



# Anglesea Food Organics Collection Pilot

**EVALUATION REPORT**

JULY 2019

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# 1. Executive Summary

Keeping food waste and other organic materials out of landfill is considered best practice, and regarded as a priority by the state government and regional waste management authorities. Recovering organic waste reduces the volume of waste entering landfill, reduces greenhouse gas emissions and increases the use of organic materials as a resource.

Approximately 25 Victorian councils currently operate a kerbside food organics and garden organics (FOGO) collection service. In a FOGO service, residents place both food scraps and garden waste into their kerbside green waste bin, and it is processed into compost and mulch products instead of being sent to landfill.

Surf Coast Shire Council Plan 2017-2020 includes the commitment to develop and implement a kerbside organics recovery service. A waste audit in 2018 showed that almost 40% of the contents of kerbside bins in Surf Coast Shire was organic material, with 27% of this being food waste.

Barwon South West Waste and Resource Recovery Group (which Surf Coast Shire is a member council of), engaged a consultant to develop a Regional FOGO Resource Recovery Directions Plan. Completed in 2018, the Plan outlines considerations and success factors for kerbside FOGO services. It was a key reference used to inform the development and implementation of Council's FOGO pilot that ran from December 2018 to May 2019.

The pilot involved all residential properties in the township of Anglesea that receive a kerbside waste service (approximately 3,000 homes). To assist households to separate out their food scraps, Council provided an 8 litre kitchen caddy and roll of 150 compostable caddy liners to contain any associated mess and smell.

Each property retained its existing kerbside bins – a 120 litre landfill (general waste) bin, 240 litre organics (food and garden waste) bin and 240 litre recycling bin. With the introduction of the FOGO service, the frequency of landfill and organics bin collections was switched, with organics becoming a weekly collection and landfill, fortnightly. Recycling remained a fortnightly collection that alternated with the landfill bin collection.

The timing and location of the pilot enabled Council to understand how the service performed with the peak summer population, and in off-peak times. Understanding how best to communicate about the FOGO service to permanent and semi-permanent residents (including homeowners and renters), and to visitors, was also an important aspect.

The Anglesea pilot met its objectives of recovering food waste from landfill; trialling the preferred service model; testing the educational approach; building community acceptance; and identifying costs, challenges and logistics associated with delivering a FOGO service in Surf Coast Shire.

The following indicators demonstrate that the pilot was a success:

**Improvement in food diversion** – waste audits showed that 16% of the FOGO collection is food waste, and now food only makes up 2% of kerbside landfill bin contents. A 22% reduction in waste sent to landfill was achieved during the pilot.

**High level of community acceptance** – 83% of respondents in the April 2019 survey were 'very satisfied' or 'satisfied' with the new FOGO service.

**Low rates of contamination** – changes to the waste collection service and schedule did not result in increased contamination in either the organics or recycling streams.

Based on the resounding community support and strong results in waste diversion demonstrated by the pilot, the FOGO service has been retained in Anglesea. A recommendation will be made to Council to consider expanding the FOGO service to all properties in the shire that receive Council's kerbside organic waste service.

## 2. Background

### 2.1 Surf Coast Shire Council Plan 2017-2020

Surf Coast Shire Council's vision is for an engaged, innovative and sustainable community.

Under the theme of Environmental Leadership, the Council Plan 2017-2020 outlines Council's commitment to protecting the natural environment, reducing waste and diverting materials from landfill for reuse and recycling.

Specific to the recovery of food waste, Council Plan Strategic Objective f) Improve the re-use of resources includes Strategy 16 Develop and implement an organic waste diversion pilot program.

### 2.2 Surf Coast Shire kerbside waste service

Surf Coast Shire Council provides a kerbside collection service to approximately 17,000 urban and 1,700 rural properties.

The kerbside service for urban properties is a weekly collection of landfill (general) waste, and alternating fortnightly collection of recycling and green (garden) waste. Kerbside collection of recycling and landfill bins (both fortnightly collection) is optional for rural properties, and a green waste collection is not provided.

### 2.3 Anglesea Landfill Future Options Assessment

Council operates a landfill facility in Anglesea that accepts kerbside and commercial waste.

Recognising the environmental impacts and costs associated with operating, developing and rehabilitating the landfill, in 2017 Council engaged consultants Blue Environment to review its use. The review determined that the best option was to continue operating the landfill until the current development was completed, while working to extend its life by diverting as much waste as possible.

The two priority wastes identified for diversion were clean fill and food organics. Benefits of removing food waste and other organic materials from landfill include reduced volume, reduced greenhouse gas emissions and increased recovery of food to use as a resource (e.g. compost).

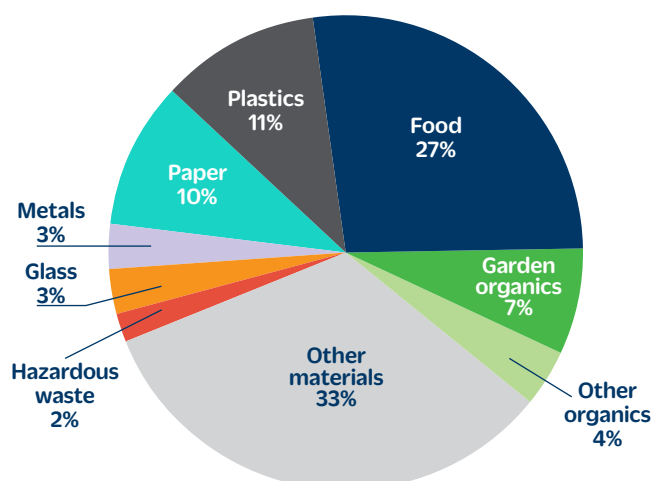
### 2.4 Surf Coast Shire kerbside waste audit 2018

Surf Coast Shire Council is a member council of the Barwon South West Waste and Resource Recovery Group (BSWWRRG) that facilitates an integrated, regional approach to waste management and resource recovery that aligns with state-wide planning.

Surf Coast Shire Council participated in a regional audit program conducted by BSWWRRG during April to June 2018. Results showed that in Surf Coast Shire, approximately 40% of the waste entering landfill from kerbside collections was compostable organic material, with 27% being food waste.

#### Kerbside landfill bin contents

% by weight in Surf Coast Shire



'Other materials' included ash, dust and packaged food that could also be recovered in a FOGO service.

Source: BSWWRRG Regional Kerbside Waste Audit 2018

### 2.5 Food organics and garden organics (FOGO) services

A food organics and garden organics (FOGO) service allows residents to place both food and garden waste into their kerbside organics (green waste) bin. The organics collection is diverted from landfill and processed into compost and mulch products instead. Based on the results of the 2018 audits, there is potential to divert around 40% of Surf Coast Shire's kerbside waste from landfill and put it to much better use.



## 2.6 Regional FOGO Resource Recovery Directions Plan

Diverting food and garden organics from landfill is a priority of the Barwon South West Waste and Resource Recovery Implementation Plan.

In 2018, BSWWRRG commissioned a study by consultants Blue Environment that:

- reviewed the status of councils' food and garden organics recovery within the region;
- reviewed the experiences of councils nationally that have introduced FOGO services; and
- presented a regional FOGO Resource Recovery Directions Plan that outlined a strategic approach for introducing high-performing FOGO services across the region.

**The FOGO Directions Plan showed that high performing council FOGO services have:**

- **Effective and on-going community engagement and education programs** – including education for at least six to 12 months before the service is introduced; high profile media and direct delivery of information at the time of FOGO system roll out; on-going reminders about how to use the service; and ongoing engagement about the availability and performance of the FOGO service.
- **Target-setting and continual improvement programs** – for monitoring and improving the performance of the FOGO service.
- **Weekly (preferred) or fortnightly kerbside FOGO collections.** A benefit of weekly collection is the reduced mess and smell from food in bins compared with fortnightly collections. Weekly collection can however add to processing costs if additional organic material is added to the FOGO collection, e.g. garden waste that is not currently disposed of to landfill via the kerbside collection.
- **Fortnightly landfill (general waste) collections** – or weekly collections with incentives to divert organics and other recyclables.
- **Provision of kitchen caddies and compostable bags to households** – as they have been found to increase and maintain levels of participation. Organics processing facilities must however be able to accept/handle compostable bags.

- **Effective contamination management systems** – aiming to keep contamination levels below 1-2% by weight. These can include: education; bin monitoring (including, where available, the use of on-truck cameras or inspections/'blitzes' of areas repeatedly producing contaminated loads); and using a processing facility that can manage contamination rates of at least 5% by weight and still produce clean and marketable compost products.

The Plan also recognised that there is opportunity to promote food and garden organic waste reduction, home composting and other waste reduction and recycling behaviours as part of the community engagement undertaken during the roll-out of a FOGO service.

## 2.7 Developing a FOGO pilot in Surf Coast Shire

Information gained through the BSWWRRG kerbside audits and Blue Environment's FOGO Directions Plan provided the foundation for Surf Coast Shire Council's plan to introduce a FOGO pilot in 2018.

A number of reports and resources were also available from other councils that are running FOGO services or trials (approximately 25 in Victoria currently). The Metropolitan Waste and Resource Recovery Group's FOGO Guide for Councils was also used as a reference.

Council officers gained practical knowledge to inform the pilot through interviews and site visits, including to Bass Coast Shire Council, Moira Shire Council, Strathbogie Shire Council, Goulburn Valley Waste and Resource Recovery Group, and Western Composting Technology (processing facility in Shepparton).

## 3. Project details

### 3.1 Objectives

The main objectives of the Surf Coast Shire FOGO pilot were to:

1. recover food waste that is currently going to landfill;
2. test the service model and educational approach at a small scale, and build community acceptance of a kerbside FOGO service in the shire; and
3. identify costs, challenges and concerns associated with delivering a FOGO service (including contamination and impacts of seasonal fluctuations in population) to inform future plans to roll out a FOGO service to the wider community.

### 3.2 Budget and resourcing

In order to understand the costs associated with delivering a FOGO service, the project was allocated a separate budget, and run using a project management structure.

The Working Group consisted of council officers from the Project Management, Waste, Sustainability and Communications teams, with a high degree of support from the Customer Service team over the summer months. The Working Group generally met monthly (more often as required), and met with the Project Control Group around key project milestones.

### 3.3 Collection model

Using recommendations from the regional FOGO Directions Plan, the following collection model was adopted for the pilot:

1. Weekly 240 litre FOGO (organics) bin collection
2. Fortnightly 120 litre landfill bin collection
3. Fortnightly 240 litre recycle bin collection
4. Provision of an 8 litre kitchen caddy and roll of 150 compostable liners to all households.

The existing kerbside bins at each property were retained (minimising infrastructure costs and aiming to maximise service performance), but a switch was made to collect the FOGO (organics) bin weekly, and landfill bin fortnightly.

A kitchen caddy and compostable liners, along with an updated collection calendar, were delivered to every household in the month prior to the FOGO service starting.

Ratepayers and residents incurred no extra cost for being involved in the pilot.



*Kitchen caddies and liners supplied by council*



*Piloted kerbside bin collection schedule*

### 3.4 Organics processing

Council had an existing contract with Corio Waste Pty Ltd for processing garden waste collected through the kerbside service across the shire. Their Western Composting Technology facility in Shepparton is licenced to accept and process all types of food and other organic materials (including meat, bones, seafood and shells, ash, vacuum cleaner dust, paper and cardboard, dog waste and garden cuttings) into compost, soil conditioner and mulch products that meet Australian Standard 4454-2012.

Particular brands of commercially compostable (AS 4736-2006) bags can also be safely processed at the facility, including the Cardia Compostable liners provided by Council in the FOGO pilot. To ensure the quality of their compost products, Western Composting only accepts brands that have been proven to decompose in their facility, which involves testing products such as compostable bags, food packaging, cups and cutlery before they will accept them. At the commencement of the pilot, Cardia, Mastec and Biopak brands were accepted, and this has expanded to include Compost-a-pak and BioTuff brands of bags.

### 3.5 Location

The township of Anglesea, situated on the Great Ocean Road, and with approximately 3,000 houses, was chosen for the pilot.

Anglesea was selected for a number of reasons:

- its size was manageable with the resources available for the pilot;
- there is a good mix of permanent and non-permanent residents;
- the town experiences seasonal fluctuations in population;
- the collection schedule worked well operationally as it is serviced completely separately to other townships; and
- the Anglesea community has a history of being environmentally focused.

Understanding how a FOGO service works (from both operational and educational perspectives) in a place that experiences a large swell in population over summer, and has a large proportion of non-permanent residents was important, as this is the nature of many coastal townships in the Surf Coast Shire.

### 3.6 Key milestones

The following is a high level summary of key components of the pilot.

Key milestones of the pilot	Timing
Order infrastructure (caddies, compostable liners)	August 2018
Develop Communications & Community Engagement Plan	August – September 2018
Receive infrastructure	October 2018
Print and distribute initial educational materials	October – December 2018
Conduct a pre-pilot community survey	November 2018
Distribute kitchen caddies, compostable liners, calendars	November 2018
Commence FOGO collection service	12 December 2018*
Conduct a mid-pilot community survey	March – April 2019
Conduct an off-peak waste audit	March 2019
Conduct an indicative peak waste audit (Easter weekend)	April 2019
Evaluate and report on the pilot	May – June 2019**

\*Initially the FOGO collection and change in bin schedule was planned to start in early November 2018, however

delays in the project led to the start date pushing back to 12 December. This timing left little lead time to introduce and establish the new service before the peak summer season, which wasn't ideal, but it was considered critical that the pilot was implemented and tested over the peak period rather than being delayed until after summer.

\*\*Council communicated to residents that the FOGO pilot would run from December 2018 to May 2019, and then be evaluated. Given the resounding community support and strong results in waste diversion demonstrated to that point, rather than stop the FOGO service, it was retained in Anglesea while the evaluation, reporting and proposal for expanding the service was undertaken.

### 3.7 Communications and community engagement

The table below (3.7.2) outlines key elements of the Communications and Community Engagement Plan that supported the pilot.

The table focusses on engagement with the Anglesea community, but other stakeholders including council's waste contractors, Councillors, executive management team, customer service team, and staff that live in Anglesea also received information and updates throughout the pilot.

#### 3.7.1 Key communication channels

Wanting to communicate clearly about the pilot to Anglesea residents and ratepayers, and avoid confusing people who live in other areas, Council primarily used channels that allowed direct communication with Anglesea residents – e.g. mail outs, community newsletters, community groups, local events and venues in the township.

Mail outs involved posting letters to all ratepayers at their primary address (i.e. Anglesea or other), as well as addressing letters 'to the occupant' and mailing these to properties where the ratepayer had an alternative primary address. This was to ensure that renters received information about the pilot, and the letters also worked as a reminder about the service for ratepayers who only use their property as a holiday house.

A dedicated page about the Anglesea pilot was added to council's website ([www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)) to create a hub of information and resources for use by council (e.g. customer service team) and the community.

In addition to planned communications, a number of media enquiries were received about the pilot, which resulted in stories in print, radio and television formats, as noted in the table.

### 3.7.2 Communications and community engagement overview

Key project milestones are shaded.

Method	Timing
<b>Environment and Rural Advisory Panel</b> – (community panel) testing and feedback on draft communications materials.	August 2018
<b>Waste collection calendar</b> – new calendar version developed for Anglesea residents incorporating new ‘Be A Good Sort’ branding and information about using the FOGO service.	September 2018
<b>Council’s website</b> – creation of a dedicated webpage with information and updates about the pilot, downloadable resources, new bin collection schedule, results from surveys, etc.	Ongoing from September 2018
<b>NewsAngle community newsletter</b> – editorial in September 2018, story in June 2019 and ongoing adverts with messaging about the pilot.	Ongoing (quarterly)
<b>Groundswell ratepayer newsletter</b> – introductory story about the pilot in October 2018 then updates on progress.	Ongoing (quarterly)
<b>Surf Coast Times</b> – local newspaper advertising and updates about the pilot in Mayor and Councillor columns.	Ongoing
<b>Surf Coast Shire Facebook page</b> – ongoing posts around key milestones, with some community groups sharing on their pages.	Ongoing
<b>Community groups</b> – speaking at meetings and sharing information through the Anglesea Community Network, Community House, Men’s Shed and Probus Club.	Ongoing
<b>Reporting to Councillors</b> – via Council briefings, Councillor Digest and Planning & Environment monthly report.	Ongoing
<b>Direct mail out #1 to Anglesea residents and ratepayers</b> – letter introducing the pilot, FAQs, survey with reply paid envelope.	October 2018
<b>Customer service and project team taking customer calls</b> – including preferences for delivery of kitchen caddies, queries, concerns and feedback.	Ongoing from September 2018
<b>Delivery of kitchen caddy, roll of liners, waste calendar, bin stickers and letter</b> – dropped off to every home in Anglesea.	November 2018
<b>Flyer for missed deliveries</b> – a flyer was placed in the letterbox of homes where the contractor was unable to enter and drop off a caddy (e.g. obstructed by a gate, dog, etc)	November 2018
<b>Stickers for kerbside bins and caddies</b> – provided to all households to apply to their three kerbside bins and the kitchen caddy to provide information about what goes in each.	November 2018
<b>Poster</b> – information about the service displayed in approximately 12 key places/shop windows in Anglesea township.	November 2018
<b>Display in foyer of Council offices</b> – overview of the new service including what to expect and how to use it.	Nov-Dec 2018
<b>Promotion of information stalls</b> – via posters in Anglesea, Council’s website, Facebook, Surf Coast Times adverts.	November 2018, March-April 2019
<b>Information stalls in Anglesea (x7)</b> – at markets, in the shopping strip and at community events.	Nov-Dec 2018, Mar-April 2019
<b>Anglesea real estate agents (x6)</b> – dropped in/phoned before starting the pilot, midway through and before the Easter holiday period to help with information for rental properties.	September 2018, January and March 2019
<b>Pilot service started in Anglesea on 12 December 2018</b>	
<b>E-newsletter and mailing list</b> – created to provide regular updates about the pilot to Anglesea residents and ratepayers (642 subscribers to date).	Ongoing from December 2019



Method	Timing
<b>New resources created</b> – ‘Quick Reference Guide’ for using the service and ‘Tips for managing waste in the festive season’.	December 2019
<b>Collation and summary of community survey #1</b> – available on council’s website.	February 2019
<b>Direct mail out #2 to Anglesea residents and ratepayers</b> –letter providing an update and information about upcoming audits, with a link to an online survey.	March 2019
<b>Kerbside and truck audits</b> – audits carried out over two consecutive weeks in March (Easter collection) and again in April.	March and April 2019
<b>Flyer for properties audited</b> – a flyer was placed in the letterbox of audited properties to let them know it had occurred and why.	March and April 2019
Print media stories (initiated by journalists) Surf Coast Times 22.11.18 Bellarine and Surf Coast Echo 11.04.19, 01.05.19, 29.05.19 Geelong Advertiser 08.04.19 and 25.05.19	November 2018, April-May 2019
<b>ABC News story</b> – aired Friday 10 May, including an interview with an Anglesea resident (watch it D19/68915 or read the story).	May 2019
<b>Collation and summary of community survey #2</b> – available on our website.	May 2019
<b>Direct mail out #3 to Anglesea residents and ratepayers</b> – final letter mailed with the new waste calendar and vouchers.	May 2019
<b>Pilot concluded and FOGO becomes the regular service in Anglesea</b>	<b>May 2019</b>
<b>Various methods</b> – including e-newsletters, Council’s website and Facebook page, NewsAngle, local newspapers, etc, communicating that the service will remain in Anglesea (including ongoing education on how to use it) and next steps for the rest of the shire.	May 2019 onwards
<b>Waste voucher/calendar mail out</b> – includes an invitation to all shire residents to join an email list to receive updates on future plans for FOGO in the shire.	May 2019
Pulse FM radio interview	7 June 2019

### 3.7.3 Branding

Council decided against using the industry term of ‘FOGO’ in communicating about the new service, instead choosing to develop the following images to support the implementation. ‘Be A Good Sort’ education branding (developed by Byron Shire Council and used by Bass Coast Shire Council) was adopted for council’s waste service at the same time. The FOGO pilot was known as the Anglesea Food Organics Collection Pilot.

A large number of kerbside landfill bins in the shire have old dark green lids instead of the newer, standard red lid. In order to clearly distinguish landfill bins from organics bins, and to talk about each of the three kerbside bins in communications about the pilot, all residents were issued with stickers to apply to their bin lids. This also supported the change of terminology from ‘general waste’ to ‘landfill’ and ‘green waste’ to ‘organics’ in the ‘Be A Good Sort’ branding.



### 3.7.4 Communications materials

Letters to residents, surveys and additional educational materials are included in the Appendix.

## 4 Evaluation methodology

### 4.1 Data sources

Council was interested to gather data about the impacts of the pilot in terms of waste diversion (or otherwise) and community experience.

Methods used were:

- i. **community surveys** – conducted before the FOGO service commenced, and during the delivery of the service;
- ii. **direct feedback from the community** – including emails, phone calls, face to face and comments on social media;
- iii. **kerbside bin visual audits** – at peak and off-peak times;
- iv. **waste stream content audits** – at the same peak and off-peak times as bin audits;
- v. **waste disposal data** – including weights, costs; and
- vi. **waste processing data** – including weights, costs and contamination rates.

### 4.2 Performance measures

The key performance measures for evaluating the pilot were:

- i. amount (%) of waste diverted from landfill;
- ii. amount (%) contamination in kerbside organics collections – ensuring that this rate stays within the processor's threshold;
- iii. amount (%) contamination in kerbside recycling collections; and
- iv. community acceptance and satisfaction.

Contamination in kerbside recycle bins was included as a measure to find out whether reducing the frequency of landfill bin collections had any negative impacts on the recycling collection, as this was a risk noted in the FOGO Directions Plan.

### 4.3 Limitations

The following limitations are noted in regards to the data sources and performance measures used to evaluate the pilot:

- Responses received to two community surveys were assumed to reflect the broader community's opinions and experiences of the FOGO service.
- Shire-wide kerbside audit data provided the baseline for the amount of food, other organics and recyclable materials found in household landfill bins, rather than data specific to Anglesea waste collections.
- Using weight to measure the amount of materials, contamination, etc. in a waste collection is the standard method (and has been consistently used in the pilot audits and by processors), but proportions may look different if measured by volume.
- As the community was still adjusting to the service in summer, Easter was chosen as the 'indicative peak period' for waste audits, but it may not be a true representative of the community's waste practices during the summer peak period. Likewise, March was the closest to an 'off-peak' period in the pilot timeframe, but it may not reflect waste practices in the quieter winter months.
- Council's recycling contractor had issues at a number of their facilities in February-March 2019 which led to temporary closure of the Geelong facility that receives Surf Coast Shire's recycling collection. This led to Council sending recyclable materials to landfill for a short time and communicating this to residents. This interruption to recycling may have impacted community trust, attitudes and behaviours that could have had a flow on effect for kerbside bin use and attitudes to the FOGO pilot.
- Two local kerbside waste collection issues over summer may have been perceived to be associated with the pilot, and therefore impacted some resident's views about the FOGO service. These were the annual problem of overfull bins or bins being left out for too long by visitors/holiday home owners; and missed bin collections by Council's kerbside collection contractor.

## 5. Findings

### 5.1 Surveys

#### 5.1.1 Pre-pilot community survey

A double page survey and reply paid envelope was mailed to Anglesea residents and ratepayers in October 2018 with a letter informing them that the pilot was being introduced. The purpose of this survey was to gain an indication of how Anglesea residents managed waste in their homes, and to hear their thoughts about the FOGO service before it began. 818 surveys were returned from the township of 3,000 properties, which was considered a high degree of engagement. Despite the letter encouraging people fill the survey in online, the vast majority (750) were returned by mail.

Key findings:

- There were 629 positive comments about the anticipated benefits of the pilot, compared with 261 concerns. Only 7% of respondents listed concerns and could see no benefits.
- The most common benefits 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, impacts of transporting the organics to Shepparton for processing, and the reduced frequency/volume of landfill bin collections.
- 42% of households use a compost bin, worm farm, pets or other method/s to manage food waste.
- 68% of respondents said their landfill bin was less than half full each week, and 16% said it was  $\frac{3}{4}$  full each week.
- The majority of respondents said they know what goes into each of their kerbside bins, and understood the change to the FOGO service (the following percentages answered 'yes' to this question: organics bin – current service 88%; organics bin – pilot service 85%; recycling bin 91% and landfill bin 94%).

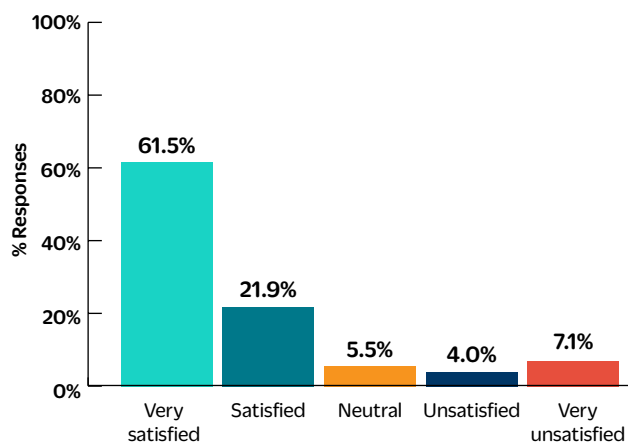
A full summary of the first survey results is available on Council's website.

#### 5.1.2 Mid-pilot community survey

A link to an online survey was included in the second direct mail out to Anglesea residents and ratepayers in March, and it closed in April 2019. This survey was designed to gauge community acceptance of the FOGO service once it had been underway for a number of months, to reflect on concerns identified in the earlier survey, to gain feedback on specific components of the service and to hear how waste is being managed in the home with the changed service. 421 surveys were completed, with only 5 people taking up the offer of printed surveys, and the remainder being done through Survey Monkey.

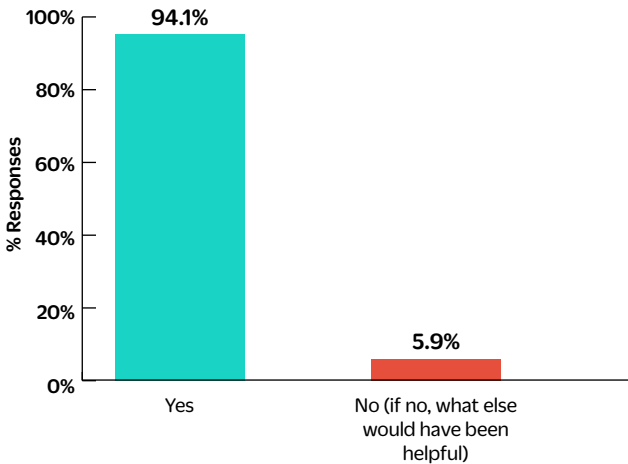
The following graphs show some key findings:

**Overall, how satisfied are you with the food organics collection service?**



Answer choices	Responses	
Very satisfied	61.5%	259
Satisfied	21.9%	92
Neutral	5.5%	23
Unsatisfied	4.0%	17
Very unsatisfied	7.1%	30
Total		421

**Do you feel like you got all the information you needed to get the service set up and in use at your house?**



Answer choices	Responses	
Yes	94.1%	380
No (if no, what else would have been helpful)	5.9%	24
Total		404

Some other survey findings:

**Kerbside collections**

- 56% of respondents said their kerbside landfill bin is less than half full each fortnight (with many noting how little goes into this bin when they take out food scraps and soft plastic packaging). 13% said their bin is overfull each week.
- 41% of respondents put all their household food scraps into the kerbside organics bin. Using the FOGO service combined with their own methods, 59% send no food waste to landfill, but 41% still put some food into the landfill bin (4% use their landfill bin to dispose of all food waste).

**Kitchen caddies, liners and stickers**

- 60% said an additional landfill collection is needed during the summer peak period.
- 90% of respondents use the kitchen caddy supplied by council, and the majority are happy with the size and style of caddy.
- 90% of respondents use the compostable liners supplied by council, with most saying they use 2-3 per week. A small number (5-10%) use the liners for dog waste too.
- 68% applied the stickers provided to their landfill, organics and recycling bins.

**Concerns and benefits**

- The greatest concern from respondents (42%) is that other people won't use the service correctly. Compared with how they felt before the service started, the number of residents concerned about the reduced frequency of landfill collections dropped from 31% to 22% (54% were never concerned about this). 17% of respondents are still concerned about managing nappies, however a number of people noted that they do not have nappies to dispose of themselves but thought this would be a problem for those that do.
- Belief in the benefits of the service remained similarly positive to the findings of the initial survey, and only 7% said they can see no benefits of the FOGO service.
- A number of people made comments about how the FOGO service supports home composting, either allowing them to add 'hard to compost' materials or enabling them to have food from their holiday home composted without the need to set up a backyard compost like they have at their permanent home.
- Many people expressed their enthusiasm for using and retaining the FOGO service and hoped to see it also introduced much more widely in other council areas.

A full summary of the second survey results is available on Council's website.

**5.2 Waste audits**

The purpose of conducting audits during the pilot was to understand how much food was going into kerbside organics and landfill bins, and whether there were any contaminants. The data provided an indication of how well Council was communicating about how to use the service, and what outcomes were being achieved in waste diversion.

Kerbside bin inspections and waste stream audits were conducted concurrently to capture data during an off-peak period (March 2019) and indicative peak period (Easter long weekend, April 2019) in Anglesea.

Both times, bin inspections occurred at the same randomly selected properties over two consecutive weeks to collect data about all three kerbside bins over a fortnightly cycle. Waste stream audits occurred only once each in March and April, and used samples of organic, landfill and recycling collections from waste trucks.

The Anglesea community was informed about the timing and purpose of the random kerbside and waste stream audits through a letter, Facebook posts and mentions in Councillor and Mayor Columns in the local paper.



A summary of the audit findings follows.

### 5.2.1 Kerbside bin inspections

The total number of properties inspected in each audit was 124. Audits involved lifting the lids of kerbside bins and recording estimated percentages and sightings of contaminants.

	Landfill bins	Organics bins	Recycle bins
<b>March Audit</b>			
Presentation rate (amount of bins on the kerb)	53%	46%	48%
Average % full (how full the average bin is)	66%	60%	63%
Amount of bins that were 100% full	12%	16%	12%
<b>Easter Audit</b>			
Presentation rate (amount of bins on the kerb)	62%	44%	48%
Average % full (how full the average bin is)	76%	48%	71%
Amount of bins that were 100% full	23%	8%	24%

*These figures combine the results from the fortnightly sampling in March and April 2019.*

Slightly more bins were presented at Easter than in March, likely due to a higher home occupancy at that time.

The data suggests an increase in waste generation over the Easter (indicative peak) period and change in waste disposal behaviour. The volume of landfill waste and recyclables increased, as did the instances of bins being at capacity, while the volume of organics decreased.

While the Easter waste collection was used as an indication of peak occupancy, presentation rates and fill volumes would be expected to be higher again during the summer period.

The contractors noted the positive conversations they had with residents as they were undertaking the kerbside audits, with many taking the opportunity to check details of what could go into the organics and recycling bins. No residents contacted council with concerns following the audits.

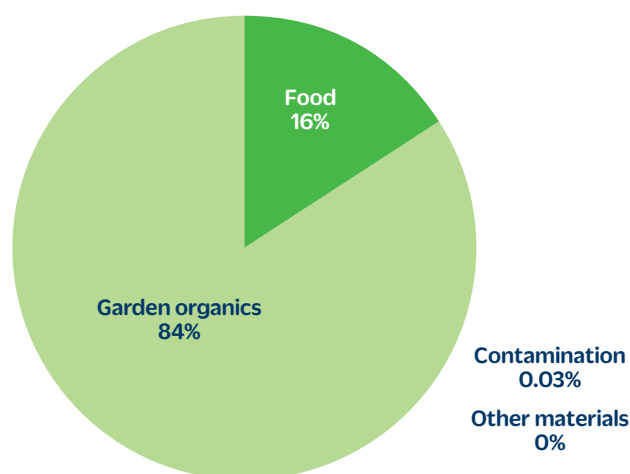
### 5.2.2 Waste stream audits

Key observations from the waste stream (collection truck) audits were:

#### Organics stream

##### Kerbside Organics collection

% by weight in Anglesea



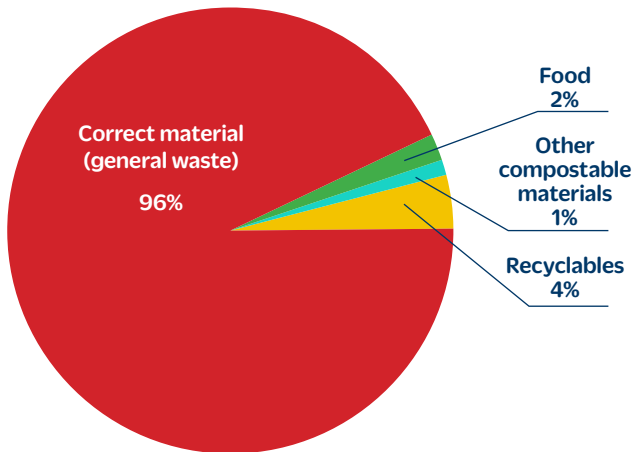
*This data is from the April audit, and is consistent with observations of the organics collections at other times.*

The amount of contamination in the organics collection was very low (0.03% which is well within the processors' tolerance), being mostly plastic items such as bags, food packaging, plant pots and plant labels.

## Landfill stream

### Kerbside landfill collection

% by weight in Anglesea



The amount of compostable materials (including food) found in the kerbside landfill bin collection was just 3%, which compares very favourably to the figure of 40% found in the shire-wide waste audits before the pilot began. The auditors reported that the main occurrence was out-of-date food still contained in its packaging.

Only 4% of the contents were materials that should instead be in the recycling collection, compared with the figure of 15% found in the shire-wide waste audits.

### Recycling stream

There was no noticeable change in contamination levels in the recycling collection as a result of introducing the pilot. The main contaminant was soft plastic packaging.

## 5.3 Diversion from landfill

Data for the first four months of the pilot (12 December 2018 – 25 April 2019) showed a 22% (103 tonne) reduction in waste sent to landfill from Anglesea collections compared with the same period in the previous year.

Using the National Greenhouse Account Factors (Department of the Environment and Energy, July 2017) factor of 1.9 for food placed into landfill, this equates to a greenhouse gas emission saving of 196 tonnes CO<sub>2</sub>-e for the waste that has been diverted from landfill for the pilot period.

Diverting organic materials from landfill also has a financial benefit, as it costs less to process organic material than it does to send waste to landfill. However, the rate for processing combined food and garden organics is higher than garden organics alone.

## 5.4 Communication materials

Based on feedback received through surveys and direct comments, the letters and other materials developed by council provided an appropriate level of detail and clarity about the pilot.

### 5.4.1 Direct contact

The Anglesea community was very engaged with the pilot, as was demonstrated by the large number of surveys returned (818 in December 2018 and 421 in May 2019) and the amount of phone calls and emails received, particularly as the kitchen caddies were being delivered, when the new service started and over the summer months.

Council's customer service team responded to hundreds of calls, and over 150 additional customer contacts were handled by the project team via emails (x40 to info@surfcoast.vic.gov.au plus direct emails to officers), CRMs (x55), phone calls and website feedback. Customer contacts ranged from simple queries or delivery preferences to extended conversations that addressed various issues or concerns. Council officers were also proactive in contacting approximately 20 people who responded to the first survey with concerns or confusion about the pilot, in order to clarify details early on.

### 5.4.2 Delivery of kitchen caddies

Before caddies were delivered, around 40 residents contacted council to take up the offer of an alternative delivery or collection option. During the delivery of caddies, an additional 60 residents received a note in their letterbox informing them that the contractor had not been able to access their property and to contact council to arrange the delivery or collection of their caddy.

### 5.4.3 Information stalls

Holding a number of information stalls in the lead up to, during, and towards the end of the pilot was a productive way to introduce the concept, components and use of the FOGO service to the community. Two council officers attended each of these events, with the approximate number of contacts included in brackets: Anglesea Riverbank Market on Cup Weekend 2018 (x100), stalls in the Anglesea shopping strip in November-December 2018 (x40), Anglesea Twilight Fair in March 2019 (x35) and Anglesea Green Living Festival in April (x25).

It was noticeable that at the early stalls, the main sentiment was that the new service was welcomed and people were keen to understand how to use it. At the stalls in March and April 2019 – the time the pilot was due to conclude – the majority of people reported that they liked the service (even if they experienced a few

challenges with it) and would like to see it kept in place in Anglesea. Many passers-by from other townships, both within and outside of the shire, also expressed that they would like to see the FOGO service expand.

#### 5.4.4 Council website and e-newsletter

There were notable spikes in website ([www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)) visits following mail outs, e-newsletters and media about the pilot. All of the letters and survey results are available on the website. A number of other councils that are looking at introducing a FOGO service have referred to these in their own planning.

As council does not have a database of ratepayer/resident email addresses, an email list was developed so people could sign up to receive updates about the pilot through an e-newsletter. This had 642 subscribers in May 2019.

#### 5.4.5 Non-permanent residents and holiday makers

Surf Coast Shire has a large proportion of non-permanent residents and also receives a huge influx of visitors, particularly during the summer school holidays, and to a lesser extent, Easter. A significant number of properties in the shire are offered as short term rentals, which results in a large number of people visiting from other areas who are not familiar with using the local kerbside waste system.

Concerns about how well Anglesea's non-permanent and visiting population would use the new FOGO service came up in both community surveys in the pilot. Council took the following actions to educate and engage these sectors of the community:

- Providing flip waste collection calendars to every property that included a page of information about what goes into each bin, with a magnet to attach it to the fridge.
- Stickers for kerbside bins with links to information about what goes in.
- A sticker for the kitchen caddy with visual information, and information printed on the compostable liners.
- Mail outs to ratepayers and directly to the properties of non-resident ratepayers (i.e. to reach renters).
- Phone calls, visits and emails to the six real estate agents that manage properties in Anglesea, including offers to print information for the property welcome packs. When visited in January, only one real estate agent had negative comments about the FOGO service, and others were either very enthusiastic about it, or commented that they expected there to be problems but they found there had been none.

- Education materials are available to download from council's website, with encouragement to have copies in an information folder at holiday rental properties.

Occurrences of poor waste separation practices and overflowing bins were observed, as were the wrong bins (or all three bins) being presented for collection, or left on the street for extended periods. These were commonly reported to council over the summer months by permanent residents.

There is still work to do to resolve these issues in Anglesea, and in other townships when the FOGO service expands. Officers from Bass Coast Shire Council have shared some tips that could be adopted locally, including sending a stronger message to holiday home owners and semi-permanent residents that waste management is the ratepayer/property owner's responsibility, and better informing them of the consequences of non-compliance.

#### 5.4.6 Addressing issues and concerns

While the vast majority of Anglesea residents accept or appreciate the FOGO service, some are unsatisfied (4%) or very unsatisfied (7%) with it.

Some dissatisfaction (and unwillingness to participate) can be attributed to a normal level of resistance to change, but some Anglesea residents had specific issues with the FOGO service. These views were expressed through the surveys, phone calls to council, posts on Facebook (Council's page and community pages) and conversations at stalls.

Residents with concerns were encouraged to share them with council officers, who aimed to gain an understanding of the particular problem/s and impact/s experienced by the household so that suggestions could be made to resolve them. Commonly, this included how to manage disposable nappies, and how to manage household waste using the three kerbside bins most effectively (e.g. if the recycling bin is full over summer you can divert paper to the organics bin; ensuring that all recyclable materials are kept out of the landfill bin; and that small amounts of excess recyclables are accepted free of charge at the transfer stations).

While a large proportion of residents already put their food waste to good use at home, separating food scraps from general waste was completely new to others. This led to concerns about mess and smell, hygiene, attracting pests and finding space in the kitchen for the caddy.

Confusion about the new collection schedule (not helped by the distribution of wrong calendars to some properties) and starting the service in December were other issues that could have been managed better by council.

All comments and feedback provided by the Anglesea community has been very valuable, and has led to some initial changes to improve the delivery and use of the kerbside organics service already. Further work will be undertaken to address other concerns and will be considered in plans/considerations for expanding the service in the shire - refer to Section 6 for details.

## 5.5 Costs and resourcing

The Anglesea pilot cost council under \$150,000 to deliver, excluding staff time.

The pilot was planned and delivered by council officers from the Project Management, Waste, Sustainability, Communications and Customer Service teams. All graphic design and communications was completed internally, and the customer service team played a large role in responding to customer enquiries as part of their usual role.

Contractors were selected through a competitive process in accordance with council's procurement policy to assemble and deliver the kitchen caddies, and to undertake two rounds of waste audits.

Aside from council officers' time, the greatest project cost was \$47,400 to assemble and deliver the kitchen caddies to each household. The second highest cost of \$35,000 was used for communications and community engagement, which included printing (calendars, letters and fact sheets), postage, print advertising, and supplying kerbside bin and caddy stickers.

Approximately \$17,000 was saved due to reduced landfill disposal costs during the pilot. However, the increased volume of organic waste collected (from accepting food waste and switching to weekly FOGO collection) led to additional processing costs for the organics stream. The cost per tonne to process combined food and garden organics is slightly higher than for garden waste alone. After taking these variables into consideration there was a net saving of \$3,846 on disposal/processing costs for Anglesea's waste during the pilot.

Following is a summary of costs to deliver the FOGO pilot to 3,000 homes in Anglesea.

<b>Activity</b>	<b>Cost (incl. GST)</b>
Purchase of kitchen caddies	\$10,635
Purchase of certified compostable caddy liners	\$29,642
Assembly and delivery of kitchen caddies (by contractor)	\$47,400
Waste audits (by contractor)	\$18,491
Communications and community engagement	\$35,000
Additional organic waste processing costs (estimate for pilot)	\$8,500
<b>Total</b>	<b>\$149,668</b>



*Anglesea's kerbside organics collections include food scraps contained in council-supplied compostable liners along with garden waste.*



## 6 Lessons learned

It was very beneficial to pilot a FOGO service at a small scale, in order to learn how best to plan and deliver a larger scale change to Council's current kerbside waste service.

The following are key lessons learned from the pilot in Anglesea, with consideration for how they apply to expanding the service in the shire.

### Choice and provision of infrastructure

Item or issue	Action/treatment
Supplying caddies and liners contributed to successful uptake of the service by reducing mess and smell, adding convenience, etc.	Continue to provide caddies and liners (and use organics processors that accept liners), but see considerations following.
Long lead times (3 months) for ordering and receiving compostable liners.	Factor this in to planning and budget cycles to ensure liners are available in time for roll-out and ensure ongoing availability.
Supplying artwork to print on the liners reinforced information about what does/doesn't go in, and how to use the service.	Continue to provide branded artwork for the liners, and add council's website on the next batch.
Rolls of liners were individually wrapped in plastic when they arrived, which works against our efforts to reduce plastics/waste.	Supplier was able to provide liners secured with stickers instead of being in bags for the next order.
Residents told us that the liners were difficult to tie up when full/didn't fit the caddy well. Otherwise they performed well.	Supplier was able to provide other sizes (and weights), so larger ones were purchased in the next order.
Some community members disagree with the provision of liners (as they are a resource).	Offer an 'opt-out' option, be clearer that use of liners is optional and consider this in planning the provision of liners.
Community expectations around the accessibility of replacement liners need to be managed, e.g. some people expect them delivered to their home annually or on request, others want to see them available in local shops, Visitor Information Centres, etc.	Consider the pros, cons and logistics, e.g. costs, implications for staff or volunteers, opening hours, how to maintain inventory and supply, etc. Considering that liners are optional to use, are a cost and a resource, perhaps don't make them too easy to access. Consider an annual voucher system.
A limited selection of compostable liner brands is accepted by the processor, but multiple options are available locally (and more generally).	After testing, BioTuff (for sale at Anglesea IGA supermarket) and Compost-a-pak (in dog bag dispensers along Anglesea foreshore) brands are now accepted. For any future procurement ensure products meet the processors requirements.
Residents were generally happy with the caddies provided, and they were well utilised. Some noted that caddies are an unnecessary component/use of plastic.	Continue to provide caddies but offer an 'opt-out' option. Specify % recycled plastic in procurement of caddies in future.
Lead time associated with ordering and receiving caddies – potential to be longer for larger scale orders.	Factor this in to planning and budget cycles.
It was expected that caddies would arrive from the supplier assembled, but they came in boxes of parts, which added time and cost. One box of handles was not delivered with the order so this also took time to follow up.	Factor this into plans for ordering, receiving, storing and distributing caddies.

Item or issue	Action/treatment
At times there were discrepancies in the number of items ordered vs the number received/reported by the caddy delivery contractor. E.g. the contractor reported that they didn't have enough of some stickers, caddy lids and Week 1 calendars, which created confusion and took time to follow up and rectify.	Establish an accurate method of accounting for large quantities of materials and infrastructure as they are received (whether being received by council officers or being sent direct to a contractor to deliver).
Storage of large numbers of caddies and liners (limited at council offices and Anglesea Transfer Station), and distributing them to where they're needed.	This was manageable for the pilot but will need to be well planned and managed for larger scale service delivery.
Delivery of caddies (with liners, stickers and calendars) by a contractor to houses was time consuming to supervise, and it was difficult to estimate timings/progress. Some deliveries were not made (properties couldn't be accessed or were missed), and some alternative delivery instructions were not followed.	<p>Ensure sufficient time is allowed for deliveries to occur before service commences, and engage contractors experienced in this type of delivery.</p> <p>Develop an efficient system with centralised tracking that can be accessed by Customer Service, Waste Management/Transfer Station staff and the delivery contractor.</p> <p>Simplify the delivery process, e.g. don't offer alternative delivery arrangements (see following item).</p> <p>Ask other councils with FOGO services how they managed their infrastructure roll out.</p>
Offering residents the option not to have caddies left on their doorstep during the timeframe of delivery was well received but time consuming to execute.	Consider narrowing down the delivery window and informing properties owners of the scheduled delivery day, leaving it up to them to a) make arrangements to move the caddy from their front doorstep if required and b) collect it from a nominated location if it was unable to be delivered.
In delivering caddies and letters it was found that new houses have been built, others are in progress, some have been pulled down, some have no mailbox, and not all ratepayer's postal addresses are up to date, which made it difficult to establish the actual number of properties and to communicate with everyone.	Continue to work with the rates and IT teams to establish accurate property and ratepayer data, as errors will have a big impact on time, resources and efficiency when the service is rolled out across a larger area.
Some residents reported that they didn't get a caddy, liners or calendar delivered.	As above, related to having an efficient and accessible tracking system in place.
There is currently no process for residents to access replacement or additional caddies, e.g. if renters/previous homeowners remove it, or if it's damaged.	Develop a process that considers how these would be tracked, supplied, costed, etc.
While they were a cost and use of materials, the stickers provided to residents to label their kerbside bins and caddies assisted with education and communications.	Consider distributing kerbside bin stickers of the same design more broadly in the shire. Look into whether the next order of caddies can have information printed on them instead of needing to supply a sticker for this purpose.

## Acceptance and performance of the FOGO service

Item or issue	Action/treatment
The timing of introducing a major change to the waste service just before Christmas was not well received by the community and it increased the pressure on the customer service team at a busy time.	Avoid introducing a FOGO service around summer or Easter (however plans will then need to be made to ensure that holiday home owners receive communications and infrastructure at a time they're less likely to be at the property).
Having two existing kerbside collection schedules/ calendars (Week 1 and Week 2) for Anglesea added complexity to communicating about and embedding the new service, i.e. it isn't possible to say to the whole township 'this week is organics and landfill collections' as landfill and recycling alternate in the different collection areas.	As the split calendar schedule will remain, rename to Area 1 and 2, and continue to consider this in communications for townships that have the same arrangement.
Incorrect calendars were delivered to some addresses or handed out at the Transfer Station, which increased the level of confusion experienced by residents when the new system and schedule began.	Plan the timing and mail out waste calendars to all properties instead of delivering them with the caddies and liners to reduce the risk of delivering/handing out the wrong ones.
It took a couple of months before the majority of properties were presenting the correct bins for collection.	<p>Expect that this will be the case in townships with a high proportion of semi-permanent residents and holiday homes, and plan communications with this in mind, e.g. by providing regular reminders of which bins are collected in which weeks.</p> <p>May have been complicated by having overlapping calendars so can be avoided by ensuring this does not occur for future implementation plans.</p>
A number of complaints were received, especially over the summer months, from home owners who could not fit their general waste into a 120l bin collected fortnightly, or they had smell associated with this. On some occasions this was due to poor separation of materials into the correct kerbside bins. These issues were particularly experienced at homes with large numbers of visitors staying and at short term rental properties that had a high turnover of occupants (e.g. Air BnBs). This has consistently been an issue in many coastal townships over the summer months, but was amplified with the shift to fortnightly landfill collections.	<p>Continue to provide clear information about what goes into each bin to minimise pressure on the landfill bin, and keep updating the website and other materials with tips for managing volumes and smell.</p> <p>One additional January landfill collection has been included in the new waste calendar.</p> <p>Better communicate other waste disposal options including the process for upgrading to a 240l bin or getting a second 120l bin (annual rates have now been adjusted to reflect the fortnightly collection). Reinforce the message that waste management is the responsibility of the property owner.</p>
In the summer months, a larger number of people leave their kerbside bins on the street (often all three) for longer than they should. This is usually caused by holiday home owners not being at the property for bin night, and visitors not knowing when bins should be put out or brought in. This causes a degree of angst for the permanent population as it impacts the amenity of their street and can result in litter.	<p>Increase communications about correct kerbside bin behaviours and the consequences of non-compliance, especially targeting owners and managers of holiday homes (e.g. ratepayers, real estate and property management agencies, Air BnB properties).</p> <p>Better promote the use of waste drop off points for holiday home owners to dispose of their waste if they will not be at the home for kerbside bin collection.</p>

Item or issue	Action/treatment
Managing disposable nappies was a concern and issue for some residents, including permanent families with more than one child and grandparents hosting their families over summer.	Continue to provide suggestions for (avoiding or) disposing of nappies in ways that reduce space and smell. Better communicate other waste disposal options including the process for upgrading to a larger landfill bin. Disposal of nappies is a common issue with fortnightly landfill collections, so learn from the approach other councils have taken.
The majority of residents generally have no problem with fortnightly landfill bin collections, and note that the switch has led to them reducing what they use and/or send to landfill.	Communicate this message and tips more broadly.
It was observed and noted that residents have a good understanding of what goes into the kerbside organics bin, and how to use the caddy and liners.	Continue to use the same communication materials and methods.
A small number of residents have given feedback that they find the 240l organics bin too large for their needs (i.e. if they primarily use it for food waste only).	Better communicate the existing process for requesting a smaller organics bin.
A number of residents have commented that the new weekly organics collection saves them tip fees for garden waste and allows them to clean up their garden for the fire season.	Communicate these benefits more broadly.
Being able to accept a wide range of organic materials, not just fruit and vegetable scraps like some councils, ensures that the FOGO service is well utilised and seen as beneficial.	Continue to work with contractors that accept and process the full range of organic materials.
Good outcomes have been achieved in the recovery of organics and diversion of other materials from landfill during the pilot (i.e. 22% reduction).	Consider setting higher recovery and diversion targets, but bear in mind that the outcome may vary across seasons, and that other townships may experience different results.
Including a positive message about homes that already compost worked well to gain their acceptance of the FOGO service, and many current composters noted additional benefits to them and the community.	Continue to communicate these messages.
The project planned for homes using three liners per week, but this was much greater in some homes (especially when used for dog waste as well as food waste).	Ensure a supply of additional rolls is available, especially in the early months. Consider an annual voucher system or charge for extra rolls, promote other sources of compliant liners.
Making compostable liners easily accessible and free of charge to residents helps ensure that plastic or other incorrect bags (that contaminate the collection) are not used as replacements.	Continue to supply compostable liners, taking into consideration the cost and logistics noted earlier.
There have been no problems with the organics contractor accepting and processing the FOGO collections, or with contamination.	Ensure all future organics processors are capable of providing the service to Council.
The organics processor is very responsive to questions about their acceptance of specific products (e.g. kitty litter, chewing gum) and willing to test new products (e.g. BioTuff compostable products).	Continue to work with contractors that are responsive and proactive, in order to deliver a service to meet the needs of the community.



Item or issue	Action/treatment
It is difficult to estimate volumes and processing costs for the organics collection, and therefore difficult to budget accurately.	Base future budgets on best estimates, but allow contingency.
Transporting the organics to Shepparton for processing has impacts and the compost does not benefit the local community.	Advocate for/support the development of local or regional organics processing facilities as our contracts allow. Better communicate the benefits of using the Shepparton facility and how compost products are used in food production there.
The compost product is not available to residents, or for use on the shire.	Consider the cost and logistics of back-loading a few truck loads per year that residents can access.
Some complaints were received about relocating the waste drop-off point from Diggers Parade to the Anglesea Transfer Station.	Continue to communicate this change, and like Anglesea, add organics collection bins at the drop-offs at Torquay and Lorne to support a kerbside FOGO service.
Waste collection contractors, Cleanaway, generally supported the pilot well, although there were some challenges with instructing drivers during the waste audits.	Work closely with contractors during special periods such as audits to ensure sufficient information is provided.
Due to resourcing and access issues, Cleanaway missed kerbside bin collections at a number of properties over January, leading to a high number of customer complaints. A number of townships were impacted, but in Anglesea it added to the confusion of introducing a new collection schedule when people presented the correct bins but they were not collected.	Avoid introducing changes to waste collections at times when contractors (e.g. Cleanaway) are already under pressure delivering their service. In the pilot, these complaints and confusion were addressed by having Cleanaway collect any missed bins, regardless of whether it was the correct collection week or not.
Waste audits were planned to be carried out by council staff, but at the time this was not possible, so a Request For Quote process was run. The successful contractor completed the audits within the allocated budget and scope, but it took time to run the RFQ and manage the contract process.	Include contingencies for resourcing and budgeting for audits in project planning.
New requests have been received from Anglesea residents wanting to get a kerbside organics bin now that food is accepted (while they have no use for garden waste collection).	Deliver bins in accordance with existing policies and procedures when they are requested.
Some ratepayers are worried that rates/waste charges will rise as a result of council introducing a FOGO service.	Indications from the pilot show that after the initial roll out of infrastructure, operating costs are relatively cost neutral for delivering a FOGO service. Ensure this is transparent in communications and the annual budget process.
To support the pilot, the Great Ocean Road Coast Committee (GORCC) changed to supplying certified compostable dog waste bags in the dispensers along the foreshore.	Continue to communicate with residents that these bags can be accepted in their kerbside organics bin. Despite the additional cost for these bags, GORCC have indicated their willingness to investigate switching all bags to compostable if/when the FOGO service extends to other townships in the shire.

## Education and community engagement

Item or issue	Action/treatment
94% of people said they got all the information they needed to use the service, which indicates that the Communication and Engagement Plan was well executed.	Continue to plan ahead and use a diverse mix of methods to communicate regularly with the community. Many of the materials from the pilot can be updated and reused.
A few early communications (NewsAngle and a Councillor column in Surf Coast Times during September 2018) said that the service would begin in early November, then this was pushed back to December, causing a minor amount of confusion.	This message was only received by readers of these articles – i.e. it wasn't in direct communications with residents, so only a few people had easily resolved queries about it. Aim to avoid changes to publicised start dates in future.
Communications in the pilot focussed on channels that reached Anglesea residents specifically, in order to avoid confusing others in the shire who were not involved in the FOGO pilot.	This worked well as there are a number of effective channels in place in Anglesea, but it is a time-consuming way to communicate. Communicating through some broader channels was also needed to satisfy the interests of the wider community, and no confusion was noticed about who the FOGO service was being delivered to.
Mailing out letters was a good way to communicate with all residents, however it was at a large cost to the project, there were challenges with establishing an accurate address list for both residents and non-resident ratepayers (resulting in a large number of returns), and it used a lot of paper.	<p>Continue to work with the IT team to refine the mailing lists for ratepayers/properties, and to budget for mail outs at key times.</p> <p>Continue to piggyback on other council mail outs (e.g. Groundswell, rates, waste calendars) where possible to save cost and resources.</p> <p>Continue to build email lists and use e-newsletters to communicate about the pilot through digital channels where possible.</p> <p>A wider range of communication channels can be used if the same instructions/information is broadly relevant to residents and ratepayer across the shire, rather than needing to communicate specific messages to specific townships at specific times.</p>
Lead times of up to 6 weeks (from writing/printing to publication/delivery) and the timing of some quarterly publications made it difficult to give current information/updates.	As noted above, this will be helped if the same messages are being shared regularly with a broader audience using a range of methods that enable more immediate communications.
There are a number of well-established groups and networks in Anglesea to utilise as communication channels, and council officers have good access to these.	A broader range of community groups could have been engaged (e.g. by tapping into their meetings or newsletters), but time did not allow this during the pilot. Factor these opportunities into future plans.
A small number of people either didn't receive or didn't take notice of the information provided about the pilot, and this often presented as complaints that needed to be treated as they arose.	A degree of resistance to change and non-participation is to be expected, but continue to communicate in various ways and be available to speak with the community and work through their concerns.
Regular check ins, email updates, meetings and sharing of letters and media stories kept council's Customer Service team informed and able to support the pilot very knowledgably and effectively.	Continue with regular communication in the lead up to, introduction and ongoing delivery of the FOGO service, highlighting particular messages, milestones, communications and anticipated items of contention or interest to the community.

Item or issue	Action/treatment
Council's customer service team played a very large role in providing customer assistance before and during the pilot. They were able to triage phone calls before referring some on to the project team to respond to. Responding to customer enquiries created a large workload for both teams, but KPIs were continually met.	Ensure both the customer service and project teams are resourced appropriately, particularly in the lead up to service starting (including delivery of caddies, etc), in the first few months of the service being in place, and during times of peak visitation. Aim to have additional dedicated resources at these times.
All communications were developed by Council's communications team in partnership and the project team. The materials and other communications were of high quality, but at times there was a very high volume workload for individuals in the communications team.	Ensure this aspect of the project is appropriately resourced as the ongoing requirement for communications is well beyond the typical involvement of this team.
Pressure was felt by the project team particularly through December and January when time was stretched between writing new communication materials, assisting with coordination of caddy deliveries, maintaining the website, managing multiple communication channels and deadlines, and responding to customer enquiries. This was stressful, and often resulted in an ad hoc rather than well planned approach to all communications.	Communications and community engagement are key to the success of both customer satisfaction and waste management outcomes related to a changed waste service, and need to be resourced appropriately.
Having a dedicated webpage for information about the pilot was helpful, and it was continually updated and added to in response to common questions and feedback. This took quite a bit of time however.	Allow time and resources to maintain web content.
Introducing the 'Be A Good Sort' branding at the same time as the FOGO pilot worked well, as it reinforced the message about all three kerbside bins needing to work well together as a system. It also created the platform to change to calling the green bin the 'organics' bin – which now accepts food organics too – rather than 'green waste' bin which is often used interchangeably with 'garden waste'.	Continue to develop the 'Be A Good Sort' brand and educational materials, and use it to help shift other townships to using the green bin for food and garden organics.
Stickers provided to residents to apply to their kerbside bins played a role in clearly identifying the landfill and organics bins, and what goes in them, and reinforced the 'Be A Good Sort' branding. There was a risk that people wouldn't use them, wouldn't use them as intended, or would see them as a waste of resources; however 68% told us they applied the stickers to their bins.	Consider continuing to provide stickers in the broader roll out of the FOGO service.
Council usually issues a one-sided waste collection calendar, but for the pilot a flip format was used so that information could be included about how to use the FOGO service and what goes into each of the bins. 63% of people said they referred to the calendar for information (more used it to check collection dates only). An improvement in the recovery of recycling was noticed during the pilot, so this may be attributed to the accessibility of information provided in the calendar.	Continue to use a flip format of calendar containing information about using the kerbside bins. Provide access to a downloadable version for renters or as a replacement if printed calendars are only mailed to ratepayers.  As a result of the positive feedback received from the Anglesea community, flip calendars are being delivered to all townships to support their current waste service in 2019.
Despite promoting an online version, the majority of responses to the first community survey were returned in hardcopy. This used resources and created an unexpected time burden to the project team to enter the 760 surveys in order to collate, analyse and report on them. It is likely to have influenced the high rate of survey completion however.	For the second Anglesea survey, paper surveys were available on request, but we were better placed to encourage use of the online one, e.g. having a large subscription to the e-newsletter, and people invested in the pilot. The second survey received 421 responses which was still considered very good.

<b>Item or issue</b>	<b>Action/treatment</b>
OpenForms was used to collate responses to the first survey, not Survey Monkey. This was the wrong tool for the job, so it cost the project time and money to get the data entered and analysed.	Survey Monkey was used for the second survey, and should be used again in future.
A third survey of the Anglesea community was planned but deemed unnecessary due to the breadth of information gathered in the second survey, high level of community satisfaction reported, and short timeframe between the second survey and the end of the pilot.	Continue to identify when planned actions are unnecessary and adapt to this in the project delivery.
Reading and responding to people when the first surveys were being received was unplanned, but provided the opportunity to understand the general feeling about the new FOGO service, and to clarify any misunderstandings and address concerns early on.	Plan to read through a proportion of future surveys to get a sense of community sentiment, and use this to influence communications.
The Anglesea and Surf Coast community is generally well engaged on the topic of waste, with many expressing their desires to recycle correctly, receive a FOGO service and do what they can to reduce waste.	Continue to communicate regularly with the community and provide information/options for them to engage in best practice waste management that reflects the waste hierarchy (avoid, reduce, reuse, recycle, landfill).

## General

Item or issue	Action/treatment
Recommendations, particularly those gained from the FOGO Directions Plan and meeting with Bass Coast Shire Council officers, influenced the success of the pilot, along with the general availability of information from other councils with FOGO services.	Continue to learn from and collaborate with other councils and regional waste and resource recovery groups to plan and deliver a best practice FOGO service.
Officer time/resourcing and the complexity of delivering the FOGO service was severely underestimated, from project planning through to delivery, especially over summer with customer enquiries, following up caddy deliveries, working through issues, developing and dispersing communications materials, etc.	The allocated time/cost for the Project Management Officer was increased in response to this. Expanding the FOGO service (i.e. from 3,000 to 15,000 additional properties) will require increased levels of staffing for project management, customer service, communications and community engagement. A full time resource dedicated to the project would be very beneficial.
Sound governance practices, and the engagement of all project team members, are critical for the timely implementation of complex projects such as this.	Ensure governance protocols, expectations and project roles are clearly defined in the planning process. Continue reporting to the Executive Management Team and Council as required.
The original project budget was based on information known at the time, with no experience delivering a FOGO service in the shire. It was found to be under-estimated once the project commenced, was amended in the early stages and completed within budget (with savings).	Use what was learned about costs and resourcing requirements from the pilot to inform future budgets, along with other current information sources. Ensure the project scope is clearly defined and detailed, and allows for contingency. Review and update the project budget regularly.
Council procured infrastructure and processing contracts independently for the pilot, but collaborations with other councils in the region could be explored.	Continue to identify and utilise opportunities for collaborative procurement (e.g. with other councils) for organics processing and purchase of caddies, liners, etc.
Anglesea Primary School, the ambulance service, a number of event organisers and businesses enquired whether they could be involved in the FOGO service, but resources did not allow for this during the pilot.	Explore opportunities to implement food organics collection in other settings including local events, schools and community locations.
Surf Coast Shire Council has become known as a council having success with FOGO, and officers have been approached for advice by others.	Continue to contribute to the collective knowledge about implementing FOGO services.



## 7 Highlights

The pilot achieved its objectives to divert waste from landfill; test the operational and educational components of a kerbside FOGO service; and understand the associated costs and challenges. The following are indicators that the pilot has been successful:

**High level of community acceptance** – 83% of respondents in the April survey were ‘very satisfied’ or ‘satisfied’ with the new FOGO service.

**Low rates of contamination** – changes to the waste collection system and schedule did not result in increased contamination in either the organics or recycling streams.

**Improvement in food diversion** – audits indicated that 16% of the FOGO collection is food waste, which contributed to a 22% reduction in waste sent to landfill for the pilot period.

**Improvement to recycling diversion** – the amount of recyclables in the landfill stream was just 4%, compared with 16% in the shire-wide audit prior to the pilot.

**Increase in organics recovery at community events** – a number of events leveraged off the FOGO pilot and each other to include an organic waste collection stream, e.g. Anglesea Primary Twilight Fair, Kids Adventure Outdoors (KAOS) and Bells Beach Rip Curl Pro.



*Audit of kerbside organics collection underway at Anglesea Transfer Station, April 2019.*

## 8 Conclusion and recommendations

The Anglesea FOGO pilot met the project objectives of recovering food waste from landfill; testing the service model and educational approach; building community acceptance; and identifying costs, challenges and logistics associated with delivering the service in Surf Coast Shire.

Based on the documented outcomes of the pilot, a report will be presented to Council that recommends rolling the FOGO service out to all urban properties in the shire that currently receive kerbside green (garden) waste collections.

The following considerations will be highlighted and taken into account in planning the future of a FOGO service in Surf Coast Shire:

- food waste avoidance and diversion from landfill remain key priorities;
- the kerbside bin configurations and schedules piloted were appropriate for the majority of households;
- the peak summer period is a known pressure point for council's kerbside waste management service, and the change to fortnightly landfill collections amplifies this;
- communications and community engagement must be appropriately planned and resourced to support the service;
- the community is generally very receptive of the FOGO service and committed to using it correctly, and is well engaged with waste management practices;
- some ratepayers have expressed concern that their waste charge may increase as a result of the FOGO service;
- implementing the service in all townships at once, rather than individually, is likely to be the most efficient method of expanding the service in the shire; and
- extending the FOGO service will require budget and resourcing in addition to business as usual.

## 9 References

<b>Document</b>	<b>HPRM reference</b>
Surf Coast Shire Council Plan 2017-2021	Available at <a href="http://www.surfcoast.vic.gov.au">www.surfcoast.vic.gov.au</a>
Anglesea Landfill future options assessment report, Blue Environment 2017	D17/44600
Regional Kerbside Waste Audit Report, BSWWRRG, 2018	D18/125409
FOGO Resource Recovery Directions Plan, Blue Environment, 2018	D18/79746
Log of customer contacts – regarding caddy delivery and general enquiries	D18/1574
Summary of community survey 1 (November 2018)	Available at <a href="http://www.surfcoast.vic.gov.au">www.surfcoast.vic.gov.au</a> and D19/42425
Summary of community survey 2 (March-April 2018)	Available at <a href="http://www.surfcoast.vic.gov.au">www.surfcoast.vic.gov.au</a> and D19/120310
Anglesea waste collection calendars (Week 1 and Week 2)	
Introducing a kerbside food and garden organics collection service – A guide for local government, Metropolitan Waste and Resource Recovery Group, 2018.	Available at <a href="http://www.mwrrg.vic.gov.au">www.mwrrg.vic.gov.au</a>

## 10 Appendices

Letter to residents – November 2018

FAQs – November 2018

Pre-pilot survey – November 2018

Letter delivered with caddy – November 2018

Letter to residents – March 2019

Mid-pilot survey – March/April 2019

Letter to residents – June 2019

Anglesea Organics Pilot – Quick Reference Guide

Tips for managing waste in the festive season

.....  
Name  
Address

Date  
.....



## Introducing the Anglesea Food Organics Collection Pilot



Surf Coast Shire Council is excited to be bringing a new food organics collection service to Anglesea. This means any food scraps you'd normally put into your landfill (general waste) bin, will go into the organics (green waste) bin. This will be a huge boost for the environment.

### Why the new service? And why Anglesea?

On average in our shire, 40% of what's going into household landfill bins is organic. We are always looking for ways to reduce waste and protect the environment; the less waste we bury at the Anglesea landfill, the better the environmental outcome.

Being able to collect food scraps with garden waste also means it can be turned into a resource – compost – that will be put to good use in parks, gardens and farms. More councils across the country are choosing to manage their waste in this way.

There are a number of reasons we are starting this service in Anglesea. For example, we need to understand how this service best works in an area with seasonal fluctuations in population. We also know how much the Anglesea community embraces environmental responsibility.



### How your kerbside collection schedule will change

When the new service starts in December, there will be a change to the frequency of your kerbside bin collections. Bins will still be collected on Wednesdays, however, your organics bin (which will now include food scraps along with garden clippings) will be collected **weekly**. Your landfill (general waste) bin will be collected **fortnightly**, alternating with your recycling collection.

Anglesea's first organics collection to include food scraps that you'd normally put in your landfill bin will be on **12 December 2018**.

### Getting ready for the new service

From mid November to early December we will be delivering a kitchen caddy, roll of compostable liners and new waste collection calendar to every house in Anglesea. If you prefer we don't leave a caddy on your doorstep during this timeframe, give us a call and we'll provide an alternative.

The kitchen caddies – used for collecting food scraps in your home – will stay with the property in the same way your kerbside bins do.

### We want to hear from you

We'd love you to complete the survey included with this letter. The easiest way is to do it online at [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics). Or you can fill out the paper version and return it with the reply paid envelope provided. We'll also ask for your feedback through similar surveys twice during the next six months to make sure we know what's working and what could be improved.

### More information

You'll have a chance to speak with our officers in person at events in Anglesea as the service starts to roll out. For more information on the new service and these events, please see the FAQs included with this letter, visit [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics), or phone us on **5261 0600**.



Ph. 5261-0600

Your new collection calendar will include more information about using the organics collection service.

### WHERE CAN I GET MORE INFORMATION?

**Website:** A dedicated page with information about the Anglesea pilot can be accessed at [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

**Phone:** 5261 0600

**In person:** Council officers will be available at a number of events in Anglesea during November and December to answer any questions you may have. Look out for details coming soon.



# Anglesea Food Organics Collection Pilot FAQs

Starting in Anglesea in December 2018, any food scraps you'd normally put into your landfill (general waste) bin should instead go into the organics (green waste) bin.

We have some answers to commonly asked questions about your new organics collection service.

## When do collections start?

Wednesday 12 December will be the first kerbside collection of food scraps with garden organics, so put your bins out on Tuesday night. Your organics bin will be collected **weekly** from this date. Your landfill bin will be collected **fortnightly**, alternating with your recycling collection.



## When will I get my kitchen caddy, caddy liners and new calendar?

We will deliver a free kitchen scraps caddy, roll of compostable liners and new collection calendar to every house in Anglesea during November. If you haven't received yours by 7 December, please contact us on 5261 0600.

## Will this new service cost me anything?

No, there is no extra cost to Surf Coast Shire ratepayers.

## What happens to my organic waste once it's been collected?

Your organic waste will be turned into high quality compost and mulch products that meet Australian standards. Corio Waste Management will process the organics at their facility in Shepparton. The compost and mulch will be put to good use in parks, gardens and farms.

## What can I put in my kerbside organics collection bin?

### FOOD ORGANICS

- Fruit and vegetable scraps, including citrus
- Meat scraps and bones (raw and cooked)
- Fish and seafood, including shells (e.g. oyster shells)
- Dairy products including cheese, yoghurt and butter
- Bakery products including bread, cake and pizza
- Egg shells
- Rice, cereal, grains and pasta
- Mouldy and expired food (removed from packaging)
- Tea bags and coffee grounds
- Small amounts of kitchen oils and fats

### OTHER ORGANICS

- Compostable caddy liners (only those supplied by Council)
- Tissues and paper towel
- Pet poo
- Hair from people and pets
- Pizza boxes (if too soiled for recycling)
- Shredded paper

### GARDEN ORGANICS

- Lawn clippings
- Garden prunings including leaves, twigs and small branches
- Weeds
- Flowers

**Is the pilot compulsory for all Anglesea households?**

Yes. For the best environmental and economic benefits, and to really test the service, we need everyone to be involved.

**I already use my food scraps in a compost or worm farm, or feed them to my chickens; why do I need this service?**

Your new food organics collection will complement the great work you're already doing. You can use your kerbside organics bin for things you might avoid putting in your compost or worm farm – including dairy, meat and bones, bread and grains, citrus, kitchen oils, and pet poo.

**What are the caddy liners made from, and do I have to use them?**

The liners are certified commercially compostable and made from corn, which is safe to compost and will not contaminate the food and garden organics collection. The liner can help contain mess and smell, but using them is optional.

**Can I use other bags to line my kitchen caddy?**

**NO.** Other bags, including plastic, degradable, or biodegradable bags, must **not** be used as they will contaminate the collection of organic material.

Additional compostable caddy liners for Anglesea residents and ratepayers will be available to collect at no cost from Council's civic offices in Torquay and Anglesea Transfer Station.

**Will my kerbside organics bin get smelly?**

Using the supplied compostable liners will help contain the smell associated with food waste. Your kerbside organics bins will be collected weekly, which will help to manage any smell.

**I'm worried that my kerbside landfill bin will fill up or get smelly when it changes to fortnightly collections. How can I avoid this?**

Separating out recycling, food organics and other items that can be diverted from landfill will save space and reduce smell in your bin. For example, our recent audit found that kerbside landfill bins in the shire contained 27% food organics, a total of 40% organic waste (including garden organics), and 16% recyclable items.

Nappies must continue to go into your landfill bin.

We have tips on our website for managing smell in your bin and ways to minimise your waste.

If, after using the new organics service for a few months, you feel you need larger kerbside bins, you can find out about options to upgrade on our website.

**I'm a renter – what does this all mean for me?**

We need you to participate in the pilot too! Every household's participation will help make sure the pilot is successful.

The compostable liners and collection calendar delivered during November/December will remain the property of the ratepayer/owner. The kitchen caddy is the property of Council – the same as the three kerbside collection bins – so you must leave it with the house when you vacate.



More FAQs are available on our website at [surfcoast.vic.gov.au/AngleseaOrganics](http://surfcoast.vic.gov.au/AngleseaOrganics)

**WHERE CAN I GET MORE INFORMATION?**

**Website:** A dedicated page with information about the Anglesea pilot can be accessed at [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

**Phone:** 5261 0600

**In person:** Council officers will be available at a number of events in Anglesea during November and December to answer any questions you may have. Look out for details coming soon.





## Anglesea Food Organics Collection Pilot Survey

**PRIZE DRAW**  
Check out the end of this survey to see how you can win one of three \$50 vouchers for a local business.

To get the most out of the new food organics collection service, please complete this survey so we can understand:

- our community's waste needs
- what you think of the service
- what we can do better
- how to keep you informed.

Your input now and during the pilot will help us as we plan to roll it out across the shire.

Complete this survey online at

[www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

Or you can complete this hard copy and return it by post with the enclosed envelope.

### About your household

#### 1. Tell us about your Anglesea house:

- I'm the owner, and:
  - It's my permanent residence.
  - It's my holiday home.  
*Please give your best estimates for questions 3 through 6.*
  - It's a rental property (long lease).  
*Please skip to question 7*
  - It's used as a holiday rental.  
*Please give your best estimates for questions 3 through 6.*
- I'm a renter at the property

#### 2. How many people usually live at (or use) your Anglesea house?

- 1
- 2
- 3
- 4
- 5 or more

### Your household waste

#### 3. Can you estimate how much of your kerbside landfill (general waste) bin is filled with food waste each week?

- Less than 10%
- 10-25%
- 25-40%
- More than 40%

#### 4. Do you currently use a compost bin, worm farm or other method to manage food waste?

- Yes
- No

#### 5. Thinking about your yellow-lid kerbside recycling bin, which best describes how you use it?

- I/we recycle everything we can
- I/we only separate out the recyclables when we remember/have time
- I/we don't know how or what to recycle
- I/we do not separate recycling from general waste

# Pre Pilot Survey

### 6. Do you feel like you know what does or does not go in each bin?

Organics bin (current service):

- YES     NO

Organics bin (new service):

- YES     NO

Recycling bin:

- YES     NO

Landfill bin:

- YES     NO

### 7. Please estimate how full your kerbside bins are each week or fortnight

**Landfill bin** (weekly collection)

- Less than 1/4 full
- Half full
- 3/4 full
- Full
- I have more than can fit in the bin

**Recycling bin** (fortnightly collection)

- Less than 1/4 full
- Half full
- 3/4 full
- Full
- I have more than can fit in the bin

**Green/organics bin** (fortnightly collection)

- Less than 1/4 full
- Half full
- 3/4 full
- Full
- I have more than can fit in the bin

### Your thoughts on the new kerbside organics collection service

#### 8. Do you have any concerns about the food organics collection?

- Yes     No

What are they?

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#### 9. What do you think the benefits of the food organics collection service could be?

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### Keeping you informed about the pilot

#### 10. Which sources are you most likely to read/ look out for?

- Council's website
- Council's Facebook page
- NewsAngle community newsletter
- Groundswell (quarterly ratepayer newsletter)
- Posters around town
- Opportunities to speak with Council officers

Other:

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### Prize Draw

Provide your name and contact details if you'd like to go into the draw for one of three \$50 vouchers from local businesses. To be in the draw, please return your survey by 9 December.

Survey responses will remain anonymous. Winners will be drawn and notified in December 2018. For terms and conditions visit [www.surfcoast.vic.gov.au/AFOPprize](http://www.surfcoast.vic.gov.au/AFOPprize)

AFOPprize

Name: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

**Thank you for your feedback**





## We'd like to introduce you to your new kitchen caddy!



From 12 December 2018, your kerbside organics bin will be doing more for you!

### What is the Anglesea Food Organics Collection Pilot?

Surf Coast Shire Council is piloting a new food organics collection service to Anglesea. This means any food scraps you'd usually put into your landfill (general waste) bin, will now go into your kerbside organics (green waste) bin along with garden clippings. The organic materials will be turned into compost and mulch and used on farms, parks and gardens.

You should have already received some information in the mail about this new service. If not, you can download a copy of the November letter, FAQs and survey from our website [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics).

### What to put into your kerbside organics bin

Continue placing your garden clippings into your organics bin, but now you can add other organics including vegetable scraps, meat, bones, dairy and bakery products, egg shells, tissues, paper towel, hair and pet poo. Refer to your new collection calendar for a full list of what can go in. If you already use your food scraps in a compost or worm farm or feed them to pets, this service will complement the great work you're already doing.

### Waste collection calendar

Your kerbside organics bin will now be collected weekly, and your landfill bin fortnightly. We've provided a new calendar to show your new schedule. Stick your calendar to the fridge or somewhere visible, as it also contains information to remind you what goes into each bin. You will notice the calendar includes November; however the first weekly collection of your kerbside organics bin is on **Wednesday 12 December**, so put your bins out on Tuesday night or before 5:30am on this day.

### Kitchen caddy

You can use the kitchen caddy and compostable liners to collect food scraps in your kitchen, then empty the contents into your kerbside organics bin. If you already use your food scraps for composting or feeding to worms or pets, you can use the new caddy to collect any remaining organic waste that you usually put into your landfill bin, then add it to your kerbside organics bin instead.



## Compostable liners

The compostable caddy liners provided by Council are made from corn and can be safely processed with your food and garden organics at the composting facility. Please do not use any other bags (including biodegradable or degradable bags) as they will contaminate the organics collection, which means it cannot be used. The liner can help contain mess and smell, but using them in your kitchen caddy is optional. You may prefer to use newspaper or to go without and just wash out the caddy after each use.

A roll of 150 liners should last around 12 months (based on using 3 per week). Keep the roll in a cool, dry place out of direct sunlight to preserve its shelf life. Anglesea ratepayers and residents can collect an extra roll of liners free of charge during the pilot from the Anglesea Transfer Station or our civic offices at 1 Merrijig Drive, Torquay.

## Stickers

Please put the stickers we've provided on your kitchen caddy and on top of each of the kerbside bin lids, as pictured. This is especially important if you rent out your house or often have other people staying in your home.

## Be a 'Good Sort'

Help us maintain our low rates of contamination in kerbside bins by making sure to get exactly the right things in the right bins. For details and tips on reducing your waste, check your new collection calendar or see on our website [surfcoast.vic.gov.au/WasteAndRecycling](http://surfcoast.vic.gov.au/WasteAndRecycling).

If, after using the new service for a few months, you feel you need larger kerbside bins, you can find out about options to upgrade on our website, or call us to discuss options.

## We'd like to hear from you

It's important we know what Anglesea residents and ratepayers think about the new food organics collection service. Please complete the first survey online at [surfcoast.vic.gov.au/AngleseaOrganics](http://surfcoast.vic.gov.au/AngleseaOrganics), or return the paper copy in the reply paid envelope mailed out in November. We'll be asking for your feedback again throughout the pilot.



## WHERE CAN I GET MORE INFORMATION?

**Website:** [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

**Phone:** 5261 0600

**Email:** [info@surfcoast.vic.gov.au](mailto:info@surfcoast.vic.gov.au)

**In person:** Council officers will be available at a number of events in Anglesea during December to answer any questions you may have. Look out for details on our website.

Name
Address
Date



### 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](http://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](http://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](http://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](http://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](http://surfcoast.vic.gov.au/AFOPSurvey).
- Sign up for email updates at [surfcoast.vic.gov.au/AFOPList](http://surfcoast.vic.gov.au/AFOPList).
- Refresh your memory on what goes in which bin at [surfcoast.vic.gov.au/AngleseaOrganics](http://surfcoast.vic.gov.au/AngleseaOrganics).



## Anglesea Food Organics Collection Pilot Survey #2

1. Overall, how satisfied are you with the food organics service that's being piloted in Anglesea?

*(We acknowledge that Cleanaway had some challenges with waste pickups shire-wide around Christmas. While this impacted some collections in Anglesea, they were not related to the pilot, so please disregard this when rating your overall satisfaction.)*

- Very Satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very Unsatisfied

Comments

2. Tell us about your Anglesea house

- I'm the owner and it's my permanent residence
- I'm the owner and it's my holiday home (give your best estimates to questions if necessary)
- I'm the owner and it's a rental property - long lease (skip any questions that don't apply to you)
- I'm the owner and it's used as a holiday rental (skip any questions that don't apply to you)
- I'm a renter at the property



3. How many people usually live at (or use) your Anglesea house?

- 1
- 2
- 3
- 4
- 5 or more



**Anglesea Food Organics Collection Pilot Survey #2**  
 Think about how you've been using your bins since the Anglesea pilot was introduced:

4. Please estimate in general how full your kerbside bins are each week or fortnight:

	Less than 25%	25-50%	50-75%	75-100%	Overfull
Landfill bin (fortnightly collection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling bin (fortnightly collection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Organics bin (weekly collection)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. What percentage of your household food waste goes where?

	All of it	More than 75%	50-75%	25-50%	10-25%	Less than 10%	None
Organics bin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Landfill bin	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Compost/worms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pets/animals	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. With the collection of kerbside landfill bins changing to fortnightly, some of you have told us you want extra landfill collections throughout January. Would you use this service if it was offered?

YES

NO

7. Would you be prepared to pay for it?

YES

NO



## Anglesea Food Organics Collection Pilot Survey #2

### About the kitchen caddy and compostable liners we provided:

8. Do you use the kitchen caddy we provided?

Yes

No

Do you have any feedback about it?

9. Do you use the compostable liners to contain food in your kitchen caddy?

Yes

No

Do you have any feedback about them?

10. How many liners do you estimate you use in a week?

11. Have you collected extra rolls of liners from council?

- No
- Yes - 1 roll
- Yes - 2 rolls or more

12. Do you use the liners for any purpose other than lining your kitchen caddy?

- No
- Yes (please list for what purpose)



## Anglesea Food Organics Collection Pilot Survey #2

### Council's communications about the pilot:

13. Did you refer to the collection calendar we provided?

- Yes - For bin collection dates
- Yes - For information about what goes in each bin
- No

14. Did you apply the stickers we provided (landfill, organics and recycling) to your kerbside bins?

- Yes
- No

15. Did you visit our Anglesea Organics Pilot webpage for information?

- Yes
- No

16. Did you see information about the pilot through any of these other sources?

- Council's Facebook page
- NewsAngle community newsletter
- Groundswell
- Local newspapers
- Posters around town
- Information stalls held by Council officers
- Any other places?

[Redacted text box]

17. Do you feel like you know what now goes into the kerbside organics (green waste) bin?

- Yes
- No

18. Do you feel like you got all the information you needed to get the service set up and in use at your house?

- Yes
- No (if no, what else would have been helpful?)

[Redacted text box]



## Anglesea Food Organics Collection Pilot Survey #2

### Final comments

19. Here are some concerns we heard from you from the first survey. Take a look and let us know how you feel about them:

	I was concerned before the pilot started.	I am concerned about this now.	I was never concerned about this.
Mess, smell and hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Managing nappies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reduced frequency of landfill collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I won't have a need for the service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other people won't use the service properly	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of additional cost to me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Availability and effectiveness of caddy liners	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other (please specify)

20. Before the pilot started, we asked what you thought the benefits of the pilot might be. Now that you've been using the organics service, which of these (that we heard from the first survey) do you agree with? Tick all that apply.

- This service reduces waste going to our landfill.
- This service increases the amount of composting/food recycling that goes on in our community.
- This is a positive service for our environment and the future.
- Our community has an increased awareness about better ways to manage waste.
- There may be a reduced cost to Council and/or ratepayers by managing waste in this way.
- I see no benefits.
- Other (please specify)

21. Do you have any other comments or feedback about the pilot?



## Anglesea Food Organics Collection Pilot Survey #2

### Enter to win:

If you'd like to go into the draw to win a hamper of local goodies, please fill in the details below. (We won't connect them to your survey results or use them for any other purpose other than the Anglesea Food Organic Collection Pilot).  
**Winners will be drawn 12 April 2019.**

22. Your full name

23. Your email address

*(We will add your email address to our email list that we use to update residents and ratepayers with any urgent Anglesea Food Organics Collection Pilot information. We will not use it for any other purpose.)*

24. Your contact number



**Update - June 2019**

<p>Name</p> <p>Address</p> <p>Date</p>
--

### To Anglesea residents and ratepayers:

Thank you for your participation in the Anglesea Food Organics Collection Pilot. Our community surveys and waste audits have demonstrated resounding support and strong results already in reducing waste sent to landfill, so this service will continue in Anglesea.

### Please keep putting your food waste into your kerbside organics bin with your garden waste.

We're currently writing a report on our findings from the pilot that will inform decisions about the future of kerbside food organics across the shire. The report will be available on our website when it's complete, but we're making a few changes already to address some of the issues you've shared with us:

- **Extra landfill bin collection over summer:** The new waste calendar includes two dates where all three bins are being collected, providing an extra landfill collection in addition to the extra recycling collection that is already in place. A calendar is included with this letter if you are a ratepayer, or you can download it from our website.
- **Larger compostable liners:** This will make it easier to fit the liners in the caddy and tie them when they are full. Collect extra compostable liners from the Anglesea Transfer Station or the Council office in Torquay.
- **Accepting other brands of compostable liners:** Our processor is now accepting 'Compost-a-pak' and 'Biotuff' brands of certified compostable bags in the organics collection. You'll find these in Anglesea IGA supermarket and the dog poo bag dispensers along the Anglesea foreshore.
- **eNewsletter:** If you haven't already, visit our website to sign up for the email newsletter that we've introduced to deliver updates about the service directly to you.
- **Extra education resources:** Download and print information designed to help your visitors and tenants use the kerbside organics collection from our website.

### Keep in touch

This is the last letter we are sending regarding the pilot, but we are still here to listen to your feedback and help you use the food organics service in your home. We'll continue to use local newspapers, NewsAngle and Facebook to provide you with updates. For more information you can also:

- sign up to our mailing list [www.surfcoast.vic.gov.au/AFOPlist](http://www.surfcoast.vic.gov.au/AFOPlist)
- visit our webpage [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics).

Thanks again for helping us to pilot this service in the shire.

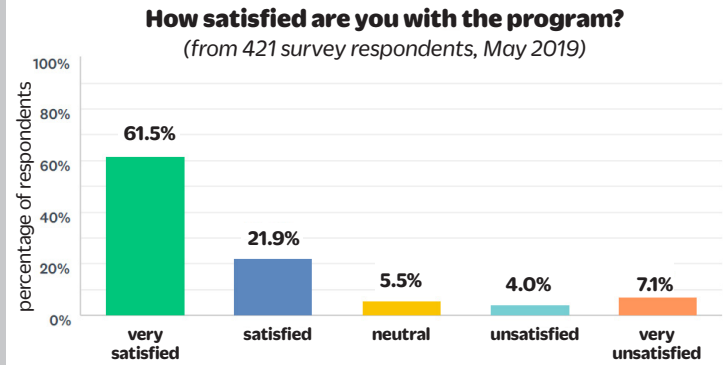


The full report will be available on our website, but we wanted to share with you some of the insights we've gained from surveys and audits so far:

### COMMUNITY SATISFACTION

We were pleased to see that 83% of you are very satisfied or satisfied with the service, while only 11% are unsatisfied or very unsatisfied.

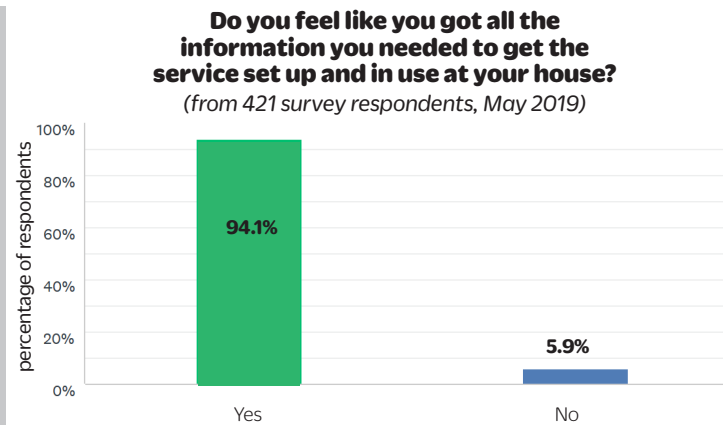
We understand that there are pressures for some people using the service (for example managing nappies, use of holiday homes, and fortnightly collection of landfill bins). We've also heard about the positive effects the program has had in people's homes such as reducing the amount of waste in the landfill bin and being able to use food scraps to create compost.



### HOW WE COMMUNICATED WITH YOU

94% of you said you feel like you got enough information to transition to the service, and 98% said you know what goes into the kerbside organics bin. The audits confirmed this - we found very little contamination (the wrong things in the organics bins), with plastic being the main culprit.

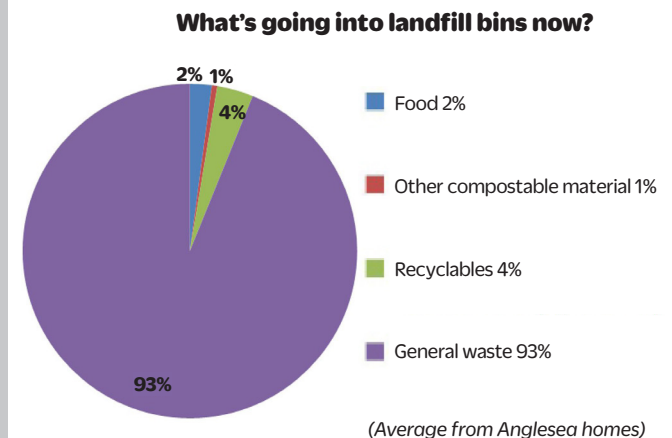
You also told us that Groundswell, NewsAngle and local newspapers were the best ways to communicate with you, so we'll continue to use those methods. We'll also keep our website up to date, which is a good place to find all the information you need on the kerbside organics service.



### IMPACTS OF THE PILOT

It's fantastic that the food scraps that used to end up in landfill are now being turned into compost. Our recent audit showed that only 2% of the contents in Anglesea's kerbside landfill bins is food.

In the survey, 41% of you told us that every bit of your food waste is going into your organics bin. Others said you are already managing food scraps at home by composting or feeding it to pets, worms or chickens, but still find the service helpful for food waste that can't be used in those ways. Already we have seen a 22% (103 tonne) reduction in waste being sent to landfill from Anglesea collections.





# Anglesea Food Organics Collection Pilot

## Quick reference guide

We are running a pilot in Anglesea where household food waste goes into the kerbside organics (green waste) bin along with garden clippings – not in the landfill (general waste) bin.

The organic materials will be saved from landfill and turned into compost and mulch which will be used on farms, parks and gardens.

**MORE INFORMATION**  
[www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)  
[info@surfcoast.vic.gov.au](mailto:info@surfcoast.vic.gov.au)  
 5261 0600



Printed March 2019



**Step 1**  
 Collect food scraps using the caddy. Lining the caddy is optional but if you do line it, please only use the compostable liners provided by council, or newspaper.



**Step 2**  
 Empty food scraps into the kerbside organics bin along with your garden waste. The compostable liner bag can go straight in, or scraps can go in loosely. Please make sure there is **no plastic** of any kind.



**No plastic bags**  
 Plastic bags must never go into the kerbside organics bin. Take food out of any packaging and only use the council provided compostable liners or newspaper.



To see what goes in each bin visit [surfcoast.vic.gov.au/WasteandRecycling](http://surfcoast.vic.gov.au/WasteandRecycling)

### What can go in your kitchen caddy?

Tea bags and coffee grounds	Fruit and veg. E.g scraps incl citrus and pips/stones	Meat scraps and bones (raw and cooked)	Fish/seafood, including shells (e.g. oyster shells)	Paper towels and tissues
Dairy products incl cheese, yoghurt, butter	Egg shells	Rice, cereal, grains, pasta and bakery products	Mouldy and expired food (removed from packaging)	Small amounts of cooking oils and fats

### What else goes in your kerbside organics bin?

Garden waste	Small amounts of uncoated paper	Pizza boxes, paper wrapping from fish and chips	Pet poo, pet and people hair	Vacuum cleaner dust and cold ash (no glass)



# WHAT CAN GO IN MY ORGANICS BIN?



## These food, garden and other organic materials are accepted:

Baked goods	Grains	Salad and dressing
Bamboo skewers/ chopsticks	Grass clippings	Seafood (including bones and shells)
Bones	Hair: human and pet	Shredded paper
Branches	Icy pole sticks (wooden)	Small branches
Breads	Jelly	Soiled cardboard/paper
Cakes and pastries	Leaves	Sticks
Cereal slops	Leftover food	Straw and hay
Cereals and grains	Meat (raw, cooked)	Take-away foods
Cheese	Meat scraps	Tea bags/leaves
Christmas trees (live)	Newspaper	Thorny branches
Citrus	Nuts & seeds	Tissues
Coffee grounds and filter paper (no coffee pods)	Out of date food (no packaging)	Toilet rolls
Cooking oil and fats (absorbed in paper towel or newspaper)	Paper bags	Vegetables
Dairy products	Paper napkins	Weeds
Egg shells	Paper plates (uncoated)	Wet paper/cardboard
Feathers	Paper towel	Wooden toothpicks
Fish and chip paper	Paper towel rolls	Wooden cutlery
Flowers	Pasta	
Food scraps	Pet poo	
Fruits	Pizza boxes	
Garden clippings	Poultry	
	Printed serviettes	
	Prunings and cuttings	
	Rice	



## DO NOT include in your organics bin:

Packaging • Wet wipes • Clingwrap, plastic packaging or foil of any kind • Plastic bags (even if biodegradable) • Kitchen sponges or cloths • Nappies or sanitary items • Plant pots • Dirt, soil or sand • Stones, rocks, bricks or rubble • Large logs or stumps • Branches too big to fit in the bin • Painted or treated timber • Garden tools or hose • Household garbage • Cigarette butts • Liquids • Items that can be recycled • Hazardous or medical waste such as sharps or sharps containers.



## NO PLASTIC. EVER.

Plastic contaminates the organics collection and can make the compost and mulch unusable.

**Plastic bags, even those labelled biodegradable, oxo-degradable or degradable, must never be put in the kerbside organics bin.**

This also applies to plastic food packaging, containers, bread ties, sandwich bags and dog poo bags.



## COUNCIL-SUPPLIED LINERS AREN'T PLASTIC.

Each roll of 150 liners should last your household 6-12 months, but if you need more, you can collect them from:

- Council offices in Torquay – open Monday to Friday, 8:30am to 5pm
- Anglesea Transfer Station – open 9am to 4pm daily

Check the council website for public holiday opening hours.

Other liner brands and local suppliers are currently being researched. Any additional options will be listed on the website, or you can call Customer Service on 5261 0600 to check for updates.



## WHAT IF I USE MY FOOD SCRAPS TO COMPOST OR FEED MY PETS?

Keep up the good work! If there are some organics that you can't manage at home, you'll probably find they can be added to your kerbside organics bin.



# Anglesea Food Organics Collection Pilot

## Tips for managing your household waste during the festive and summer season

Summer and the festive season often brings friends and family down to stay on the coast.

Here are some suggestions for Anglesea residents to help manage waste and recycling in your kerbside bins at a time when they often feel the strain.

### ORGANICS BIN *Weekly collection*

All of this can go into your kerbside organics bin:



- ✓ Meat scraps
- ✓ Vegetable scraps
- ✓ Leftover food
- ✓ Bread and bakery items
- ✓ Napkins and serviettes (printed ones are ok too)
- ✓ Paper plates (only those without a plastic lining)
- ✓ Paper towel
- ✓ Bamboo skewers and cutlery
- ✓ Wooden cutlery and toothpicks
- ✓ Turkey and ham bones (you can wrap them in newspaper to minimise mess and smell if they're too large to contain in the compostable liners)
- ✓ Paper wrapping from fish and chips
- ✓ Pizza boxes
- ✓ Newspaper used for wrapping food items
- ✓ Cardboard rolls from paper towel and toilet paper
- ✓ Live Christmas trees
- ✓ Flowers
- ✓ Kitchen caddy liners provided by council

For more information visit [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

### RECYCLING BIN *Fortnightly collection*

Council does an extra collection of your recycle bin after Christmas - refer to your collection calendar for the date.

You can take excess recyclable items (e.g. glass, metals, plastics, paper/cardboard) to any of council's transfer stations free of charge all year round.



#### General tips:

- ✓ Paper gift wrap (including printed Christmas paper) goes in the recycle bin
- ✓ Squash plastic milk bottles, crush drink cans and flatten cardboard boxes to save space

#### If your recycling bin is filling up, you can recycle these items in other ways:

- ✓ Paper items that are too soiled to recycle can go in your **organics bin**, e.g. pizza boxes, fish and chip wrapping, small amounts of newspaper
- ✓ Cardboard boxes and packaging is accepted free of charge at our transfer stations
- ✓ Large plastic containers and toys are accepted free of charge at our transfer stations
- ✓ Op shops may take clean, empty glass jars with lids

For more information visit [www.surfcoast.vic.gov.au/Recycling](http://www.surfcoast.vic.gov.au/Recycling)



## Anglesea Food Organics Collection Pilot

Tips for managing your household waste during the festive and summer season

### LANDFILL BIN *Fortnightly collection*



#### General tips:

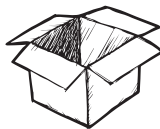
- ✓ Make sure you're putting all that you can into your **recycle bin**
- ✓ Make sure you're putting all that you can into your **organics bin**
- ✓ Polystyrene packaging is accepted free of charge at our transfer stations
- ✓ Wrap used nappies in a bag or newspaper to contain the smell and keep your kerbside bin in the shade

For more information visit [www.surfcoast.vic.gov.au/Landfill](http://www.surfcoast.vic.gov.au/Landfill)

### DID YOU KNOW?

If Santa brings you a new bike, tv, computer, mobile phone or large appliance (e.g. fridge), you can drop your old one at Anglesea Transfer Station to recycle, free of charge. You can drop off the cardboard and polystyrene packaging too.

Used household batteries are also accepted at our transfer stations.



### Anglesea waste drop-off point

Holiday home owners and semi-permanent residents can use the waste drop-off point that has recently been moved to the Anglesea Transfer Station on Coalmine Road.

Here you can leave small amounts of recyclables, landfill waste and food scraps (no garden waste) if you won't be home to put out or bring in your kerbside bins.

For more information:

[www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

[www.surfcoast.vic.gov.au/WasteAndRecycling](http://www.surfcoast.vic.gov.au/WasteAndRecycling)

