

Reducing **our** waste

Improving our service

Conversation Starter Kit



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Introduction



What is the conversation starter kit?

This conversation starter kit is part of our consultation on our waste service. It is designed to give you the information you need to join the conversation and have your say.

There are four topics that make up our conversation starter kit:

- 1 Food and garden organics (FOGO) and garbage bins
- 2 Recycling and glass bins
- 3 Hard waste
- 4 Waste charge.

Each topic explains the issues and outlines the options we have developed for our waste service. There are also key questions we would like your feedback on.

While we are comparing FOGO and garbage bins separately to recycling and glass bins in this conversation starter kit, overall they will be considered together to inform our four-bin waste service.

We are talking about FOGO and garbage bins together, because putting food waste in the green organics bin means there is much less waste in garbage bins. Similarly, we are talking about recycling and glass bins together because separating glass impacts the yellow-lidded recycling bin.

We hope shaping the conversation this way makes it easier for you to understand the issues and have your say.

What is happening to our waste service?

Our new *Kerbside Waste Services and Charges Policy* will define how often we pick up your bins and how much this costs you. We are looking at making changes that will impact how often we collect your bins, their size and cost.

The Victorian Government has announced that all councils need to move to a four-bin service. The four-bins will separate:



We have set ambitious targets to act together to achieve zero waste to landfill by 2030 and zero carbon emissions by 2040. A well designed four-bin waste service would be a significant step in working towards these goals.

To allow enough time for our community and Council to prepare, the change to a four-bin service will not begin until mid-2022. We have not finalised how this change will work or what it will look like yet. This is where you can help us design how the four-bin service will work best for our community.

What will we be talking to you about?

During July and August 2020 we asked the community how you felt about changing our waste service and how it might affect you. We took your feedback through an online survey, social media and a phone-in session.

We heard that our community like the food and garden organics bin and welcomes a better recycling system. We also heard that our waste service is reliable, easy to use and is appropriate for the amount of waste households currently generate. You also told us that you want more frequent collection of your food and garden organics bins.

Using your feedback, we have created some options showing how our waste service could look and how we will support people with extra needs.

We now want to hear what you think of the options we have created for:

- The size of your garbage and food and garden organics (FOGO) bins and how often they are picked up
- The size of your 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.

How can I have my say?

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

Moreland Language Link

廣東話	9280 1910	Tiếng Việt	9280 1915
Italiano	9280 1911	हिंदी	9280 1918
Ελληνικά	9280 1912	普通话	9280 0750
عربي	9280 1913	ਪੰਜਾਬੀ	9280 0751
Türkçe	9280 1914		

All other languages 9280 1919



Food and garden organics (FOGO) and garbage bins

What are the current issues?

We waste too much food

Food waste typically makes up half of what is in household garbage bins. That is an estimated 15,318 tonnes of food waste thrown out by Moreland residents every year. That is equivalent to the weight of 3,800 elephants! Much of this could be avoided.

Food waste costs us

Sending food waste to landfill is costly, and the cost of sending waste to landfill (the landfill levy), which is set by the State Government, is rising over the next few years. If we create less food waste and divert more of it from landfill, it will cost Moreland residents less.

Environmental impacts

When food and garden waste breaks down in landfill it creates methane, a powerful greenhouse gas that contributes to climate change. Food waste, with garden waste, can be turned into compost to improve soils. This reduces greenhouse gas emissions, avoids sending a valuable resource to landfill and instead creates a useful product for Victorian farmers and local Moreland gardens.



















Community feedback

We expanded the green waste service to include food waste in 2019, making it the food and garden organics (FOGO) service. We have heard from residents who have opted into the service that they love it. Many have seen less waste in their garbage bin and have asked for FOGO bins to be picked up more often to help manage seasonal volumes, smell and pests.

FOGO for all households

The State Government has prioritised tackling food waste with a policy requiring councils across Victoria to provide a FOGO service to all households. Currently this service is provided via the green waste bin.

What changes could we make to our FOGO and garbage service?

Food and Garden Organics (FOGO) and Garbage Service Options	Your current service	Option 1 (preferred)	Option 2 (minimal change)	Option 3
		WEEKLY FOGO FORTNIGHTLY GARBAGE	FORTNIGHTLY FOGO WEEKLY GARBAGE	WEEKLY FOGO WEEKLY GARBAGE (Fortnightly recycling*)
Food and garden organics bins (FOGO) (light green lid)	Households can choose to have a FOGO bin ('opt-in' at no extra cost) FOGO bins are picked up every 2 weeks Standard bin size is 120 litres, with option for a bigger bin	All households would have a FOGO bin (may be shared) FOGO bins would be picked up every week Standard bin size would be 120 litres, with option for a bigger bin	All households would have a FOGO bin (may be shared) FOGO bins would continue to be picked up every 2 weeks Standard bin size would be 120 litres, with option for a bigger bin	All households would have a FOGO bin (may be shared) FOGO bins would be picked up every week Standard bin size would be 120 litres, with option for a bigger bin
	 Every 2 weeks 	 Every week 	 Every 2 weeks 	 Every week 
Garbage bins (red lid)	Garbage bins are picked up every week Standard bin size is 80 litres, with options for a bigger bin (additional charges apply)	Garbage bins would be picked up every 2 weeks Increase standard bin size to 120 litres , with option for a bigger bin (additional charges may apply) or a smaller 80 litre bin	Garbage bins would continue to be picked up every week Standard bin size would be 80 litres, with options for a bigger bin (additional charges would apply)	Garbage bins would continue to be picked up every week Standard bin size would be 80 litres, with options for a bigger bin (additional charges would apply)
	 Every week 	 Every 2 weeks 	 Every week 	 Every week 

*Option 3 is only possible if Recycling (yellow lid) is collected fortnightly. We cannot collect three bins every week while maintaining a reasonable service level or cost for our community.

How do the options compare?




To help us compare the options, we referred to indicative modelling data to understand how each option impacts on cost and environmental performance, including our goals of zero waste to landfill and zero carbon emissions. The modelling was prepared for Council in November 2020 and provides indicative figures for comparison purposes. Final costs will vary depending on the final service option chosen, government funding and industry pricing.

























The cost to send each tonne of waste to landfill (the landfill levy, charged by the State Government), is set to double over the next few years. This means costs of the service and therefore costs to the community will increase

regardless of the final service option chosen. Diverting waste from landfill helps to keep service costs down, meaning less cost to ratepayers.

The following table shows us, at a high level, how each option impacts the cost of the service to households, and how they perform against our commitment to achieve zero waste to landfill by 2030 and zero carbon emissions by 2040. It also shows the impact collection frequency has on the number of trucks on the road and bins on the street.

Table colour codes:

 High performing options
  Moderate performing options
  Low performing options

Food and Garden Organics (FOGO) and Garbage Service Options	Option 1 (preferred)	Option 2 (minimal change)	Option 3
	WEEKLY FOGO FORTNIGHTLY GARBAGE	FORTNIGHTLY FOGO WEEKLY GARBAGE	WEEKLY FOGO WEEKLY GARBAGE (Fortnightly recycling*)
Estimated yearly cost [^] of FOGO and garbage service	 ~\$13.3 million	 ~\$13.7 million	 ~\$15.5 million
Estimated yearly cost [^] per household ^{**} for FOGO and garbage service	 \$184 ~\$30 increase [^]	 \$189 ~\$35 increase [^]	 \$215 ~\$61 increase [^]
Garbage sent to landfill each year	 ~21,000 tonnes	 ~27,500 tonnes	 ~24,500 tonnes
Food and garden waste diverted from landfill each year	 ~20,000 tonnes	 ~14,000 tonnes	 ~17,000 tonnes
Avoided greenhouse gas emissions each year due to less waste sent to landfill	 ~11,000 tonnes	 ~5,500 tonnes	 ~8,000 tonnes
FOGO and garbage bins on the street	 3 bins per fortnight	 3 bins per fortnight	 4 bins per fortnight
Trucks on the road collecting bins	 3 bins per fortnight	 3 bins per fortnight	 4 bins per fortnight
Change from current service			

*Option 3 is only possible if recycling is collected fortnightly as we cannot collect three bins every week while maintaining a reasonable service level or cost for our community.

[^]Includes increased legislated landfill levy which is set by State Government. The landfill levy is expected to increase service costs by \$24 per household from July 2021, even without any changes to our waste service.

^{**}This reflects the average cost per household per year and not the final charge per household, which will depend on a range of factors including the chosen service model, final policy design, state government funding and industry pricing.

In summary, the table shows that:

- **Option 1** has the best environmental outcomes and maintains a lower cost per household compared with the other options, but would be a bigger change from the current service.
- **Option 2** has the least change from the current service, however it has the poorest environmental outcomes and there is an increase in cost due to the amount of garbage sent to landfill and the increasing cost of the landfill levy.
- **Option 3** has a significantly higher cost to households, as well as increased road and kerbside congestion due to more trucks and bins on the street on collection days.

Option 1 (preferred) - Weekly FOGO and fortnightly garbage



All households have a FOGO bin



FOGO bins picked up every week



Garbage bins picked up every 2 weeks

Why switch to picking up FOGO bins every week and garbage bins every 2 weeks?

While this option would have the most impact on how people sort their waste, there are a number of benefits including:

- **Less garbage** - Community feedback, and experiences from other councils, has shown that households that put food waste in their FOGO bins do not have as much waste in their garbage bins. This is because half (by weight) of the average household garbage bin is food waste. If everyone puts food waste in a FOGO bin, then garbage bins will have less in them, no smelly food waste, and they won't need to be picked up as often.
- **Meets demand for weekly FOGO** - We know that picking FOGO bins up more often will help you manage the impacts of bin smell and pests. We know FOGO bins can create unpleasant smells and attract unwanted pests (e.g. fruit flies), particularly in hot weather when food waste breaks down more quickly. A weekly pick-up of FOGO bins will also help households manage fuller FOGO bins.
- **Lower cost impacts** - Picking up both FOGO and garbage bins every week is costly. It costs more to have extra trucks and truck drivers to pick up the bins every week.
- **More incentive to use FOGO bin** - Best practice also shows that FOGO bins that are picked up weekly, coupled with garbage bins that are picked up every 2 weeks, encourages greater use of the FOGO bin and keeps more waste out of landfill, minimising landfill costs.¹

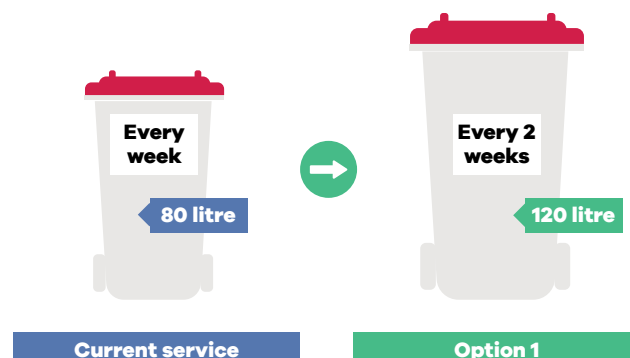
Why are we suggesting bin sizes change?

The standard bin size needs to be set as part of setting the annual waste charge. Ratepayers pay based on the size of their garbage bin.

We do not think 80 litres of garbage space each fortnight would be enough for most households, so under option 1 we suggest increasing the standard garbage bin size to 120 litres. The larger 120 litre (standard) size garbage bin would mean a total reduction of 40 litres of garbage bin space across the fortnight, but we think this would be enough for most households once they start putting all their food waste in the FOGO bin, which would be picked up every week.

Residents would keep the option to get a bigger (240 litre) or smaller (80 litre) garbage bin if they need it, but charges would apply to some households for a bigger bin.

GARBAGE BIN SIZE CHANGE



¹ MWRRG 2018 and NSW EPA 2020

Option 2 - Fortnightly FOGO and weekly garbage



All households have a FOGO bin



FOGO bins picked up every 2 weeks



Garbage bins picked up every week

Why this is not the preferred option

This option would require the least amount of change for residents. Collection frequencies and bin sizes would remain the same, but all households would be given access to a FOGO bin (may be a shared bin). However, during our first stage of community consultation and recent social research we heard that there is strong community support for picking up FOGO bins more often to avoid unwanted smells and pests. We also know, from experience at other councils, that a weekly garbage collection, combined with picking up FOGO bins every 2 weeks, discourages people from using their FOGO bin², meaning more waste in the garbage bin, more waste sent to landfill and higher costs to residents.

Option 3 – Weekly FOGO and weekly garbage



All households have a FOGO bin



FOGO bins picked up every week



Garbage bins picked up every week



Recycling bins would be picked up every 2 weeks

Why this is not the preferred option

While this option would satisfy residents that want to have their garbage and FOGO bins picked up weekly, it is significantly more expensive overall (almost \$2 million more). It also results in more trucks on the road and more bins on the kerbside, causing congestion. Experience from other councils also shows that maintaining weekly garbage collections reduces the incentive for people to put food waste in their FOGO bin, meaning less food waste is diverted from landfill. This option would also mean that recycling bins (yellow lid) could not be collected weekly as we cannot collect three bins every week while maintaining a reasonable service level or cost for our community.

We understand that not all households are the same

We know that households have different needs and preferences depending on who and how many people live there. For example:

- Large households, households with small children in nappies, or people with some medical conditions might generate more waste.
- Households that live in apartments using Council's waste services may have different needs to manage shared bins.
- Some businesses and organisations also use Council's waste services and might need their bins picked up more often or need bigger bins.
- To meet the needs of our community, households can get larger bins or an extra bin (up to a cap), however additional fees may apply to some households. Any concessions would continue to be subsidised by other households and businesses that pay the waste charge. For more information view the [Waste Charge fact sheet](#) on the [Conversations Moreland website](#).

We want to hear from you

Help us decide on a waste service that works for our community, while balancing the costs and benefits.

- Understanding the pros and cons of the options (including costs, keeping waste out of landfill, greenhouse gas emissions, trucks on roads, bins on kerbside), how often do you think garbage and FOGO bins should be picked up?
- Understanding that residents would have the option to change their bin size if they need to, have we got the standard bin sizes right?



² MWRRG 2018 and NSW EPA 2020

2 Recycling and glass bins

What are the current issues?

The recycling industry is struggling

We produce more recycling than we have places for it to go. With overseas countries no longer taking as much of Australia's recycling, we need to improve how we recycle to support more use of recycled materials and to create jobs in Australia.

New glass bin

The State Government announced the introduction of a new glass bin for Victorian households. Separating glass from other recycling improves the quality of our recycling because pieces of broken glass can stick to other materials, such as paper, cardboard and plastics.

Contamination

Contamination is when the wrong items are placed in the recycling bin. This is a problem because it is difficult to remove and often ends up ruining the quality of other materials, like when broken glass sticks to paper and cardboard. 17% of what is put in the average Moreland recycling bin is not recyclable. This rate of contamination is 7% higher than the Victorian average.






Cost impacts

Introducing a fourth glass bin will cost more as it requires an additional service. Changes to our current waste service may be needed to help balance the cost of picking up the new glass bin. While Moreland collects recycling bins weekly, most Melbourne councils collect recycling bins fortnightly (with a bigger standard bin size) because it is more cost effective.

Container Deposit Scheme (CDS) is coming

The State Government will be introducing a CDS for beverage containers around mid-2023. The details are not clear yet but CDS will impact the amount and type of recyclables collected in your bins.

What changes could we make to our recycling service?

Recycling and Glass Service Options	Your current service	Option 1 (preferred)	Option 2*
		FORTNIGHTLY RECYCLING MONTHLY GLASS	WEEKLY RECYCLING MONTHLY GLASS (Not an option if food and garden organics (FOGO) and garbage are collected weekly)
Recycling (yellow lid)	Recycling bins picked up every week Standard bin size 120 litres 	Recycling bins would be picked up every 2 weeks Standard bin size would increase to 240 litres 	Recycling bins would continue to be picked up every week Standard bin size would be 120 litres 
Glass (purple lid)	No separate bin/service	Most households would be provided with a bin for glass, picked up every 4 weeks (monthly) Standard bin size would be 120 litres , with option for a bigger bin Households without space for a glass bin would have access to an alternative glass service 	Most households would be provided with a bin for glass, picked up every 4 weeks (monthly) Standard bin size would be 120 litres , with option for a bigger bin Households without space for a glass bin would have access to an alternative glass service 

*Option 2 is not possible if both food and garden organics (FOGO) and garbage is collected weekly as we cannot collect three bins every week while maintaining a reasonable service level or cost for our community.

















How do the options compare?

To help us compare the options, we referred to indicative modelling data to understand how each option impacts on cost and environmental performance, including our goals of zero waste to landfill and zero carbon emissions. The modelling was prepared for Council in November 2020 and provides indicative figures for comparison purposes. Final costs will vary depending on the final service option chosen, government funding and industry pricing.

The following table shows us, at a high level, how each option impacts the cost of the service and materials recovered. It also shows the impact collection frequency has on the number of trucks on the road and bins on the street.

Table colour codes:

- High performing options
- Moderate performing options
- Low performing options

Recycling and Glass Service Options	Option 1 (preferred)	Option 2*
	FORTNIGHTLY RECYCLING MONTHLY GLASS	WEEKLY RECYCLING MONTHLY GLASS (Not an option if food and garden organics (FOGO) and garbage are collected weekly)
Estimated yearly cost of recycling and glass service	 ~\$8.8 million	   ~\$10.9 million
Estimated yearly cost per household** for recycling and glass service	 \$122 ~\$2 increase	   \$151 ~\$30 increase
Recycling and glass recovered each year	 ~17,000 tonnes	 ~17,000 tonnes
Quality of glass and recycling collected (less contamination of other recyclables due to broken glass)		
Recycling and glass bins on the street	 3 bins per month	 5 bins per month
Trucks on the road collecting bins		

*Option 2 is not possible if both food and garden organics (FOGO) and garbage is collected weekly as we cannot collect three bins every week while maintaining a reasonable service level or cost for our community

**This reflects the average cost per household per year and not the final charge per household, which will depend on a range of factors including the chosen service model, final policy design, state government funding and industry pricing.

In summary, the table shows that:

- **Option 1** has the lowest cost impact (due to switching to fortnightly recycling) and fewer trucks and bins on the streets causing congestion on collection day.
- The introduction of the separate glass bin means both options improve the quality and tonnes of recycling collected compared to our current service.
- **Option 2** has significantly higher costs because it maintains weekly recycling collection, and is only an option if either garbage or food and garden organics (FOGO) are collected fortnightly.

Option 1 (preferred) – Fortnightly recycling and monthly glass



Recycling bins picked up every 2 weeks



Introduce glass bins to be picked up every 4 weeks (monthly)

Why would recycling be collected less often?

As we introduce a new glass recycling service, we need to balance the cost of collecting bins, and the number of trucks on the road and bins on the kerbside. Having recycling bins picked up every 2 weeks helps to manage these impacts over time. Most other councils in Melbourne pick up recycling bins every 2 weeks. This would be a more cost-effective service. Modelling suggests that switching from weekly to fortnightly recycling could save Moreland ratepayers more than \$2 million each year.

Although the recycling bin would be picked up less often, the standard recycling bin size would double. So households would continue to have the same amount of recycling space (120 litres per week) as they currently do (for hard plastic, metals, paper and cardboard), as well as an additional bin for glass recycling. This means even more materials can be collected for recycling each year.

Option 2 – Weekly recycling and monthly glass



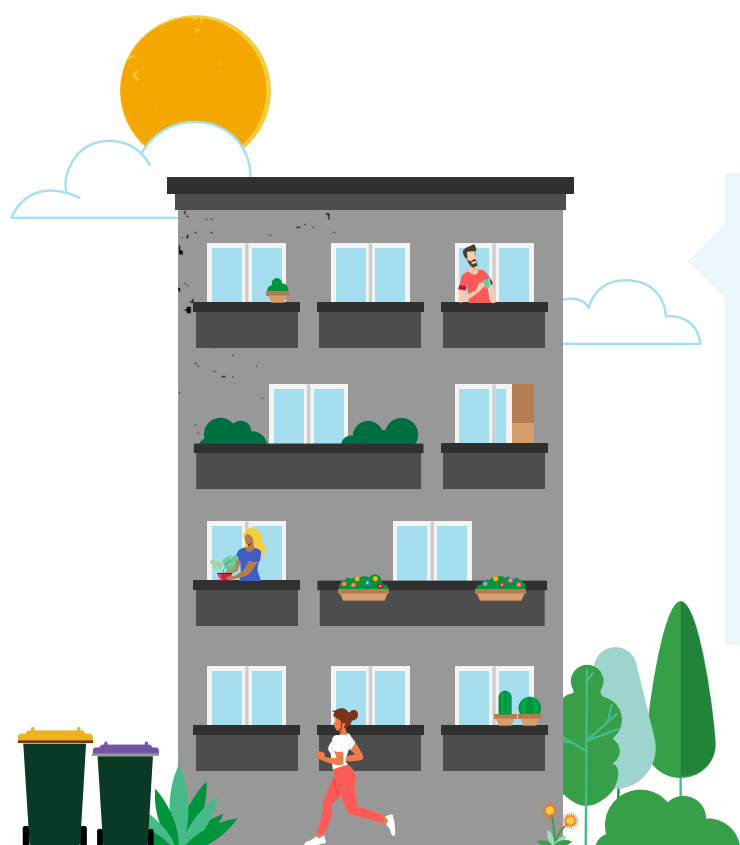
Recycling bins picked up every week



Introduce glass bins to be picked up every 4 weeks (monthly)

Why this is not the preferred option

Keeping weekly recycling is more expensive in the long term and switching to fortnightly collections helps balance the cost of the new glass service. Weekly collection means more trucks on the road, more bins collected every fortnight and more bins on the street on bin night. This option would also mean that weekly food and garden organics (FOGO) and weekly garbage collection is no longer an option as we cannot collect three bins every week while maintaining a reasonable service level or cost for our community.



What are my options if I cannot fit more bins on my property?

We understand that some properties, including apartments and higher density developments, do not have room for another bin. These households will need access to a shared bin or an alternative glass recycling point.

Council will determine which properties this applies to and is investigating other options for these households. We are seeking community feedback on using other glass recycling options, such as communal glass drop-off points, as part of this consultation.

We understand that not all households are the same

We know that households have different needs and preferences depending on who and how many people live there. For example:

- Large households might generate more recycling.
- Households that live in apartments using Council's waste services may have different needs to manage shared bins.
- Some businesses and organisations also use Council's waste services and might need their recycling bins picked up more often.
- Some households in high density areas or apartment buildings may not have room for a new glass recycling bin. We are investigating alternative options for these households.

To meet the needs of our community, households can get larger bins or an extra bin (up to a cap), however additional fees may apply to some households. Any concessions would continue to be subsidised by other households and businesses that pay the waste charge. For more information view the [**Waste Charge fact sheet**](#) on the [**Conversations Moreland website**](#).

We want to hear from you

Help us decide on a waste service that works for our community, while balancing the costs and benefits.





- Understanding the pros and cons of the options (including costs, trucks on roads, bins on kerbside), how often do you think recycling and glass bins should be picked up?
- Understanding that residents would have the option to change their bin size if they need to, have we got the standard bin sizes right?
- For households that do not have space for a new glass recycling bin, what alternative works best for them?



What are the current issues?

- **Hard waste (or hard rubbish)** is unwanted items or rubbish that is too large to put in your regular household bins.
- **Dumped rubbish** – We have heard from our community that you want less dumped rubbish in the streets. This includes during hard waste collections and outside of collection times, when people have hard waste to dispose of and cannot get their items picked up.
- **Low recycling rates** – The amount of hard waste recycled in Moreland is low. Only 14% of hard waste collected last Autumn was recycled, and most of this was metal. The large volumes of hard waste and number of daily collections reduces the opportunity for separating items by material to enable better recycling, which means more waste is sent to landfill.
- **Scavenging** – We know that some households put reusable items out during the hard waste collection in the hope that someone else will reuse them. This can result in many items that could have been reused getting damaged or not being picked and going to landfill. It can also create additional mess on the streets as people sort through the items.

What change could we make to our hard waste service?

	Option 1 Your current service	Option 2 (preferred)
	MUNICIPAL-WIDE COLLECTIONS	BOOKED HARD WASTE COLLECTIONS
Hard waste	Two municipal-wide collections each year at designated times	Households can book two collections each year (cost is included in waste charge) with a fee-for-service option for additional collections
		 

How does a booked hard waste service work?

All households would continue to have access to two hard waste collections each year. When residents have hard waste to be picked up, they can contact us to organise a collection. We will then book a date for pick-up to take place. In the days prior to your pick-up, waste can be neatly piled on the kerbside as you would do for the current municipal-wide collection. You would not need to be home for the collection.











How do the options compare?

To help us compare the options, we referred to the Metropolitan Waste Resource Recovery Group (MWRRG) Hard Waste **Leading Practice Guide** to understand how each option impacts on cost, resident satisfaction and environmental performance.

The following table shows us, at a high level, how each option impacts the cost of the service, household convenience and participation, and how the options perform against our commitment to achieve zero waste to landfill by 2030. It also shows the impact the service has on keeping our streets clean.

Table colour codes:

- High performing options
- Moderate performing options
- Low performing options

Hard Waste Service Options	Option 1	Option 2 (preferred)
	NO CHANGE TO CURRENT SERVICE MUNICIPAL-WIDE COLLECTIONS	BOOKED HARD WASTE COLLECTIONS
Cost of service	 Costs more	 Costs less
Convenience and flexibility for residents	 Less convenient	 More convenient
Cleaner streets and less dumped rubbish	 More dumped rubbish	 Less dumped rubbish
Hard waste items recycled/recovered	 Less items recycled	 More items recycled
Participation in hard waste collections	 High participation	 Low participation

The table reflects that the current service (option 1) has higher participation, but is less convenient, contributes to more dumped rubbish, has a lower recycling rate and costs more overall. While option 2 has lower participation, it is more convenient, helps manage dumped rubbish, has a higher recycling rate and costs less overall.

Option 1 – Municipal-wide collections (no change to current service)



Keep two municipal-wide collections each year

Why this option is not preferred?

While this option may result in greater participation as residents see neighbours putting hard waste out, it does not address community concerns about dumped rubbish, messy streets and convenience for residents. Evidence from other councils show that municipal-wide hard waste collections also cost more to run and result in more waste ending up in landfill.

Option 2 (preferred) – Booked hard waste collections



Households can book up to two collections each year when they have items to be picked up

Why change to a booked hard waste collection?

- **Cleaner streets** – We have heard that people like having two hard waste collections each year, but that there was a lot of rubbish and mess on the streets during pick-up times. Research shows that booking hard waste collections means that there is less rubbish on the street awaiting collection and less dumped rubbish³, so the streets are cleaner and safer for everybody.
- **More convenience** – A booked hard waste service means that residents can arrange for their hard waste to be picked up at a time that suits them, like when they are moving house or renovating. Research shows that residents appreciate a booked hard waste collection over a municipal-wide collection⁴.
- **More recycling** – Booked collections enable greater separation of materials, meaning more hard waste can be recycled and kept out of landfill. Less material is recycled from municipal-wide hard waste collections due to the large amount of waste collected on a daily basis. With a booked hard waste service, more hard-to-recycle materials could also be included in the list of accepted items for recycling.
- **Less cost to residents** – Experience from other councils shows that a booked hard waste service costs less to provide than municipal-wide hard waste collections. Most councils in Melbourne provide a booked hard waste collection, with only 7 out of 31 councils still offering municipal-wide collections.

³ MWRRG 2019 (unpublished)

⁴ MWRRG 2019 (unpublished)

We understand that not all households are the same

We know that households have different needs and preferences depending on who and how many people live there, for example:

- Rental households tend to have a higher rate of changeover and may need a more flexible hard waste service
- High density areas and apartment buildings have less space on the street for each household to put out their hard waste
- Some households may not be aware of Council services and may rely on seeing their neighbours putting out hard waste for collections
- Some community users such as gardens, kindergartens or neighbourhood houses might require this service from time to time but cannot book a collection because they do not pay the waste charge.

To meet the needs of our community, under Option 2, households could request additional booked hard waste collections for a fee. We would also work with building managers, body corporates and residents to streamline booked hard waste collections for people living in apartment blocks.

We want to hear from you

Help us decide on a waste service that works for our community, while balancing the costs and benefits.

- What are your thoughts on the current hard waste service?
- Understanding the pros and cons of each option, would you prefer a booked hard waste service or a municipal-wide collection? Why?



What is the waste charge?

The waste charge covers the full cost of providing our kerbside waste service, including:

- collection of bins, including running and maintaining garbage trucks
- disposal and processing fees (charged by landfill and recycling operators)
- the Landfill Levy charged by the State Government
- labour
- the cost of bins
- hard waste collection (contracted service)
- waste education programs to reduce waste to landfill and increase resource recovery
- customer service and administration.

The overall 2019/20 waste charge for providing Council's kerbside waste service was \$16.5 million dollars. This will increase significantly from July 2021, even without changes to our waste service, due to the increasing landfill levy set by the State Government.

The waste charge is collected by Council via the annual rates notice. It currently entitles all properties that pay the waste charge to the following services:

- weekly garbage (red lid bin)
- weekly recycling (yellow lid bin)
- optional fortnightly food and garden organics (FOGO) (light-green lid bin) for residential properties
- two hard waste collections each year for residential properties



Who pays the waste charge?

The waste charge is paid by the ratepayer. Most properties that pay the waste charge are residential properties. But businesses, schools and community groups can also pay the charge to access the standard Council waste service.

Our Commercial Plus fee-for-service is available for residential and non-residential users when the standard service does not meet their needs.

Some businesses and residential properties, like apartment buildings, use a private waste contractor to manage their waste. These properties do not pay the waste charge and as a result do not get access to Council waste services, such as hard waste collections.

You can find out more information in the [Waste Charge fact sheet on the Conversations Moreland website.](#)

Why would the waste charge change?

The waste charge changes almost every year, as it reflects the annual cost to deliver the kerbside waste service. Legislated landfill levy increases will increase service costs regardless of any changes to our waste service. The landfill levy is charged per tonne of waste sent to landfill and is set by the State Government. It provides a price incentive to reduce waste and is set to increase significantly over the next three years.

The introduction of a four-bin service, including a new glass bin and food and garden organics (FOGO) for every household, would also increase the cost to deliver our waste service, however increases would be modest compared to the landfill levy. The more we divert from landfill, the lower the costs will be.

This change gives us the opportunity to review how the waste charge works, including what groups are entitled to use the service and who is eligible for concessions and subsidies. Importantly it gives us an opportunity to address the cost to the community and work towards zero waste to landfill.

Subsidies and Concessions

As the waste charge must cover the total cost of delivering Council's waste services, concessions are subsidised by other ratepayers. As part of this consultation, we are reviewing those eligible for concessions.

Under the current waste policy, some households are eligible for a concession, including families with six or more children or residents with medical conditions that generate excess waste. Concessions allow eligible households to receive an additional bin at a reduced cost.

We are also exploring what non-residential properties should be able to use our service and at what cost. If supported by the community, some not-for-profit groups could be eligible to use our waste service and apply for a concession. This could include:

- public schools
- not-for-profit childcare centres or kindergartens
- volunteer led community groups such as community sporting clubs or community gardens
- other community groups
- other not-for-profit or charity organisations such as faith groups

We want to hear from you

We want to make sure that our waste services meet the needs of our community. Our investigations need to carefully consider which special circumstances and non-residential uses should be eligible for concessions to the waste charge.

This is a complex conversation that will need to consider trade-offs and a range of different scenarios. We will focus on this issue in targeted workshop discussions, but also want to hear from the community. To help Council make these decisions, we need to hear from our community about what they value.

In particular, we want to know:

- Which households or groups should be eligible for a concession or subsidy? Why?
- What is a fair discount for eligible groups?

