

Reducing our waste

Changing our service

Stage 3 Summary of Consultation

The third stage of community consultation for this project ran over 4 weeks, from 9 August to 5 September 2021.

Thank you to everyone who participated.

We had a strong response.

In this stage, we presented the draft waste policy, outlined the proposed service changes, and invited community and stakeholder feedback to understand what adjustments we might need to make before finalising the waste service and final policy.

We have been working with Capire Consulting Group to deliver community consultation for the Kerbside Waste Reform project. Together, we designed Stage 3 consultation based on feedback gathered in previous stages about what worked well and what could be improved.

References

Stage 3 Explainer Document: conversations.moreland.vic.gov.au/download_file/2091/478

Draft Kerbside Waste Service and Charge Policy: conversations.moreland.vic.gov.au/download_file/2107/478

We prepared an Explainer Document for this stage of consultation to summarise the proposed changes, why we chose the proposed service and what it might mean for households and businesses in Moreland.

The proposed service could halve our waste sent to landfill and turn food waste into compost. It is also expected to offer the best long-term cost benefits.

The full draft Kerbside Waste Service and Charge Policy (waste policy) was available on the project website. You can find a link to the draft policy below.

This summary outlines who we heard from and some of the key themes we heard. You can find the full Stage 3 Engagement Report on the project website.

Moreland has a diverse community. We understand that any single waste service will not meet the needs and wants of all residents. Our consultation program sought your feedback to understand the breadth of needs across the Moreland community to help us develop a flexible service that meets most needs, whilst making sure it is equitable and reasonable.

Stage 3 Engagement Report for Moreland City Council: conversations.moreland.vic.gov.au/download_file/2507/478

More information is available in the Document Library on the project website: conversations.moreland.vic.gov.au/waste

Who did we hear from?

As we learnt from previous stages of consultation, waste is an important issue for our community.

We received over 1,600 surveys from people and businesses all across Moreland and held 7 workshops, including 2 workshops with our Moreland Waste Champions.

We also received emails, website questions and phone calls with your feedback.

Due to the pandemic, our consultation was conducted via the Conversations Moreland website, online workshops and by email and telephone.

Community consultation was promoted widely via a variety of channels to build awareness of the project and multiple opportunities were provided for community to give feedback.

Snapshot of engagement methods



1,610

people completed the household and business surveys in English and other community languages



7

community workshops held, including two workshops with Waste Champions



97

people registered as Waste Champions



93

website questions asked on *Conversations Moreland*



140

emails received with feedback and submissions



42

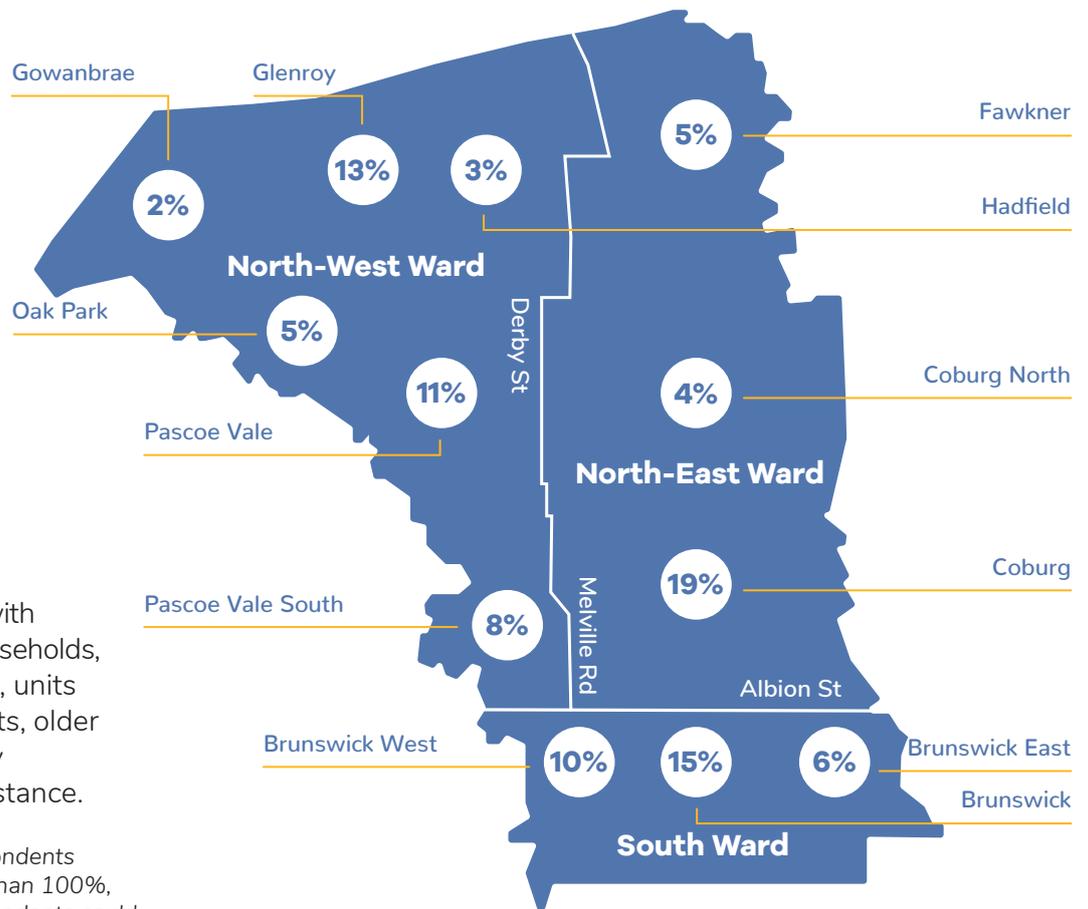
phone calls, including those received during two advertised phone-in sessions

Breakdown of survey respondents by suburb

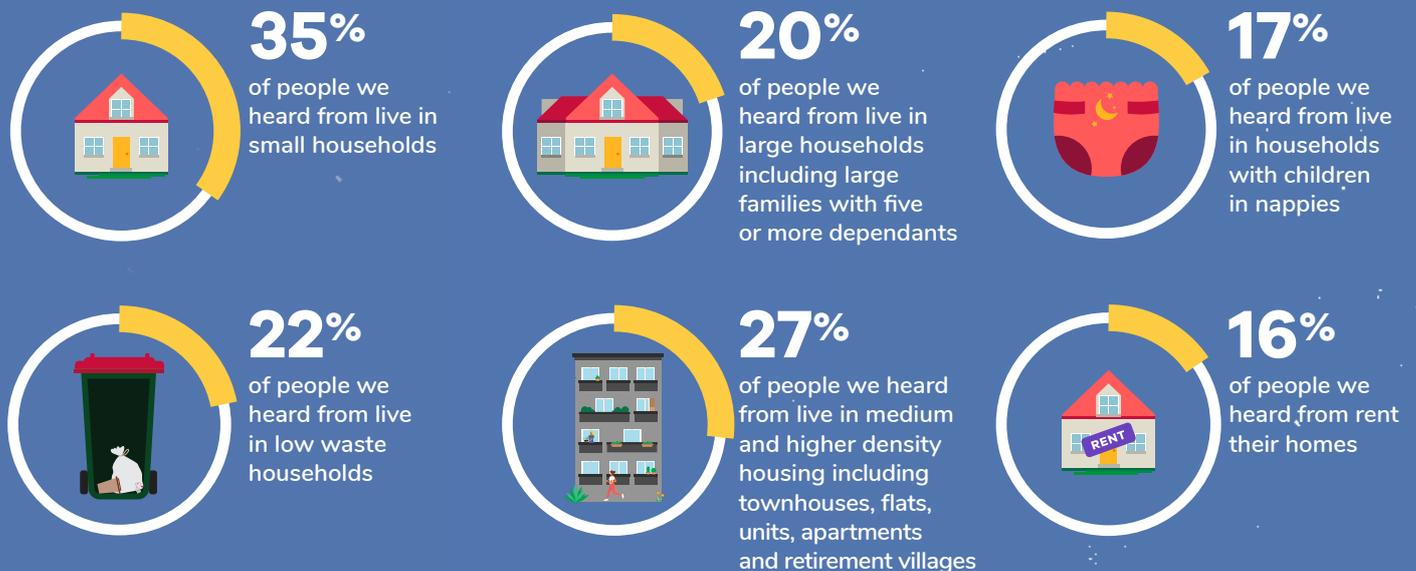
We received feedback from people who live all over Moreland. Compared with participation in Stage 2 of engagement, respondents from Stage 3 were more evenly distributed across all suburbs.

We held workshops to hear from homeowners, families with young children and larger households, residents of apartments, flats, units and townhouse developments, older people, people with disability and people who require assistance.

Note: The total percentage of respondents from each suburb adds to greater than 100%, due to rounding and because respondents could select from more than one suburb.



We also had a strong response from people living in a broad range of household types including:



Note: The total percentage of respondents from each housing type adds to greater than 100%, due to rounding and because respondents could select from more than one housing category.

What did we ask?

We asked for feedback on:



For each waste stream, we asked people about their preferences on the proposed service, including flexible service options, presented in the draft policy. We also asked people to provide further feedback and suggestions where they didn't think that the proposed service or options would suit their household.

In particular, we asked:

- 1 Do you have any feedback on the proposed service changes?
- 2 Do you think the proposed service is reasonable for the future of Moreland?
- 3 Is there anything that we have missed?

What did we hear?

Overall, Stage 3 engagement presented some clear themes with regard to the proposed waste service, and highlighted some challenges that we will need to overcome in order to assist the Moreland community through the change journey.

The diversity of the Moreland community was represented in a broad spectrum of opinions and needs.

The general proposal to change the current waste service and proposal to change garbage to fortnightly collections were the most common objections.

There was general support for Council's direction towards waste reduction and improved environmental outcomes. However we heard that this process would impact different households in various ways.

While there are some exceptions, we heard that people generally supported weekly FOGO, fortnightly recycling collections, the new glass service and the booked hard waste service proposed in the draft policy.

People felt that education and ongoing engagement would be essential to continue to build understanding across the Moreland community about the need for change.



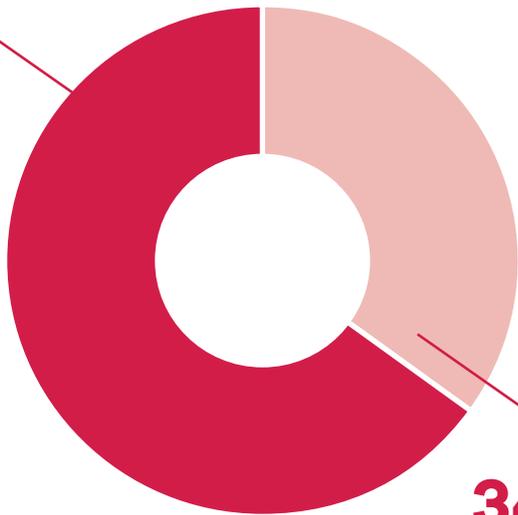


Garbage

65%

selected a service option in the draft waste policy

Note: The total percentage of responses does not add up to 100% due to rounding.



34%

felt that none of the options presented would suit their household

Overall, 65% of people selected a proposed service option in the draft waste policy, including:

- standard 120 litre garbage bin collected fortnightly (22%)
- smaller 80 litre garbage bin for a reduced charge (21%)
- larger 240 litre garbage bin, for a higher charge or with a concession (11%)
- maximum 360 litre garbage capacity for a higher charge (1%)
- weekly garbage collection for a fee (10%)

34% of people felt that none of the options presented for garbage would suit their household. These people were more likely to be from large households or households with nappies.

Overall, 20% of survey respondents wanted to retain weekly garbage collections as part of the standard service.

We heard that:

- People who would prefer no changes to their garbage service felt that weekly garbage collection should be a standard service and should be provided at no extra cost. They see garbage as the most important part of their waste service. Some larger households were concerned that they would be charged more for generating more waste.
- Households with children in nappies were more keen to keep a weekly garbage service to minimise the smell from soiled nappies.
- Smaller households and low waste households were more supportive of options to reduce their bin size for a reduction in their waste charge. They also supported policy to advocate for this at a community level.
- Overall, people understood the need to reduce waste and generally supported Council's commitment to waste reduction. However, some people were concerned about how their household would manage the change to fortnightly collection.

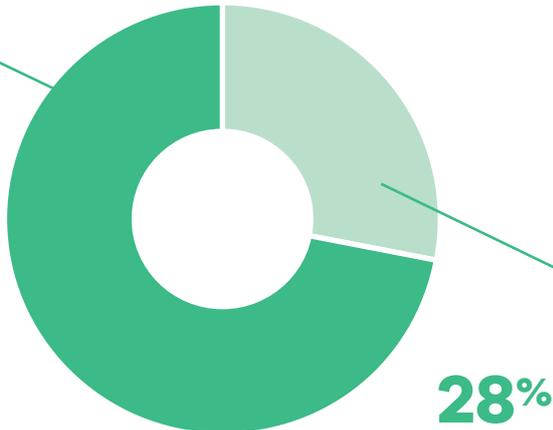




Food and garden organics (FOGO)

72%

selected a service option in the draft waste policy



felt that none of the options presented would suit their household

Overall, 72% of people selected a proposed service option in the draft waste policy including:

- standard 120 litre FOGO bin collected weekly (65%)
- larger 240 litre FOGO bin for a higher charge (7%)

28% of people felt that none of the options presented for FOGO would suit their household.

We heard that:

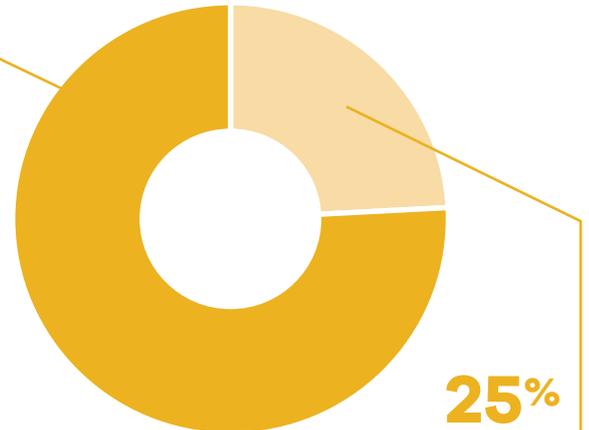
- Households that already had FOGO bins liked being able to separate their food waste and reduce landfill.
- The most common concern about FOGO was the potential for bins to develop odour and attract pests and vermin if they weren't collected often. Some people were also worried that the bins would not be big enough for green waste in peak gardening periods.
- Small households and households with compost bins didn't have as much need for FOGO bins.
- Many households with children in nappies were concerned that the FOGO stream does not assist in reducing nappy waste and would therefore not reduce their demand for garbage.
- People were worried that they did not have space to store an extra bin.



Recycling

76%

selected a service option in the draft waste policy



felt that none of the options presented would suit their household

Note: The total percentage of responses does not add up to 100% due to rounding.

Overall, 76% of people selected a proposed service option in the draft waste policy including:

- standard 240 litre recycling bin collected fortnightly (46%)
- smaller 120 litre recycling bin for a reduced charge (24%)
- maximum 360 litre recycling capacity for a higher charge (6%)

25% of people felt that none of the options presented for recycling would suit their household.

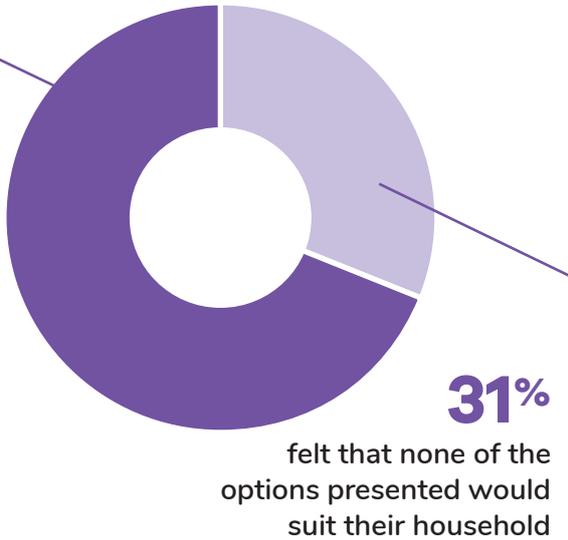
We heard that:

- People understand that recycling reduces waste to landfill and were eager for more opportunities to recycle.
- Covid-19 restrictions and lockdowns have meant that people are spending more time at home, working from home and receiving more deliveries. This means that some households are generating more cardboard recycling.
- People understand how the new glass bin will reduce need for recycling in some households and will make some space for plastic and cardboard recycling.
- Some people were worried that larger (240 litre) recycling bins would be challenging to store on smaller properties and may be heavy or difficult to move when they are full.



69%

selected a service option in the draft waste policy



Overall, 69% of people selected a proposed service option in the draft waste policy including:

- standard 120 litre glass bin collected monthly (66%)
- two 120 litre glass bins collected monthly (3%)

31% of people felt that none of the options presented for glass would suit their household.

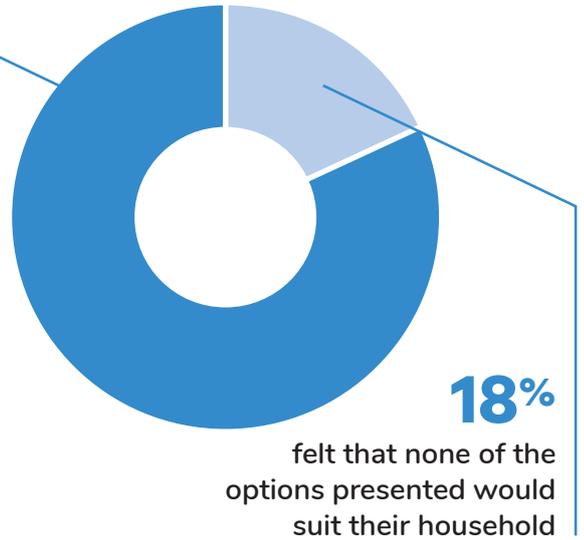
We heard that:

- Some households use a lot more glass than others and the need for glass recycling varies significantly. Households with less demand for glass recycling were not sure that the new bin was necessary.
- People shared their positive experiences of glass recycling drop-off points and the container deposit schemes from other cities across Australia and the world.
- People were concerned that they would not have space on their property to store a new bin.
- Support for alternative options for glass recycling such as shared bins, drop-off points and a container deposit scheme varied significantly across households and regions. The most common concerns related to access and convenience of drop off points, particularly for people who did not have a car or people who required additional assistance.



82%

selected a service option in the draft waste policy



Overall, 82% of people selected a booked hard waste service option in the draft waste policy including:

- standard service of two booked hard waste collections each year (60%)
- one booked hard waste collection each year (20%)
- extra booked hard waste collections each year (for a fee) (2%)

18% of people felt that none of the options presented for hard waste would suit their household. Almost all of these preferred the existing twice yearly municipal-wide collection service.

We heard that:

- People who supported the shift to a booked hard waste service felt that the proposed service would improve street cleanliness and safety.
- Renters liked the flexibility of the booked service and would like more access to additional hard waste collections.
- People who were opposed to the proposed service most often felt that the existing twice yearly municipal-wide hard waste service supports greater reuse of materials and upcycling of usable items through scavenging. There was a perception that a booked service would send more waste to landfill.



Waste charge and concessions

Overall, smaller households and low waste households welcomed the proposed waste charge model as it provided options to reduce their charge by selecting smaller bins. They also saw this as an incentive to reduce waste.

However, some larger households and households with greater demand for garbage, such as those with children in nappies, felt that the proposed service and waste charge was a 'punishment' as they were not as able to reduce their waste.

These larger households and households with nappies were more likely to suggest that the proposed concessions did not go far enough and were not realistically achievable for Moreland households.

There was broad acceptance for concessions for financial hardship and medical conditions that generate additional waste. However, smaller households and low waste households were somewhat resistant to further subsidising costs for large households or households with children in nappies.

Renters understood that the waste charge was paid by their landlord but told us that they would like more autonomy and access to options to tailor their waste service to better suit their households.

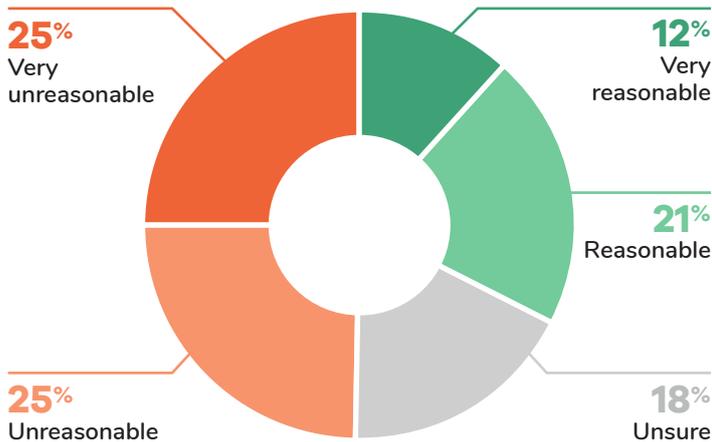


Overall ...

Are the Proposed Changes Reasonable for the Future of Moreland?

When asked whether they thought the proposed waste service was reasonable for the future of Moreland, half of survey participants felt that the changes were unreasonable or very unreasonable ('unreasonable'). A third felt that the proposed service was very reasonable or reasonable ('reasonable') and a further 18% were unsure.

Is the proposed waste service reasonable for the future of Moreland?



What is Reasonable?

Overall, people who thought the proposed service and service options were reasonable supported waste reduction, improved environmental performance and education about waste.

These people were more likely to support the new separate glass recycling stream and reduced charges to incentivise use of smaller bins.

Small and low waste households were more likely to find the proposed service reasonable overall.



What is Unreasonable?

A general opposition to making any changes to the existing waste service was the most frequent concern for people who felt that the proposal was unreasonable. This was followed by concerns specifically about changes to the garbage collection frequency.

In particular, people expressed concerns about overflowing bins, increased odour and pests, and dumped rubbish as a result of changes to the garbage service. People were also concerned that the proposed changes meant that they would pay more for a similar level of service.



Large households and households with nappies were the most likely to find the proposed service unreasonable. These groups were particularly concerned about the proposal to introduce fortnightly garbage collections. They were concerned about bin odour and not having enough space for their household waste.



People living in flats, units or apartments were the most unsure about the proposed changes. They were concerned about contamination in shared bins and overflowing rubbish. They were keen for more information on how the four-bin service would work for them.

Rolling out changes to your waste service

It is anticipated that changes to your waste service will not commence until late 2022 and that they will be introduced in stages. It is likely this will start with changes to the hard waste service (if endorsed) in mid to late-2022.

In the meantime, we will provide ongoing support and education to help the community reduce the amount of waste going to landfill, and to put the right things in each bin.



More information

Web: conversations.moreland.vic.gov.au/waste

Email: wasteprojects@moreland.vic.gov.au

Phone: 03 9240 1111

For the Stage 3 Engagement Full Report, visit:
conversations.moreland.vic.gov.au/download_file/2507/478