

## Anglesea Food Organics Collection Pilot - survey results before the new service was introduced

Before the pilot began on 12 December 2018, Surf Coast Shire Council mailed out information and a survey to all Anglesea residents and ratepayers. The purpose was to understand how households use their kerbside waste service and what their attitudes were to the new service.

There are just under 3,000 properties in Anglesea and 818 surveys were received.

For information about the pilot see [www.surfcoast.vic.gov.au/AngleseaOrganics](http://www.surfcoast.vic.gov.au/AngleseaOrganics)

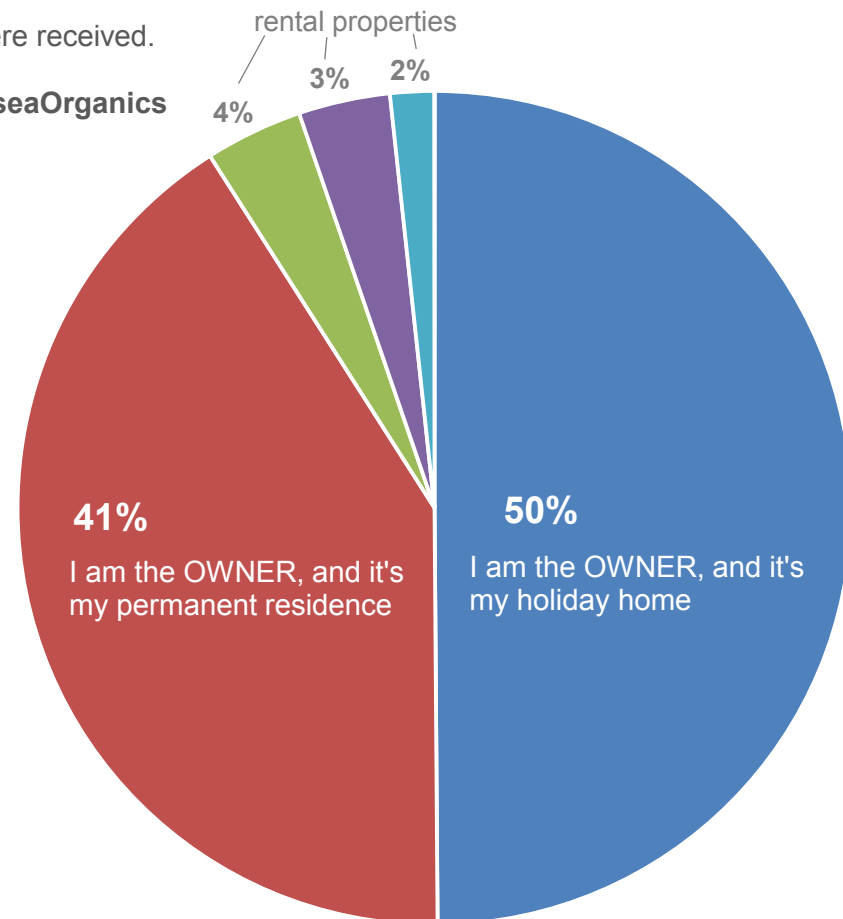
### 1. About your Anglesea house

#### Percentage of respondents who said:

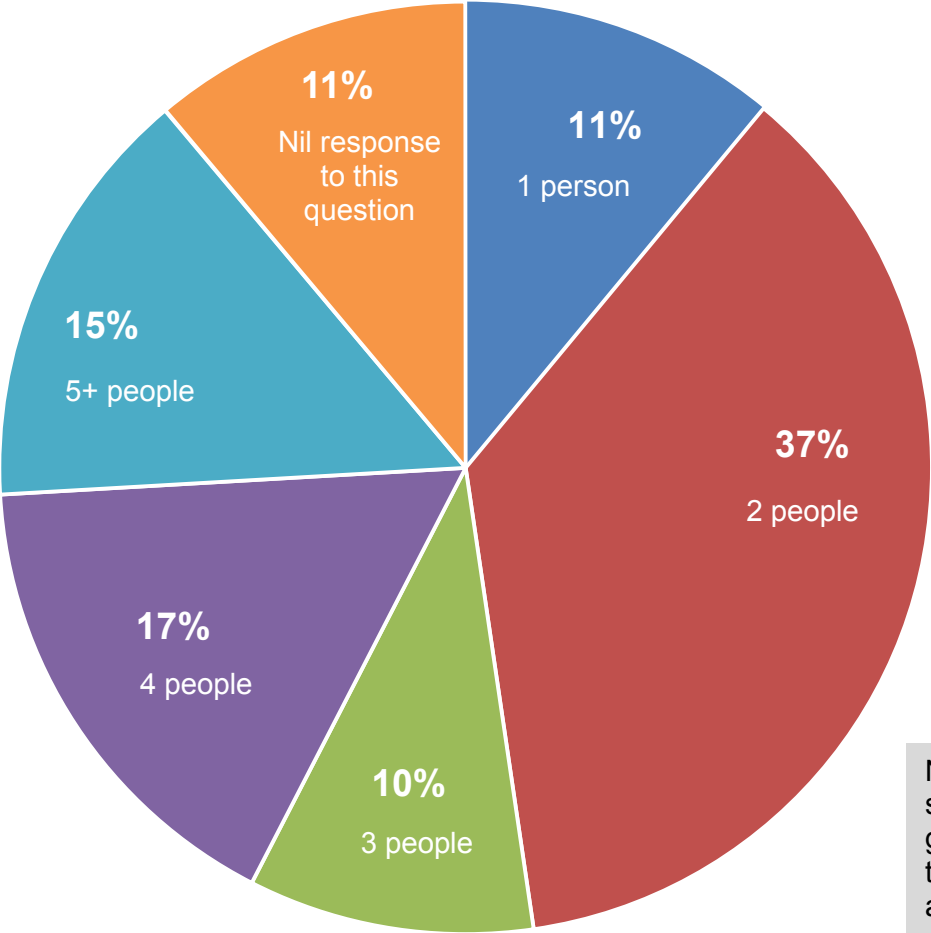
- I am the OWNER, and it's my holiday home.
- I am the OWNER, and it's my permanent residence.
- I am the RENTER at the property.
- I am the OWNER, and its a holiday rental.
- I am the OWNER, and it's a long lease rental property.

774 [91%] respondents were owners who either reside full time at the property or use it as their holiday home.

The remaining 74 [9%] properties are long term rentals or holiday rentals.



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

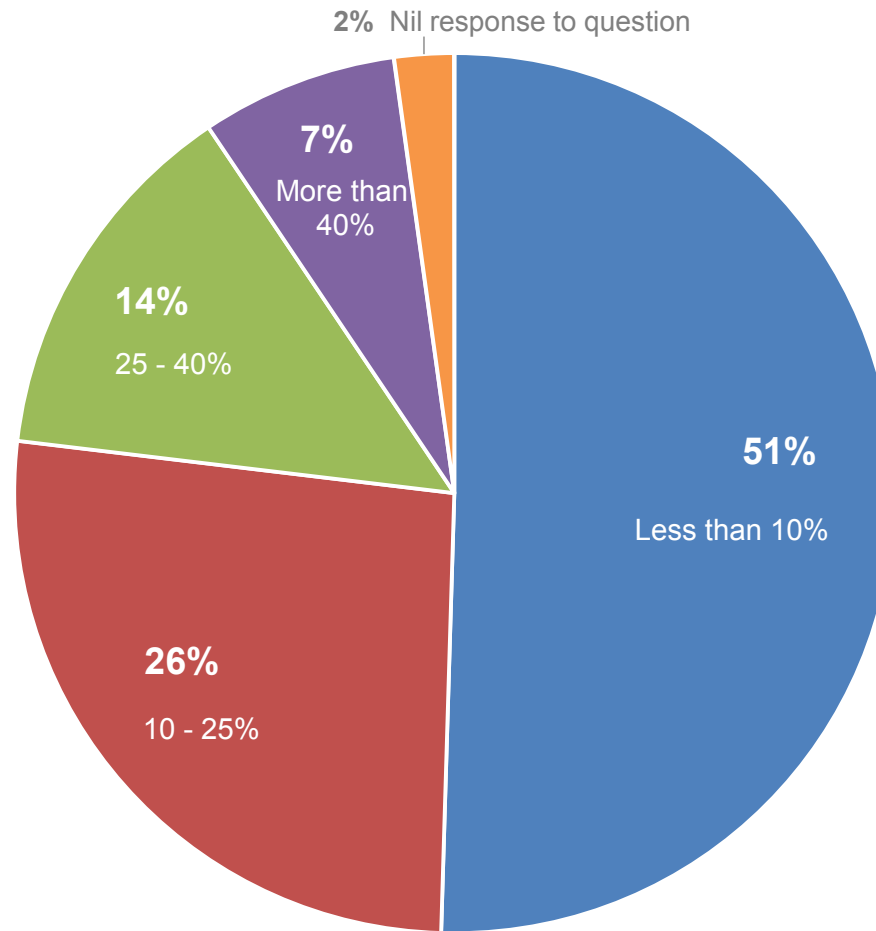


Note - the 'Nil response' segment is quite large in this graph, as owners of short or long term rental properties were asked to skip this question.

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

Percentage of respondents who said:

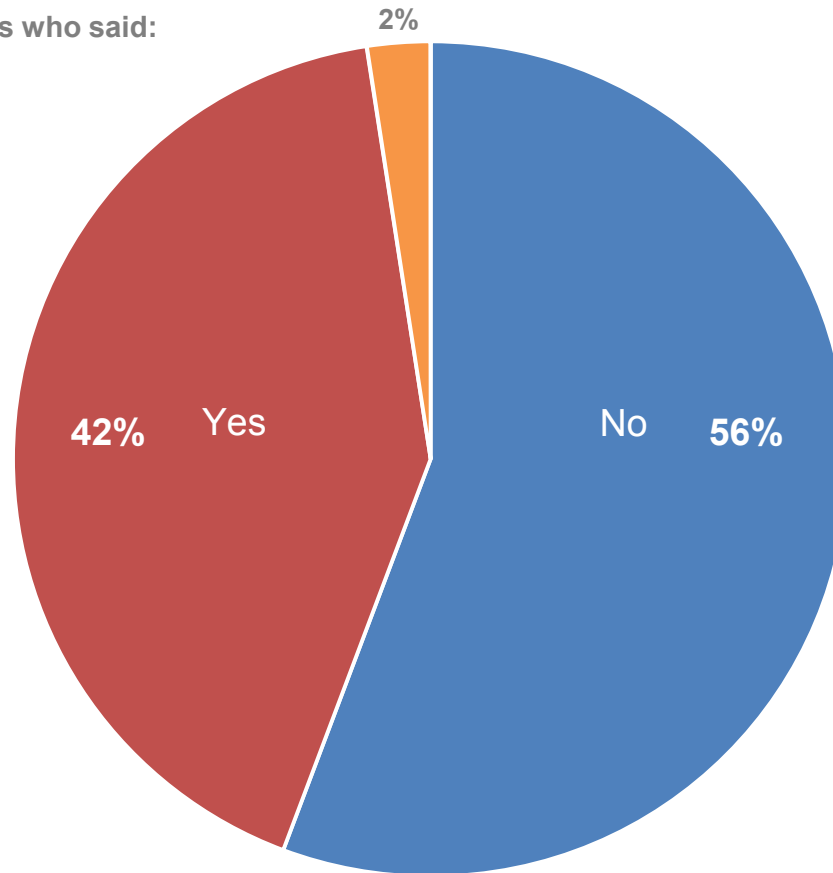
- Less than 10%
- 10-25%
- 25-40%
- More than 40%
- Nil Response



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

Percentage of respondents who said:

- No
- Yes
- Nil Response

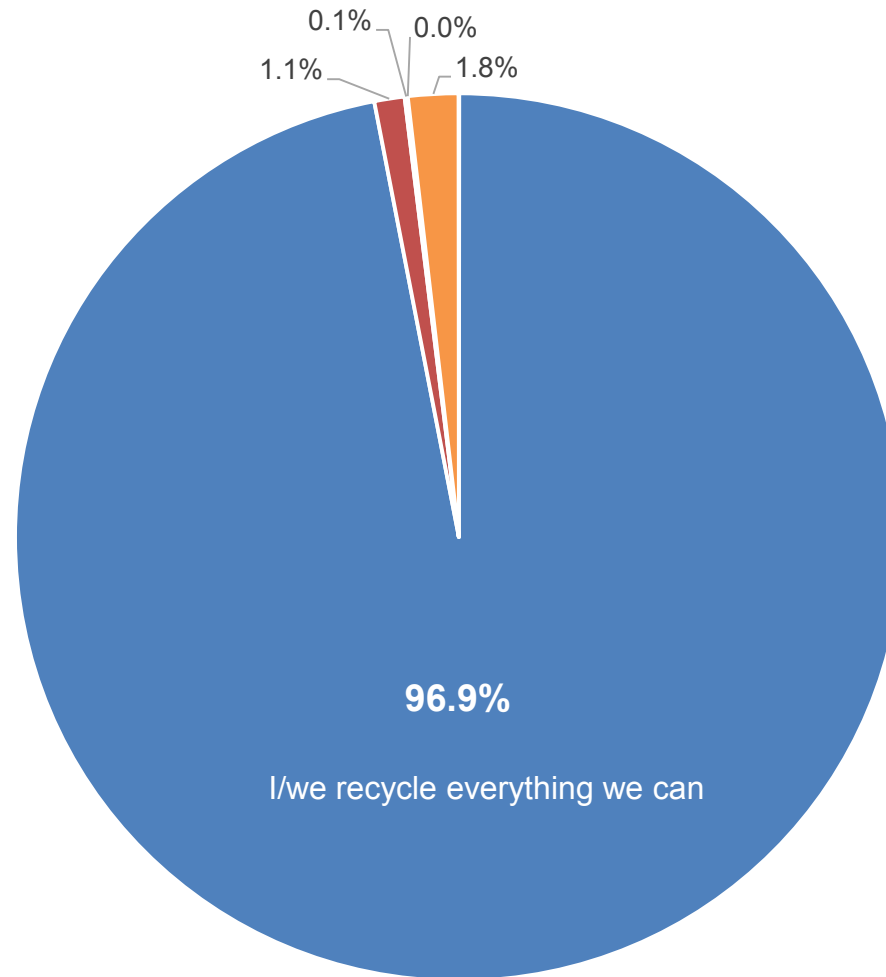


## 5. Which best describes how you use your kerbside recycling bin?

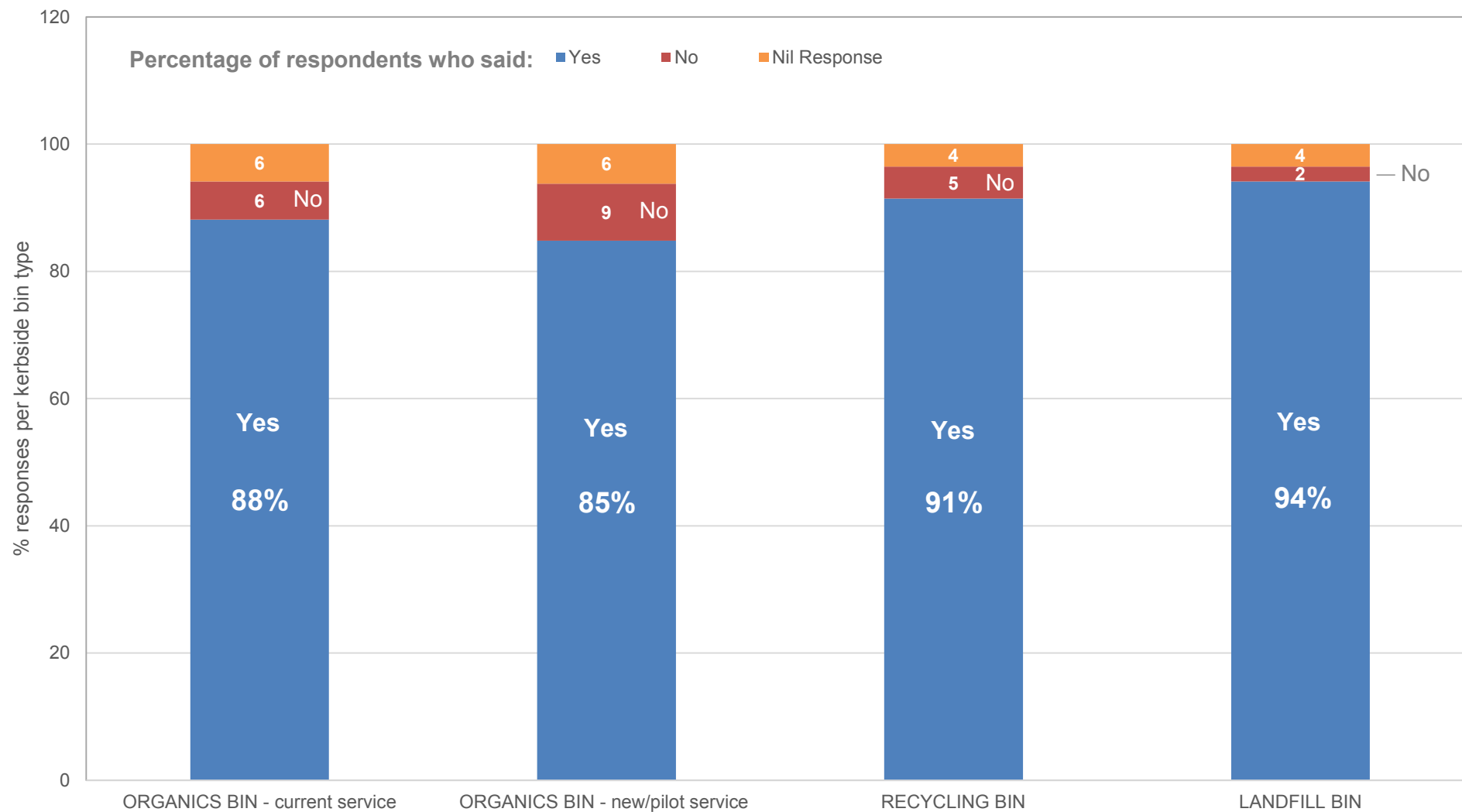
Percentage of respondents that said:

I/we recycle everything we can	96.9
I/we only separate out the recyclables when we remember/have time	1.1
I/we don't know how or what to recycle	0.1
I/we do not separate recycling from general waste	0.0
Nil Response	1.8

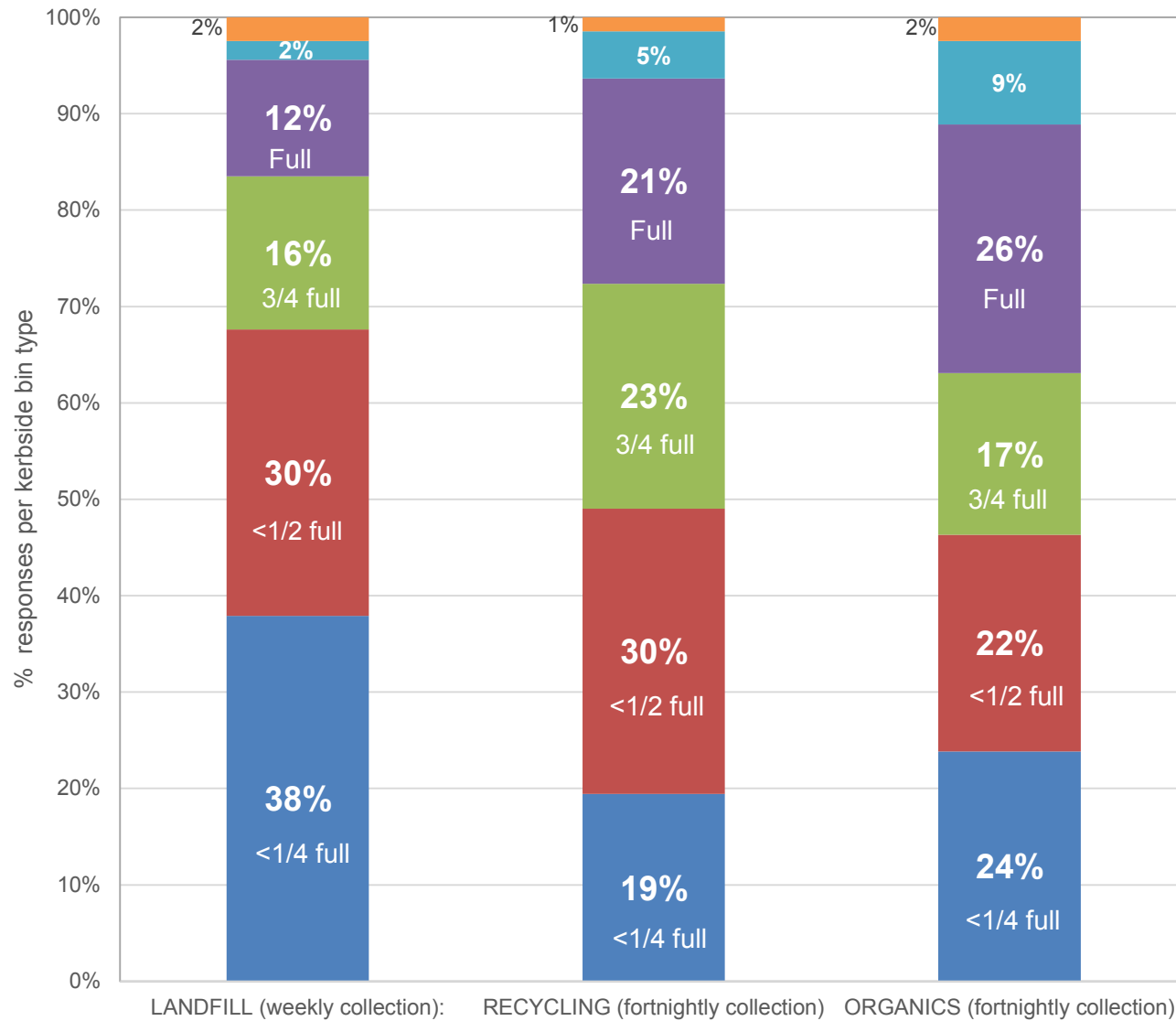
It is notable and encouraging that no one chose "I/we don't know how or what to recycle" in response to this question.



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



## 7. Please estimate how full your kerbside bins are at each collection



Percentage of respondents who said:

- Less than 1/4 full
- <1/2 full
- 3/4 full
- Full
- I have more than can fit in the bin
- Nil Response

### Landfill bin

- 68% of people said their bin was less than half full each week
- 16% said their bin was 3/4 full each week

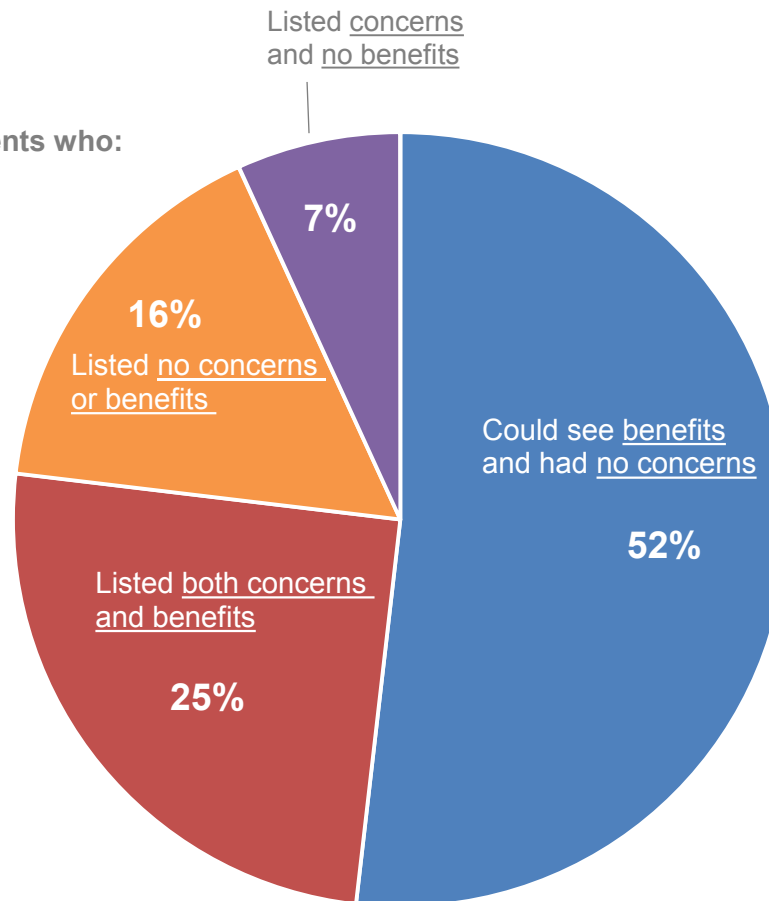
### Organics bin

- 52% said their bin was more than half full each fortnight

>> This implies that the bin collection frequency chosen for the pilot (fortnightly landfill and weekly organics) would suit, and even benefit, most households.

## Questions 8 and 9: Number of surveys received with and without comments about concerns and benefits

Percentage of survey respondents who:



68% of respondents has **no concerns** about the new organics service.

Only 7% of respondents noted they had concerns and couldn't see any benefits.

The survey questions about concerns and benefits allowed people to list as many of each as they liked. In the analysis, each comment was itemised, for example if one survey contained multiple concerns, each was treated individually.

All of the individual concerns and benefits were grouped into categories to represent the nature of each comment. This is shown in the following two graphs.

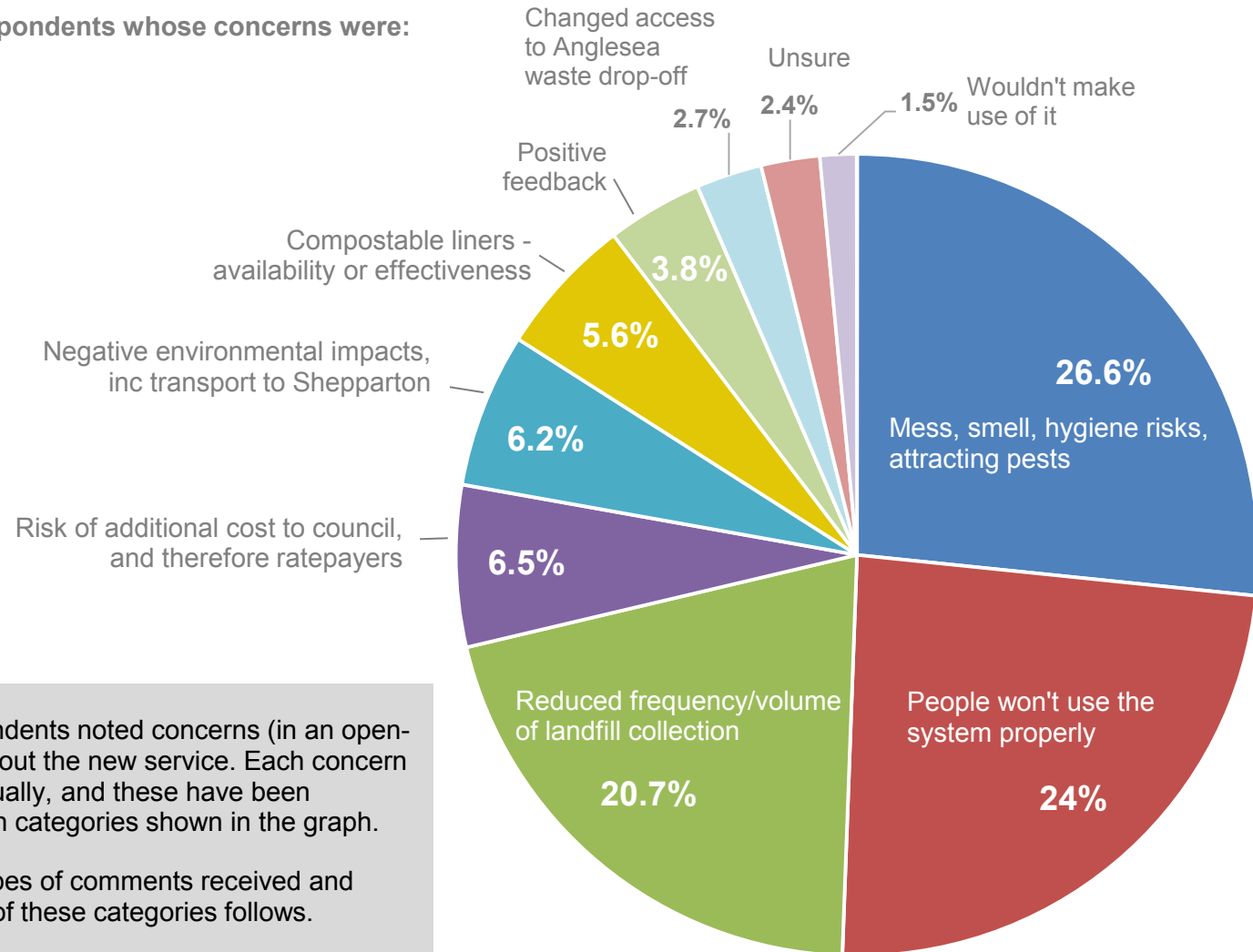
From 818 surveys, there were:

- 261 concerns
- 629 benefits



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

Percentage of respondents whose concerns were:



Only 32% of respondents noted concerns (in an open-ended question) about the new service. Each concern was treated individually, and these have been grouped into the ten categories shown in the graph.

Examples of the types of comments received and grouped into each of these categories follows.

## **Examples of CONCERNS submitted in the surveys and allocated to the following categories:**

### **Smell, mess, hygiene risk, attracting pests**

"Minor concern - possible smell in hot weather."

"Attracting rodents, ants, foxes, insects, etc."

"We have two young kids and the nappies will smell and may fill up the bin."

"I don't like the idea of food scraps being left inside."

"Smell and danger from rotting food scraps, unhygienic bins."

### **People won't use the system properly**

"I think it will be a challenge for renters and holiday makers over the Christmas holidays."

"Holiday people will not be bothered separating the waste and landfill bin will overflow in peak times and become smelly and fly infested."

"Getting the other seven adults in my extended family to make the change."

### **Reduced frequency/volume of landfill collection**

"I'm concerned about the landfill bin being collected fortnightly as ours is often full."

"We may need a larger landfill bin or more regular pick up. But happy to trial new pilot and see how it goes."

"I have a 6 person household and fortnightly landfill bin emptying is not enough. Also 2 weeks worth of nappies is going to stink."

### **Risk of additional cost to council, and therefore ratepayers**

"Wouldn't want rates to increase because of this."

"That there not be any additional charges imposed on rate-payers who are already paying very high rates and collection fees."

### **Negative environmental impacts, inc transport to Shepparton**

"Lots of transport cost taking it to Corio and Shepparton. Home compost is better in principle."

"Footprint for transporting the waste to Shepparton - it should be done as locally as possible."

### **Compostable liners - availability or effectiveness**

"Inconvenience of getting new liners - Shire Offices or Tip are certainly not convenient to get to. Please also choose somewhere in town, e.g. IGA or Info Centre."

"How often will we get bags for our organics bins and are they biodegradable?"

### **Positive feedback**

"No concerns. I think it's a good idea."

"Wonderful!"

"I love it!"

### **Changed access to Anglesea waste drop-off**

"Will the disposal collection area next to Shell be replaced elsewhere? It was vary handy."

"We will miss the transfer bins in town as we use our home on an irregular basis."

Note: The drop-off point for holiday home owners/semi permanent residents to leave recycling, organics and landfill material has been relocated to the Anglesea Transfer Station, and is accessible 24/7.

### **Unsure**

"I'll reserve concerns until I see it in practice."

"I don't know how this will work yet."

### **Wouldn't make use of it**

"We will not use the bin for food waste. Our waste goes either into our compost bin or to the dog."

"We are not there much."

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

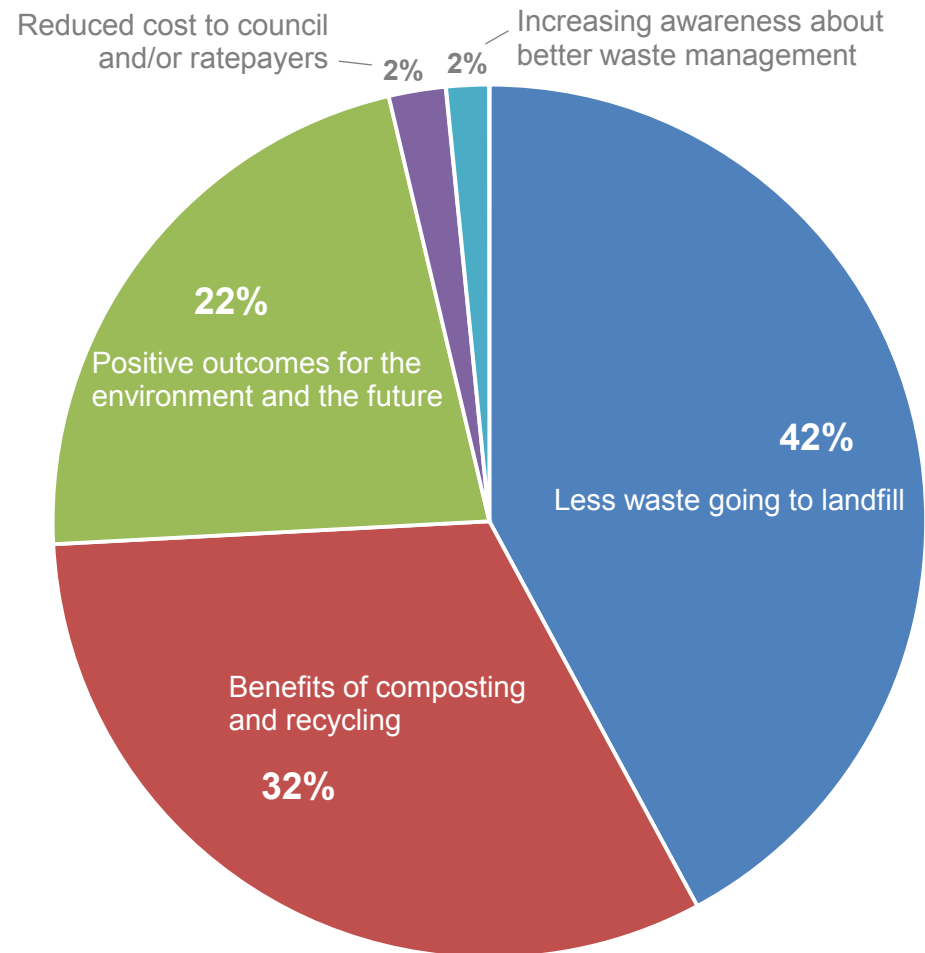
### Percentage of respondents who said:

- Less waste going to landfill
- Benefits of composting and recycling
- Positive outcomes for the environment and the future
- Reduced costs to council and/or ratepayers
- Increasing awareness about better waste management

77% of surveys noted benefits of introducing the organics service. The 629 comments have been grouped into six categories as shown in this graph.

Examples of the comments allocated to each of these categories follows.

A number of respondents noted they have had good experiences using a food and garden organics collection service in other places (e.g. Melbourne, Bendigo, Byron Bay).



## **Examples of BENEFITS submitted in the surveys and allocated to the following categories:**

### **Less waste going to landfill**

"Less waste into our limited landfill."

"Less compostable waste going to landfill and all of the flow-on benefits that will be created."

"I think it's a fabulous idea. Super important to minimise landfill. We've had experience in Byron shire of this collection and it's a fantastic way to reduce hard waste and dispose of organic non-compostable waste."

"Less organics going into landfill equals less methane and leachate being produced. Also organics can be turned into useful compost. This is a good initiative. Well done!"

### **Benefits of composting and recycling**

"Our organic food scraps will be going back into the earth."

"Additional outlet for organic waste my worms and dog can't consume."

"Will give an opportunity for people who are not familiar with composting, or perhaps who don't have the knowledge, to compost and put their food waste to good use."

"My own composting is not perhaps as efficient or effective as a bulk composting service might be."

"We want to recycle everything we can."

### **Positive outcomes for the environment and the future**

"Overall better for the environment. Excellent idea!"

"Less landfill, more value-adding of existing rubbish, less emissions, less climate change, potentially cost saving to council (with reduced land fill demand)."

"Love it. Teach the next generation about waste management. Looks after our beautiful environment. Makes households more conscious about waste management."

"Think globally, act locally! All helps to reduce our impact on the planet and decrease carbon emissions."

### **Reduced cost to council and/or ratepayers**

"Reduce waste disposal costs, great for environment and ecology."

### **Increasing awareness about better waste management**

"Reduced landfill is key and greatest benefit, but also the general awareness to the community of being aware of where waste goes."

"Make people more aware of their purchasing and consumption waste. A feeling that our waste is no longer 'waste'. Promote reflective consumption."

"Making people more aware and accountable for their waste. Beneficial for environment."

## 10. What source(s) of information are you most likely to read/look out for?

This question allowed multiple responses, and for respondents to add additional information sources. In total, 1,460 information sources were submitted.

### Percentage of respondents who said:

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

The top 'Other sources' people noted included:

- local newspapers (32 responses)
- letters/mailbox flyers (8 responses)
- email (6 responses).

In addition, the following were each mentioned once: talks/presentations; public forum; word of mouth; community ambassadors; local radio; annual reports; Anglesea Life Facebook page; and Instagram.

