and glass together would work well." – MUD workshop participant

Glass collection points should occur where people use cars

Some participants felt that shopping centres were appropriate drop-off locations for glass recyclables because they provided a reminder. Service stations and car parks were also identified as convenient places people take their cars. However, support for at-home glass bins recognised greater convenience for people so that they didn't have to transport their recyclables.

"Maybe at some of the big bottle shops like Dannos. It's quieter than the supermarkets and might trigger you to remember to take those empty bottles of vino." – survey participant

"Petrol stations (are) another location for communal collections as they may be closer and more walkable for more people. Visitors are also likely to be in a car and able to transport glass more easily." – MUD workshop participant

Container deposit schemes were raised as a way to incentivise glass recycling

There were a number of comments that recommended the use of a deposit system to incentivise return of glass recyclables. This was raised by survey respondents as well as participants across all workshop cohorts.

"Glass coin return deposit system is required by state government." – survey participant

Workshop participants often shared memories of the ‘cash for cans’ schemes that were previously operated by the state government. As part of the i policy, the Victorian Government will be introducing a Container Deposit Scheme (CDS) for plastic, glass and aluminium drink containers in 2023.

4.3.5 Other thoughts and ideas

Participants often provided examples of Recycling programs that they had seen in Europe where collection points and communal recycling facilities are more common.

“I'm from Germany where there are communal drop off points for glass and cardboard. Glass is separated in different colours. Is that not a consideration?” -survey participant

“MUDs could have bigger European-style glass recycling receptacles nearby that are close to the affected houses but still accessible by trucks.” – survey participant

“Recycle points such as across Europe allowing resident sorting of glass by colour, cardboard/paper and plastic, held in modular containers and collected without resident coordination.” – survey participant

“Glass crushers available in buildings to reduce the space taken up by glass bottle” – Renters workshop discussion

4.4 Hard Waste

4.4.1 Headlines

We asked people to consider whether they would prefer to keep the existing Hard Waste service or move to a model that provided two booked collections per household each year.

Table 4 Hard Waste option preferences and performance measures

Option	Option 1	Option 2
	No change to current service Two municipal-wide collections per year	Two booked hard waste collections per household per year
Number of participants that preferred this option	359	680
% of participants that preferred this option	35%	65%
Performance measures (cost/benefits) used to compare options	Cost of service, convenience and flexibility for residents, cleaner streets and less dumped rubbish, hard waste items recycled/recovered, participation	

While many people liked the existing service (35%), we heard that people liked that a booked collection could cost less, be more flexible and potentially reduce the amount of waste going to landfill.

People who live in units, flats and apartments told us that space constraints in their homes and in common areas mean that don't have room to store waste and that being able to book a collection as needed would be more convenient for them. This option was also preferred by rental households who liked the flexibility to access the service when starting or ending a lease.

Some people living in apartments serviced by private waste contractors suggested that Hard Waste could be extended to all properties.

4.4.2 Options preference

Two options were presented for the future of the Hard Waste service. These included retaining the current bi-annual municipal-wide service collection or transitioning to two booked collections per year. Options are explained on page 15 of the Conversation Starter Kit and the comparison of options against cost, environmental performance, alignment with Council's strategic direction and social measures is found of page 16.

Figure 15 shows the survey respondents' preferences for the options presented for the Hard Waste service. It shows that Option 2 (booked collection) was the most preferred option overall and that the preference for Option 2 increased from 52% to 65% once participants reviewed its performance measures.

Preference for Option 1 (the existing municipal-wide collection), showed a corresponding decrease from 48% to 35%.

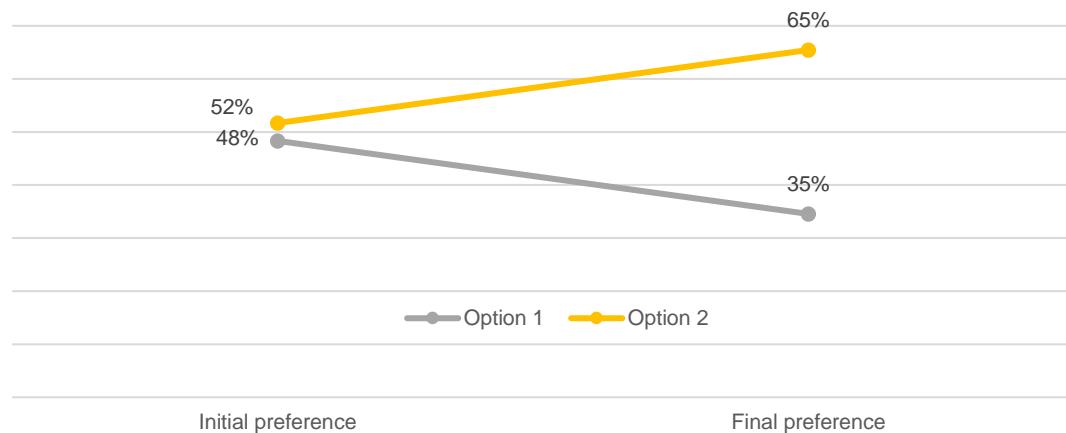


Figure 15 Preference for Hard Waste options

The Metropolitan Waste Resource Recovery Group (MWRRG) Hard Waste Leading Practice Guide was used as the basis of comparison for hard waste options.

This indicated that Option 2 (booked collection) presents the lower cost option, offers more convenience and flexibility and is projected to result in more items recovered or recycled and less dumped rubbish. Option 1 (municipal-wide collection) is projected to see greater participation and presents the least change.

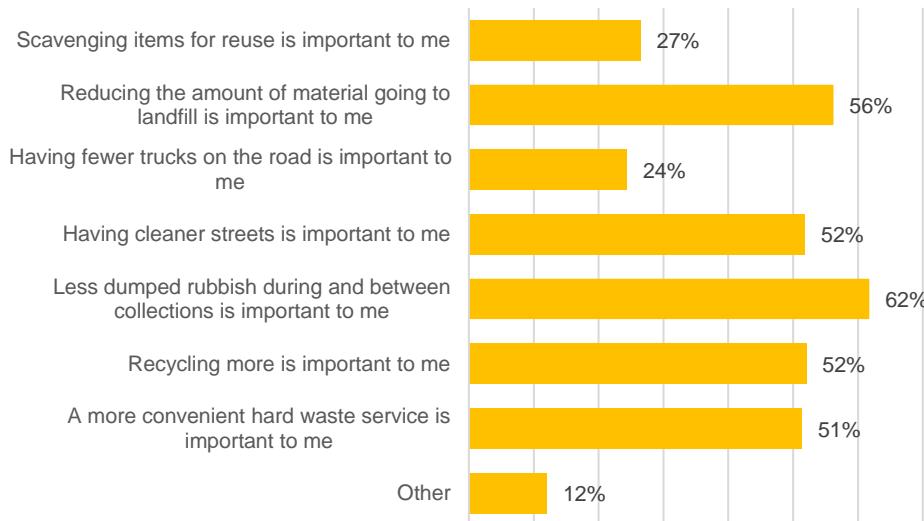


Figure 16 Factors influencing preference for Hard Waste options

Figure 16 shows that reducing dumped rubbish on the street during and between collections (62%) and reducing the amount of material going to landfill (56%) were the most common reasons for people selection Option 2 (booked collection).

However, scavenging during municipal-wide hard waste collections is a popular activity.

"Being booked is a lost opportunity for another person to re-use items if the items are getting picked up by contractors. Sentimental process of looking through 2nd hand gear will be missed but can see why Option 2 is preferred." – survey participant

Participants were concerned that they would not be able to do this with booked collections and that it would reduce their opportunity to find materials and items to upcycle.

"I would have thought scavenging was good for upcycling which has less opportunity if we're booking in. People make use of things that I would consider broken and unusable." – survey participant

Cost and convenience were seen as the most common benefits of Option 2.

Of the 12% of survey respondents who selected 'other', most took the opportunity to reiterate their preference for maintaining safe, clean streets, increasing the recovery of recyclables and to avoid "scavengers rifling through piles and leaving a mess" (survey respondent).

4.4.3 Frequently discussed themes

The convenience of a booked service was a strong driver for many people

While behaviour change was raised as a concern regarding the proposed transition to a booked hard waste service, on further explanation participants in workshops and surveys recognised these benefits after seeing the options comparison.

The convenience for rental households to align collections with change of lease was strongly supported. However, some participants questioned whether two collections per year was enough in areas of high turnover and whether the number of collections was based on dwellings or apartment developments.

"Would it be one call per unit or one call per block of apartments? It needs to be fair for all residents." – MUD workshop participant

"For renters, the property gets two collections, but what if a tenant uses the allocation for the house – next tenant moves out misses the opportunity (fairness)." – MUD workshop participant

A booked service will keep costs down

Cost was a commonly raised concern across all service areas. In general, homeowners were keen for the service that provided the greatest cost saving and demonstrate the most equitable fee structure. With Hard Waste, there was some concern that a booked service might mean that some households access the service more frequently and are therefore subsided by ratepayers.

"Two services per year wouldn't be used. Fairness of ratepayers using their bookings but being piggy backed by non-ratepayers (fairness)" – MUD workshop participant

This sentiment was consistent with discussions about the waste charge where participants were concerned that ratepayers would incur additional costs that would not necessarily provide the greatest benefit for their household.

A booked service was favoured as it provides greater capacity for more recycling or sorting services

A booked service was recognised to provide the best opportunity for contractors to sort rubbish and to allow greater security to avoid cumulative dumping or waste being spread over streets.

While there was some concern that a booked service is less visible and therefore less likely to be used, participants were supportive of the possibility for a booked services to allow for more capture of recyclable items and materials and that this additional interaction with Council was an opportunity to help people understand alternative ways to recycle or upcycle items before they are disposed of through hard waste.

"Booked collection would be more convenient – cleaner and not making a bigger mess. Don't accumulate waste over the year." – MUD workshop participant

"With a booked service, you could also do targeted education. For example, send people who have booked one in other options like putting it on Gumtree for free for rehoming." – Homeowner workshop participant

Not all households have capacity to store hard waste between municipal-wide collections.

Both survey and workshop participants reflected on the convenience of a booked option and that reducing the need to store hard waste between scheduled collections will increase household safety and amenity.

"We are in a position where we can store our things for hard rubbish whereas others may not have that option." – survey participant

As with discussions regarding recycling overflow and green waste peak periods, it was widely acknowledged that not all properties have space to store waste in between pick up times.

4.5 Cohort findings

The following sections provide some further analysis of issues or feedback specific to community cohorts.

4.5.1 Multi-unit developments

Shared bins can exacerbate contamination

Residents in multi-unit development frequently noted that shared bins can create issues of contamination and poor practices. Workshop participants particularly noted that as garbage bins filled up, overflow would be placed in recycling bins or communal FOGO bins.

“People may have less responsibility over communal bins.” – Workshop participant

“Our townhouse complex has 4 Garbage bins shared between 6 households. Bins would likely overflow if collected every 2 weeks.” – Survey respondent

Workshop participants suggested that contamination was a result of insufficient capacity, low awareness about proper waste and recycling practices and a lack of ownership of the shared bins.

Apartments and high-density dwellings tend to be smaller households and produce less waste

Many survey and workshop participants living in multi-unit developments reported that household waste generation was less than the capacity of the standard bins, particularly waste bins. However, recycling bins tended to fill up more quickly.

“As a single person household, I have difficulty filling my bins already and there are often weeks I don’t put out my garbage and recycling bins. I think I would have difficulty filling a green bin weekly or maybe even fortnightly.” – survey respondent

“Our general waste bin is quite empty. Would prefer green bin to go more often as food waste tends to decompose. Our recycling bin is often full, and we would struggle with option 3.” – survey respondent

Multi-unit developments have less space to store additional bins and waste between collections

Participants from multi-unit developments (MUDs) and smaller houses noted that households are constrained by limited space to store waste and recyclables between collections. This impacted the need for more frequent collection of Recycling and Hard Waste.

The layout of communal spaces also impacts the capacity for storing additional bins or larger shared bins on site.

Residents are uncertain about waste services and responsibility for managing bins

Workshop participants voiced some uncertainty about which buildings are serviced by Council waste services or private contractors. As a result, there is a gap in understanding about which residences are eligible for additional bins, larger bins or hard waste services.

Participants in the workshop for residents of multi-unit developments also voiced frequent confusion about who is responsible for making decisions about bins. Participants reported having little clarity about whether this was the responsibility of body corporate, owners or residents. This was identified as a barrier to households seeking FOGO bins or additional recycling bins.

4.5.2 Homeowners

Cost to ratepayers is a key concern for homeowners

Homeowner workshop participants often reflected on the cost implications of service options and waste charge models. Incentivising more sustainable waste practises was supported by homeowners as a way to reduce cost by minimising impacts from increases to the landfill levy.

4.5.3 Renters

Renters are unsure about how to access FOGO or larger bins

In the workshop for renters, participants frequently expressed frustration at the lack of clarity about how to access FOGO, compost bins or larger bins, and what power rental households have to make decisions about waste.

Renters expressed a desire to make a more meaningful contribution towards sustainability, but some had experienced resistance from landlords as a result of increased waste charges.

Rental households tend to have a higher turnover

Rental households have higher rates of turnover which also contributed to confusion about proper waste practices and services in Moreland. Despite their best efforts, some renters expressed confusion about the differences between various Council areas. This is particularly the case with FOGO bins regarding caddy bin liners.

Household turnover was also raised as a contributing factor for bin loss or bin damage. Renters and owners of rental properties both identified a need for more regular bin audits.

4.5.4 Families

Families are time poor and prioritise convenience

Workshops participants and survey respondents with young children reiterated that time constraints were a major factor influencing their preferences. We heard that parents of young children often prioritised convenience even when they knew that it could have poorer outcomes for waste and recycling.

"Time is a factor for families. Less time means higher priority for convenience. This related to nappies as well as food choices." – workshop participant

"I couldn't be more opposed; I think that it is unmanageable. There is enough domestic pressure. I would like to be on cloth nappies but it's unrealistic." – Survey respondent

Quick polls on the Conversations Moreland website asked households with young children what they did with dirty nappies. Of the 63 responses, 87% stated that they use disposable nappies and discard them in the red-lidded garbage bins. The remaining 13% reported that they use washable nappies.

Families with young children prefer frequent collection of all streams

Participants in the workshop for young families emphasised the importance of the Garbage service to dispose of nappies. Participants were strongly opposed to reduced collection frequency.

"The current system works. The green bins are about the right size and are rarely full for a fortnightly pickup. Anything less than what we have for Garbage would be a disaster with nappies." – workshop participant

While participants were otherwise active and conscientious recyclers and committed to better waste practices, time and practical constraints meant that recycling nappies through a specialist service or using cloth nappies was not considered feasible.

"I would be interested in recycling nappies (through a specialist service)...Something so nappies don't go into landfill would be great. Wiping solids into toilet are off-putting. \$10 a week for collection (of nappies for recycling using a specialist service) is a lot". – workshop participant

A quick poll in the Conversations Moreland website asked households with young children if their bin is full on 'bin day'. Of the 20 responses, 75% reported that their bin was full. This is consistent with feedback from workshop participants and survey respondents which reiterated that households with young children tend to generate more waste and are reliant on regular Garbage collection.

Larger families with more than two children have a strong preference for frequent collection and stand out from the overall sentiment

Survey participants from family households with more than two children was the only identified cohort that preferred Garbage and FOGO Option 2 (52%) which proposes retaining weekly Garbage and fortnightly FOGO collection. This cohort also has the strongest preference of all identified groups for Recycling and Glass Option 2 (43%) which retained weekly Recycling

collection. This indicates that large families have specific needs that conflict with the overall feedback sentiment.

Table 5 shows the preferences of large families compared to the overall response. The highlighted cells show the preferred option for each service.

Table 5 Comparison of overall preference against large family preferences

Garbage and FOGO			Recycling and Glass	
Option 1	Option 2	Option 3	Option 1	Option 2
Weekly FOGO Fortnightly Garbage	Fortnightly FOGO Weekly Garbage	Weekly FOGO Weekly Garbage	Fortnightly Recycling Monthly Glass	Weekly Recycling Monthly Glass
Total survey responses (n=1,049)				
592	330	109	676	350
57%	32%	11%	64%	34%
Large families with more than 2 children under 18 years (n=44)				
15	23	6	25	19
34%	52%	14%	57%	43%

4.5.5 Older people and people with disability

For older people and people with disability, issues of access, affordability and assistance were the primary concerns.

Access and mobility influence the capacity for people to adapt to change

The proposed changes, particularly the introduction of an additional bin and greater frequency of ‘bin nights’ places additional pressure on people with limited mobility or people who require assistance to carry bins or waste. This applies to wheeling bins out to the street, emptying household waste into large bins, and consideration of alternative to glass bins.

“I would prefer to have a glass bin for the property, due to mobility issues and my husband’s age taking glass somewhere is just another issue for us to try and deal with.”
– survey participant

“Please remember people with Disability / chronic illness / elderly can’t be taking things to drop off in the community. You need to make things easy otherwise glass will end up in landfill.” – survey participant

Behaviour change and understanding is a barrier to older people

The workshop with older people identified an attachment to existing services and routines, including weekly Garbage collection. Providing support for changing services and new behaviours will be important for older people throughout implementation.

"Changing behaviour is difficult- FOGO reduces waste and emissions. If you want to drive that behaviour it better be a weekly collection because people won't be adopting the behaviour change." – Older peoples workshop participant

"Trying to convince my Greek mother-in-law to use FOGO would be hard. People are already struggling with bin capacity." – Families workshop participant

Additional bins will increase street congestion and impact on accessibility

The impacts of additional bins on streets on collection days will increase congestion on streets that are already crowded. Street congestion was raised specifically as an issue impacting access for older people or people with reduced mobility.

Workshop participants made some suggestions for how street congestion could be addressed to protect access and amenity for people with reduced mobility.

"We are moving towards permit parking but parking is getting busy near Coburg station and I can just see my street (with units) with 4 bins out on the nature strip." – Older persons workshop participant

"The cost would be horrendous to put up markers but you could put blue lines down on sections of streets for no parking on collection days. I've seen this in Boston, USA." - Older persons workshop participant

4.5.6 Non-residential users

Survey responses from non-residential users showed a very strong preference for weekly collections across Garbage, FOGO and Recycling streams for sports clubs, community gardens, early years centres and primary schools. A fortnightly Recycling collection would be suitable for most community gardens. Most organisations expressed an interest in having larger bins and weekly collections because they generate a large amount of waste. Of those that provided a response on Glass recycling, a monthly collection was reported as sufficient.

It is unlikely the future standard waste service will meet the needs of non-residential properties due to them having different waste needs, namely higher generation of waste that needs to be picked up more regularly. Council's Commercial Plus fee-for-service option or private waste management may be more suited to these properties.

Access and concessions

Generally speaking, there was support for not-for-profit groups or organisations (volunteer led community groups, not-for-profit early years centres, community groups operating from a Council facility, and public schools) to be able to use Council's standard waste service and be entitled to a concession. The reasons provided were because they do not generate revenue or

operate on a low budget; they provide a benefit to the community; it is perceived to be government's responsibility; and it would help to prevent contamination.

There was less support for private schools and private early years centres to have access to the service, and even less support for them to get a concession because they generate their own income.

Other comments

"We are beginning to transition to a more sustainable approach with our kinder so having the ability to have a closed loop for our recycling, compost etc would be great with our waste management."

"Consideration to schools when hard rubbish collections are scheduled."

"Offers of recycling of different products, paper, plastic, glass, e-waste etc."

"Green waste needs to be collected every week. Once a fortnight for venues such as ours and even some households have more green waste than will reasonably fit into one of the green waste bins."

"More needs to be done to stop rubbish being dumped at vacant lots and at parks and reserves."

4.6 Geographic findings

Survey responses were reviewed to identify geographical trends for the three regions identified in Section 3.2.2.

This analysis found that while these regions have different population and household profiles, overall, the option preferences for geographical cohorts are consistent with overall preferences. However, there are some differences that influence the rationale for these decisions.

South Moreland: Brunswick, Brunswick East and Brunswick West

Suburbs in the south are more likely to identify environmental performance and sustainability measures as the reason for their preference. These respondents tended to have higher proportions of respondents living in group households such as share houses and in lone person households. Respondents from South Moreland were also less likely to live in households with children.

Overall, these respondents tended to identify reducing waste to landfill, reducing greenhouse gases and enhancing the quantity and quality of materials recycled as the most important influencing factors when identifying their preference.

This region also corresponds with the boundaries of the South Ward of Moreland City Council.

Middle Moreland: Coburg, Coburg North, Pascoe Vale and Pascoe Vale South**North Moreland:** Glenroy, Fawkner, Gowanbrae, Oak Park, Hadfield and part of Tullamarine

The respondent profile, preferences and influencing factors for Middle and North Moreland were similar. These groups also reflect the combined Moreland City Council North-East and North-West Wards.

Both groups have higher proportions of respondents living in family households with children and identify cost and demand for frequent Garbage collection as the primary influencing factors in selecting their preferred options.

These groups also identified a higher proportion of households with people with disability or accessibility or mobility needs.

Workshop participants reiterated the importance of frequent Garbage collection for households with children, and that this household type was more prevalent in Moreland's northern suburbs. Some workshop participants also suggested that time-poor households, such as those with children, and lower income households may have greater demand for frequent Garbage as convenience and keeping cost low is often a priority for these households.

A full comparison of preferences for each option by region is shown in Table 6. The highlighted cells show the preferred option for each service.

Table 6 Comparison of preferences by region

Garbage and FOGO			Recycling and Glass		Hard Waste	
Option 1	Option 2	Option 3	Option 1	Option 2	Option 1	Option 2
Weekly FOGO Fortnightly Garbage (120L)	Fortnightly FOGO Weekly Garbage (120L)	Weekly FOGO Weekly Garbage (120L)	Fortnightly Recycling (240L) Monthly Glass (120L)	Weekly Recycling (120L) Monthly Glass (120L)	Two municipal- wide collections per year	Two booked hard waste collections per household per year
TOTAL: 1,049 responses						
592	330	109	676	350	359	680
57%	32%	11%	64%	34%	35%	65%
North Moreland: 247 responses						
122	83	37	163	78	98	148
49%	34%	15%	66%	32%	40%	60%
Middle Moreland: 471 responses						
252	164	46	295	166	166	298
54%	35%	10%	63%	35%	35%	63%
South Moreland: 378 responses						
245	94	34	250	119	110	265
65%	25%	9%	66%	31%	29%	70%

4.7 Waste charge

4.7.1 Headlines

Overall, we heard that the waste charge is a complex issue and that public awareness of the charge and how it works is fairly low. This made discussions about the waste charge challenging for many participants.

Costs of waste services to households was frequently raised as a concern when discussing service options. This showed us that affordability is important.

When asked to consider who should be eligible for a concession or a discount on the waste charge, we heard that there was some support for eligibility to be determined by means testing.

We also heard that the waste charge could be used as an incentive to encourage people to reduce waste and improve recycling practices by charging a reduced fee to households or non-residential users that can demonstrate good environmental practices.

4.7.2 Access to Council waste services

Participants in workshops and the survey were asked to consider what type of users should have access to Council's standard waste services.

Figure 17 shows the survey results indicating that respondents were generally supportive of non-residential, non-business users having access to Council's standard waste services.

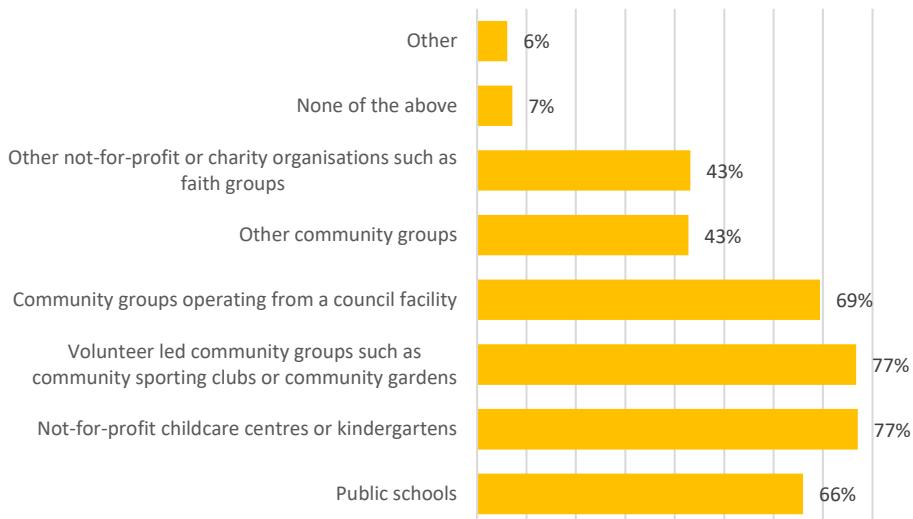


Figure 17 Preference for non-residential users that should be able to use Council's standard waste service

In particular, the majority of respondents supported access for volunteer led community groups such as sporting cubs or other community groups (77%), not-for-profit childcare centres or kindergartens (77%), community groups operating from a council facility (69%) and public schools (66%).

A small proportion of respondents (7%) felt that none of the groups listed should be eligible to have access to Council waste services.

4.7.3 Eligibility for concessions

Support for concessions and discounts

Figure 18 shows the types of users that survey respondents felt should be eligible for concessions or discounts. These responses reflect the responses to the previous question, where respondents supported eligibility for discounts or concessions for volunteer led community groups such as sporting cubs or other community groups (75%), not-for-profit childcare centres or kindergartens (75%), Community groups operating from a council facility (60%) and public schools (60%).

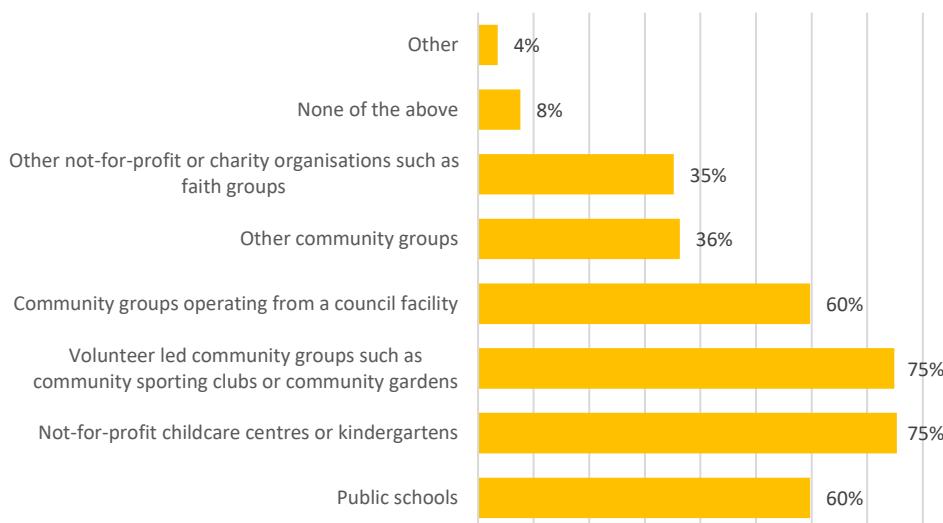


Figure 18 Preference for non-residential users that should be eligible for waste concessions

Workshop participants also suggested that the following groups should be considered for eligibility for concessions or discounts:

- Organisations that are significant FOGO users such as community centres that distribute food, community gardens, or communities that can demonstrate alignment with Council's strategic vision
- Users and facilities that promote environmental sustainability or provide environmental education
- Organisations that meet environmental targets set by Council.

Participants provided reasons for their support for concessions and discounts including providing support for organisations that provide important and useful services that benefit Moreland community and recognising that these groups are members of the Moreland community and should be encouraged to participate in waste management.

"By giving these non-residential, not-for-profit groups concessions, it will hopefully encourage better waste management, without burdening them too much." – survey participant

"These do good work and are not for profit so it helps them to participate in this program." – survey participant

"Many of these organisations provide a role model for the community at large and particularly for children about the importance of recycling and sustainable living." – survey participant

"These groups contribute immensely to the life and development of Moreland. They make up community." – survey participants

These sentiments were supported by participants of the homeowners workshop who were supportive of uses that incentivised minimal waste, particularly due to the increasing landfill levy. Reducing total waste to landfill was seen to be an opportunity to reduce waste charges for ratepayers across Moreland where the cost of other services may increase.

Arguments against concessions and discounts

Some participants made suggestions about the kind of groups that should not be eligible for concessions. These included all types of non-residential users but specifically noted faith-based groups and public schools.

Arguments against providing concessions and discounts for non-residential users focussed on the economic accountability noting that 'everyone has a responsibility to pay' and ensuring that the waste charge is fair to all ratepayers.

"It is the responsibility of such funded groups to have their own arrangements for waste management." – survey participant

"They are offering services and consequently should incorporate the cost of waste removal into their budget. Residents should NEVER subsidise businesses." – survey participant

"It will result in higher rates for those not accessing concessions." – Homeowners workshop

"Why should the department of education pay a concession? That's the government." – Older persons workshop

Some participants also suggested that payment for these services would encourage groups to reduce waste and avoid wasteful behaviours. And that providing discounts would diminish the impact of programs and initiatives to improve practices.

"Organisations that generate waste should make their own arrangements to collect it and pay the costs. It helps drive better behaviours." – survey participant

"Participation by these groups makes focusing on making improvements and changes to waste streams in Moreland far more difficult. Households only makes targeted programs and tracking progress possible." – survey participant

"Most individuals support 'You get what you pay for' – incentivise reduced waste and splitting waste." – Homeowner workshop participant

Individual and household concessions

Quick polls and workshops also asked participants to consider which, if any, individuals or households should be eligible for concessions.

Overall, there was support for providing concessions or discounts for eligible individuals and households to ensure that all Moreland residents have access to Council waste services to 'live comfortably'.

Feedback to this question found that there was broad support for discounts or concession to be available to older people. This is demonstrated in the quick poll results shown in Figure 19.

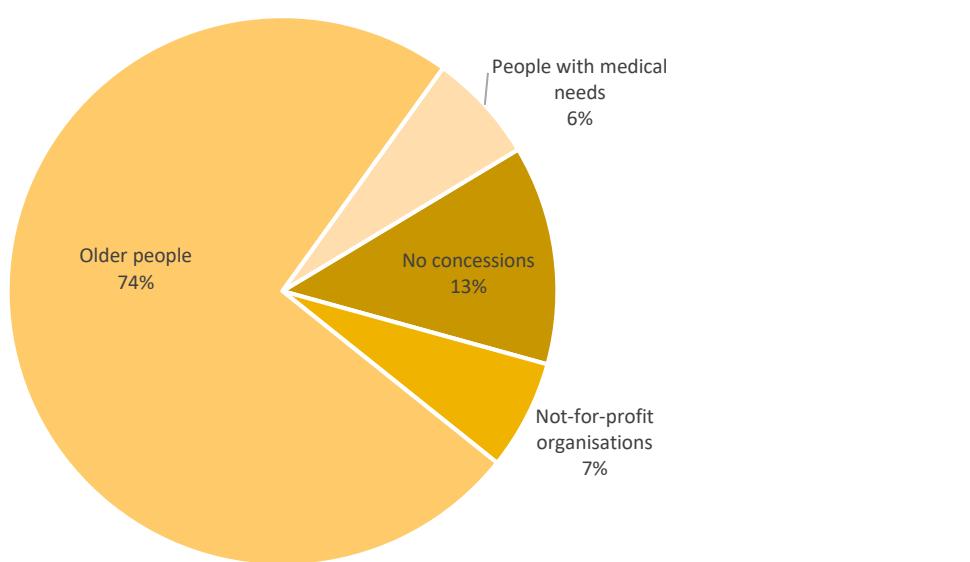


Figure 19 Quickpoll: Should any groups be eligible for a concession on the waste charge? (n=31)

Participants specifically identified pensioners and people on welfare, people with medical conditions and single parents with multiple kids as cohorts that should be eligible for concessions or discounts.

As with community groups, participants also frequently suggested that discounts or concessions could be offered to residents as a reward for reducing their waste.

When reflecting on the existing concessions, concessions for large families was a contentious issue. While workshop participants generally agreed that young children increased demand for waste, some suggested that this was a choice that shouldn't warrant a subsidy. Participants from the workshop with families with young children noted that the current concession for

families with six children is insufficient. Participants felt that demand for additional waste services would be triggered by as few as two or three children.

4.7.4 Type of concession or discount

Participants were asked to consider what type of concessions or discounts should be applied to groups, individuals or households that were eligible.

Quick polls on the Conversations Moreland website found that the type of support provided depended on the type of user. For families with young children and large families, quick polls supported provision of larger bins over discounted waste charges. While for older people, discounted fees were most often supported. This reflects the differing needs of these groups, particularly with regard to affordability, convenience and mobility.

Figure 20 shows general support for discounts or concessions to be determined on a case-by-case basis. This was also supported by workshop discussions. However, some participants suggested that it would be more equitable to have one system for all residents and that “there should be a clear-cut demonstration of how Moreland Council and ratepayers are benefitting from the concession” provided to organisations.

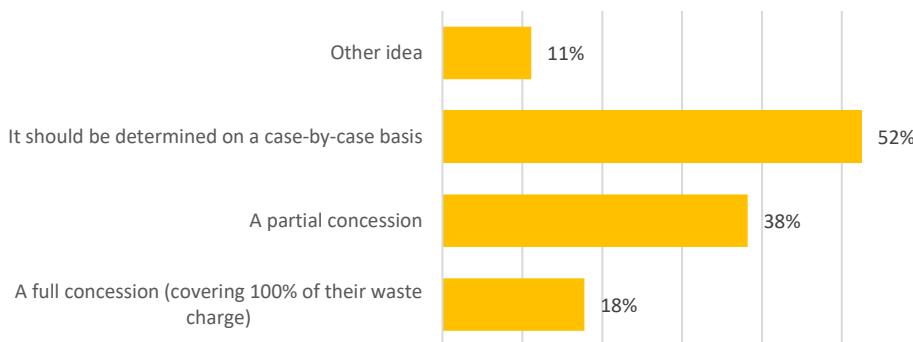


Figure 20 Preference for the type of concession eligible uses should receive

The most frequent suggestions for how a case-by-case consideration could be applied included means testing or adopting a user pays model, like for utility billing, to incentive waste reduction.

“The individual organisation’s budget, funding model, and capacity to pay for operations. Places with 100% donation funding models would be less able to pay for waste services than those that receive funding from industry or government.” – survey participant

“The amount of waste and whether waste reduction targets are being met.” – survey participant

“How much waste is being generated. There should be a cap on how much they can receive for free and then past that point they pay a partial concession price.” – survey participant

“Everyone should be incentivised to minimise their waste. Groups receiving concessions should be providing basic human rights such as social or environmental

justice outcomes - i.e. non-profit education/childcare providers, non-profit shelters, migrant support services, health services, homelessness services, etc." - survey participant

With respect to individual concessions or discounts, opportunities to provide discounts for large families or families with young children were specifically identified to promote more sustainable practices such as "offering a rebate or incentive for people to use cloth nappies". However, it was also noted that cloth nappies require additional effort and more time-consuming practices.

5 Conclusions

This report summarises the engagement process and feedback collected over the second phase of public engagement to inform changes to Council's waste services.

Feedback collected during this phase of consultation identified some clear themes but do not necessarily represent Council's final position on the changes to be implemented.

5.1 Out of scope feedback

As with all engagement programs, some feedback falls outside the scope of this investigation, but is nonetheless important to record. Out of scope feedback received during this phase of engagement included:

- A call for greater information and public education about issues surrounding waste including what can be disposed of in Garbage, Recycling, FOGO and Hard Waste
- The need for improved information resources on Council's website to promote Council's waste services and alternative resources that can assist people to minimise waste and improve their environmental performance
- There is low awareness about the differences between contractors and wastes services between Victorian Councils and there is desire for a more simplified, streamlined process across the state
- There is a desire for better soft plastic recycling services across Moreland
- People support a range of alternative measures to Council's waste service including container deposit schemes.

5.2 Next steps

5.2.1 Engagement Phase 3

Feedback collected during the first two phases of engagement will inform the draft *Kerbside Waste Services and Charges Policy* to be prepared by Council.

The draft policy will be presented to the community later in 2021 to seek more feedback about the specific details and proposals.

This phase of engagement will include more workshops and online activities.

5.2.2 Addressing the gaps

In-community engagement

We acknowledge that engagement to date has been constrained by the Covid-19 pandemic and subsequent restrictions. In particular, this has impacted on attempts to engage with particular groups within the Moreland community such as CALD communities, older people, people with disability, residents of the northern suburbs and businesses.

Covid-19 lockdowns and conducting all engagement activities online also restricted our capacity to promote engagement opportunities through other community services and facilities such as libraries and maternal and child health services.

To address these gaps, the third phase of engagement will seek to re-commence face-to-face engagement and promote an active project presence at community facilities. This phase will also capitalise on the Moreland Waste Champions network to promote the project and provide information about potential impacts through community networks.

Enhancing context and opportunities for education

This phase of engagement highlighted the technical complexities surrounding this project and this presented challenges with respect to communicating the need and scope of the proposed changes.

This was particularly evident during discussions about the waste charge which requires additional explanation to navigate the complex regulatory framework.

Some sectors of the Moreland community are highly literate and informed about issues surrounding waste, however this was not consistent across all parts of the community.

We will seek to address the need and desire for more contextual information in the next phase of engagement.

Closing the loop

A public summary document will be prepared which will provide an overview of the process and feedback received in this phase of engagement. This summary will be published on the project website and will be distributed through project email databases.

Appendices

Appendix A: Snapshot of collateral



Figure 21 Bin tag front (top) back (bottom)



Reducing our waste

Improving our service

Help us create a 4-bin waste service that is right for our community.

You've told us what you like about our waste service and what we can improve. Now have your say on the options we've created for:

- The size of your bins and how often they're picked up 
- How we collect hard waste 
- Options for residents who don't have space for a glass bin 
- How we charge people on concessions or who have extra bin needs 
- The services we provide for non-residential properties, such as schools and charities 

GARBAGE	RECYCLING	FOOD & GARDEN ORGANICS	GLASS
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Have your say

Find out why our waste service is changing and explore the options for your bins in our conversation starter kit.

Go to conversations.moreland.vic.gov.au/waste

If you require assistance with any of our information please call our customer service team on 9240 1111 or email wasteprojects@moreland.vic.gov.au

ساعدنا في إنشاء خدمة نفايات ذات 4 براغيل تكون مناسبة لمجتمعنا

شارك برأيك بشأن الخيارات التي أنشأناها من أجل:

- حجم براغيله وعدد المرات التي يتم أخذها
- كيف نجمع النفايات الصلبة
- خيارات السكان الذين ليس لديهم مساحة لبرميل الزجاج

استكمل الخيارات على:
conversations.moreland.vic.gov.au/waste
 أو اتصل بارقام: 9280 1913

**پیمن 4 کوڑے دانوں والی ایسی کوڑے کی سروں بنٹے میں مدد
 دین جو سماں کھینچنے کے لئے درست ہو۔
 ہم نے ان سلسلے میں جو مختلف صورتیں وضع کی ہیں، ان پر اپنی
 رائے دیں**

- آپ کے کوڑے دانوں کا سائز اور انہیں کتنا اکثر خالی کیا
 جاتا ہے
- ہم تکنی اور دھات وغیرہ کا کوڑا کیسی وصول کرنے پر
 کوڑے دان کے لیے جگہ نہ ہو

ان مختلف صورتوں کے بارے میں پہلے معلوم کریں
conversations.moreland.vic.gov.au/waste
 یا پہلے فون کریں: 9280 1919

Βοηθήστε μας να δημιουργήσουμε μία υπηρεσία 4 κάδων απορριμμάτων για την κοινότητά μας.

Πείτε τη γνώμη σας για τις επιλογές που έχουμε δημιουργήσει για:

- Το μέγεθος των κάδων σας και πόσο συχνά γίνεται η αποκομιδή τους
- Πώς να γίνεται η αποκομιδή των ογκωδών απορριμμάτων
- Επιλογές για κατοίκους που δεν έχουν χώρο για καδό ανακύκλωσης γυαλού

Εξερευνήστε τις επιλογές στο:
conversations.moreland.vic.gov.au/waste

Η καλέστε το: 9280 1912

Ajutaci a creare un servizio di raccolta differenziata a 4 bidoni adatto alla nostra comunità.

Dì la tua sulle opzioni che abbiamo creato per:

- Le dimensioni dei bidoni e la frequenza con cui vengono raccolti
- Come raccogliamo i rifiuti ingombranti
- Opzioni per i residenti che non hanno spazio per il bidone del vetro

Esplora le varie opzioni sul sito:
conversations.moreland.vic.gov.au/waste.

Oppure chiama il numero 9280 1911

Toplumumuz için doğru olan 4 kutulu atık servisini yaratmamızı yardımcı olun.

Aşağıdakiler için yarattığımız seçenekler hakkında görüşlerinizi bildirin:

- Atık kutularının ölçüsü ve ne sıklıkta boşaltılacağı
- Katı atıkları nasıl toplayacağımız
- Cam kutu içeri yeri olmayan sakınlarımız için seçenekler

Seçenekleri conversations.moreland.vic.gov.au/waste adresinde inceleyebilirsiniz.

Veya 9280 1914 numaralı telefonu arayın.

Hãy giúp chúng tôi lập ra dịch vụ 4 thùng rác phù hợp với cộng đồng chúng ta.

Hãy đóng góp ý kiến của quý vị về các lựa chọn chúng tôi đã đề ra về:

- Kích thước thùng rác và tần suất đổ rác thường xuyên thế nào
- Cách chúng tôi gom rác thải công kênh
- Các lựa chọn dành cho cư dân không có chỗ đặt thùng rác đúng đắn như thủy tĩnh

Hãy tìm hiểu về các lựa chọn tại:
conversations.moreland.vic.gov.au/waste

Hoặc gọi số: 9280 1915

帮助我们创建适合我们社区的4桶垃圾处理服务。

请对我们创建的选项发表您的意见：

- 垃圾桶的大小和垃圾收集的频率
- 我们如何收集硬质垃圾
- 给没有地方放玻璃收集箱的居民的选择

请浏览此网站：conversations.moreland.vic.gov.au/waste

查看这些选项或致电：9280 1919



For more information

conversations.moreland.vic.gov.au/waste

Phone 9240 1111

Email wasteprojects@moreland.vic.gov.au

Printed on 100% recycled paper

Figure 22 Four-page flyer



Figure 23 Extracts from the Conversation starter Kit (PDF)

Appendix B: Summary of engagement and communications methods

Table 7 Engagement Methods

Tool	Description
Conversations Moreland Webpage	<p>Engagement activities were available on Council's website throughout duration of project (https://conversations.moreland.vic.gov.au/waste).</p> <p>This platform invited community members to share their thoughts about what works well and what could be improved in our current waste service. Participants could also sign up to receive project email updates or register to be involved in more detailed discussions in the second round of consultation later this year.</p>
Workshops	<p>Online workshops were held with the Moreland community to seek feedback on options and to understand the issues impacting preferences for various community cohorts. Workshops were two-hours in length and reflected the format on the online survey. Workshop were help for:</p> <ul style="list-style-type: none"> - Renters - Home owners - Special interest groups - Families with young children - Residents of mixed use developments - Older people, people with disability and people who require assistance - Disability working group
Online Survey	<p>The survey was designed to reach the wider Moreland community, to seek feedback on the various options, the reasons for people's principles and thoughts on the waste charge.</p> <p>Surveys were designed for both residents and property owners. Surveys were offered in English only.</p>
Personas	<p>A series of 'personas' were developed for the Conversations Moreland website to demonstrate issues relevant to the following community cohorts:</p> <ul style="list-style-type: none"> - Apartment dwellers - Renters - Large families with more than two children - Families with young children - Older people - People with a medical condition - Businesses. <p>Each persona page also included quick polls to gather feedback on specific questions.</p>
Quick polls	<p>A series of quick polls were developed to seek some quick feedback on cohort specific issues.</p> <p>Quick polls were placed on each persona page of the Conversations Moreland Website.</p>

Tool	Description
Emails	The Waste Projects email was available for people to email with questions about the project and to provide their feedback.
Phone-in sessions	two scheduled phone sessions were held to assist those without access to Conversations Moreland and those with low levels of English proficiency. Interpreters were available. This session was advertised on project collateral, the Conversations Moreland page and via a multi-lingual municipal flyer drop to most households in Moreland.
Customer service phoneline	The customer service phoneline 9240 1111 was available for people to call with questions about the project and to provide their feedback. Customer service staff were briefed ahead of the public launch of the engagement period and provided with a briefing pack, key messages and FAQs
Non-resident surveys	Modified surveys were distributed to non-resident groups directly by project team members. These surveys were targeted to schools (including public, private, primary and secondary), early years centres (including private and not-for-profit) community groups (including community gardens, sports clubs and other groups) and other not-for-profit organisations. The non-resident surveys focused specifically on the waste charge, seeking feedback on concession and discount models and eligibly.

Table 8 Supporting communications and promotions

Tool	Description
Conversations Moreland Webpage	Project information will be available on Council's website throughout duration of project (conversationsmoreland.vic.gov.au/waste). It provides a central location for project information; key documents, FAQ's, and online engagement tools. This platform invites community members to engage in an online surveys and engagement tools, register their interest in project updates and later phases of consultations. This platform also acts as a 'feedback-loop' following each phase of engagement to ensure that the Moreland community understands how their feedback has been considered and incorporated into the outcome.
Conversation Starter Kit	A Conversation Starter Kit was available on the Conversations Moreland website in PDF and web-based accessible versions. This document introduces the project options, a comparison of options against various performance measures and formed the basis of all discussion during this round of consultation.
Flyers and bin tags	Flyers and bin tags were distributed throughout Moreland to promote the project ad opportunities to be involved. Flyers and bin tags directed people to the project website. In addition to English, the flyers and bin tags also contained project information in Italian, Greek, Arabic, Mandarin, Turkish, Vietnamese and Urdu.
FAQs	Approved FAQ's and responses were uploaded to the Council's webpage. These were updated throughout the engagement.
Factsheet	PDF and accessible factsheets are published on the Conversations Moreland website to provide project information. Fact sheets providing information on the four-bin system, FOGO and council waste services were developed in the first phase of engagement. Additional materials will be published on the webpage throughout the project.
Facebook posts	Posts were prepared to provide information about the project, promote engagement activities and encourage people to visit the website.

Tool	Description
	Facebook emerged as an informal consultation tool, with some comments receiving a response from Council where information was available. Comments cannot be extracted from Facebook but were considered in overall theming of issues.
Newsletters	<p>Newsletter advertisements were prepared to provide information about the project, promote engagement activities and encourage people to visit the website including</p> <ul style="list-style-type: none"> - My Moreland e-newsletter - Inside Moreland quarterly hardcopy newsletter - Grapevine Intranet for Council staff
Emails	Emails were sent to community networks during the engagement period to provide an overview of the project and encourage participation. A range of community groups were contacted.