



To Anglesea residents and ratepayers:

Thank you for your participation so far in the Anglesea Food Organics Collection pilot which is diverting your organic waste from our landfill to make valuable compost for use on gardens and farms. We're now three months in to the pilot. This letter is to provide some feedback on how the pilot is progressing and explain the next steps.

Community surveys

Over 800 surveys were returned from our mail out in November 2018 (before the pilot started). Anglesea has just under 3000 properties, so this is a very high response rate and provides some very clear community opinions. Here are some things we heard:

- There were 629 positive comments about the benefits of the pilot, compared with 261 concerns.
- The most common benefits you listed of the food organics collection were the reduction of waste to landfill, the recycling and composting benefits, and an overall positive effect on the environment.
- The most common concerns were the mess and smell associated with the organic waste, how well people (especially holiday makers) would do the right thing, and the change in frequency of bin collection.
- Most of you (88-94%) feel you know what goes into each of your kerbside bins.

You can read the full summary of responses from the first survey on our website at surfcoast.vic.gov.au/AngleseaOrganics.

Now that you've been using the service for a while we'd like to hear your thoughts again – and we're hoping to get a similar high number of responses. It's better for us and the environment if you can fill in the survey online, however if you'd rather have a paper version or need another way to access it, please call us on 5261 0600.

Fill out the next survey online at surfcoast.vic.gov.au/AFOPSurvey

Email updates

We've started an email newsletter about the organics pilot for Anglesea residents and ratepayers. If you sign up we can get important information about the pilot directly to you in a quick and easy way.

Sign up for email updates at surfcoast.vic.gov.au/AFOPList

Win a local hamper

We're giving away two hampers of locally sourced goodies to two lucky winners, one from online survey respondents and the other from our email mailing list (details over page). **Enter by 14 April to be in the draw.**

Waste audits in Anglesea

We are doing some kerbside bin checks in Anglesea in March, and again over Easter. You might see our contractors in your street (wearing orange vests) lifting the lid on a random selection of kerbside bins for a quick look over the contents before they're collected by the truck. We just want to know the amount of food going into organics and landfill bins, and whether there are any contaminants.

If your property is randomly selected, we're not targeting you and the findings won't be linked to your property. We need to do this to check that we have communicated well about how to use the service, and see how it's going at a household level.

We will also audit the contents of collection trucks to get a view of how the service is going at a township level. The information we gain from the audits will help us understand the impact of the pilot, such as the amount of food waste being saved from landfill, and help us plan for the future of the service in the shire.

Be a good sort

The first survey results told us you felt pretty comfortable knowing what goes in which bin, which is great. Contamination (when the wrong things end up in the bin) in the organics collection has been low, so keep up the great work and remember: never put any plastic in your organics bin.

Refresh your memory on what goes in which bin, and find out some tips for managing them (including how to minimise mess and smell) by visiting surfcoast.vic.gov.au/AngleseaOrganics. We've also included a Quick Reference Guide for the organics pilot with this letter.

Do you have a rental property used for short term or holiday rentals?

Make sure to leave the Quick Reference Guide in a place your visitors will see it so they can do the right thing during their stay at your property.

Next steps

The pilot will run until after Easter, at which time we'll send out another survey and complete another round of audits. All of this information will contribute to our review of the pilot over May-June. The organics service will continue in Anglesea while we evaluate the outcomes and plan for the future of kerbside food organics collection in the shire.

Thanks again, keep up the great work, and don't forget to:

- Fill out the survey online now at surfcoast.vic.gov.au/AFOPSurvey.
- Sign up for email updates at surfcoast.vic.gov.au/AFOPList.
- Refresh your memory on what goes in which bin at surfcoast.vic.gov.au/AngleseaOrganics.

