

Anglesea Food Organics Collection Pilot – results of survey 2 (March-April 2019)

This is a summary of results from the second survey completed by Anglesea residents and ratepayers about Surf Coast Shire Council's Food Organics Collection Pilot, introduced in December 2018.

The survey was open from March to April 2019, and sought to collect feedback on how the food organics collection service was being experienced by the community, including the provision of kitchen caddies and liners; how food scraps are being used or disposed of; how full kerbside bins are; and any benefits or lasting concerns related to the service.

The community was encouraged to complete the survey online, and 421 responses were received (with only 7 people being provided with, and returning, a hardcopy survey). There are just under 3,000 residential properties in Anglesea, all of which are receiving the food organics collection service.

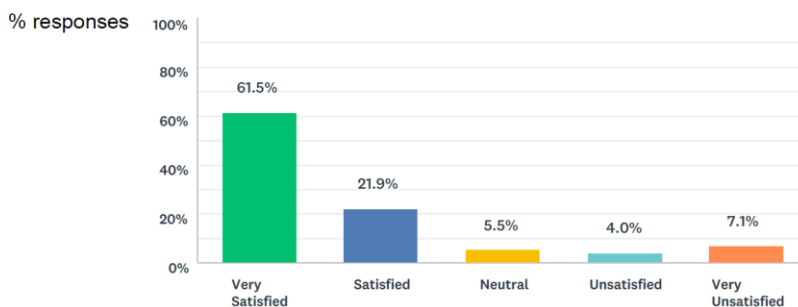
Information collected through this survey as well as kerbside and truck audits during the pilot will assist Council to plan for the future of kerbside food organics and garden organics (FOGO) collection in the shire.

For information about the pilot see www.surfcoast.vic.gov.au/AngleseaOrganics.

Q1 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.

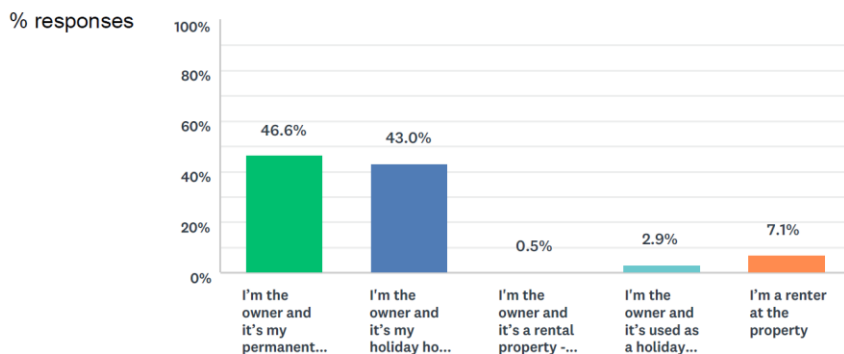
Answered: 421 Skipped: 0



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

Q2 Tell us about your Anglesea house

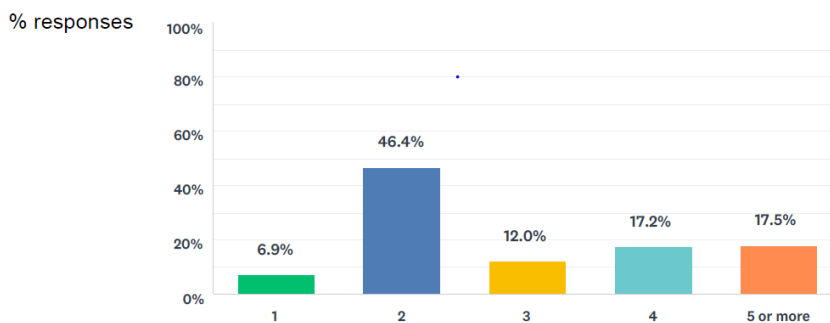
Answered: 421 Skipped: 0



ANSWER CHOICES	RESPONSES	
I'm the owner and it's my permanent residence	46.6%	196
I'm the owner and it's my holiday home (give your best estimates to questions if necessary)	43.0%	181
I'm the owner and it's a rental property - long lease (skip any questions that don't apply to you)	0.5%	2
I'm the owner and it's used as a holiday rental (skip any questions that don't apply to you)	2.9%	12
I'm a renter at the property	7.1%	30
TOTAL		421

Q3 How many people usually live at (or use) your Anglesea house?

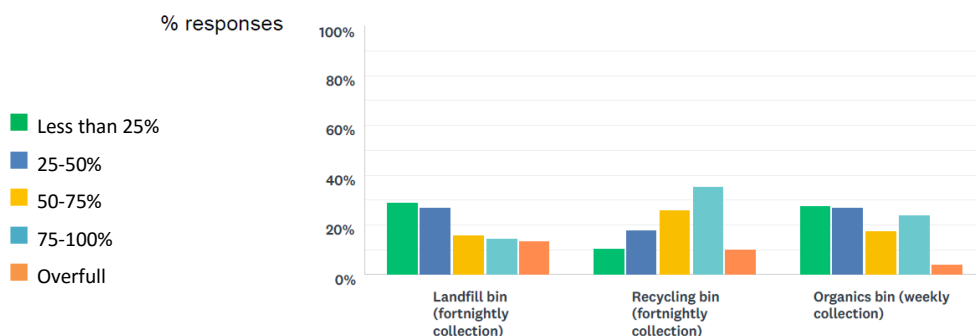
Answered: 418 Skipped: 3



ANSWER CHOICES	RESPONSES	
1	6.9%	29
2	46.4%	194
3	12.0%	50
4	17.2%	72
5 or more	17.5%	73
TOTAL		418

Q4 Please estimate in general how full your kerbside bins are each week or fortnight:

Answered: 407 Skipped: 14



	LESS THAN 25%	25-50%	50-75%	75-100%	OVERFULL	TOTAL	WEIGHTED AVERAGE
Landfill bin (fortnightly collection)	28.99% 118	27.03% 110	16.22% 66	14.50% 59	13.27% 54	407	3.27
Recycling bin (fortnightly collection)	10.57% 43	18.18% 74	26.04% 106	35.38% 144	9.83% 40	407	4.05
Organics bin (weekly collection)	27.59% 112	26.85% 109	17.73% 72	23.89% 97	3.94% 16	406	3.22

Landfill bin

- 56% of landfill bins in Anglesea are less than half full each fortnight
- 13% of landfill bins are overfull each fortnight

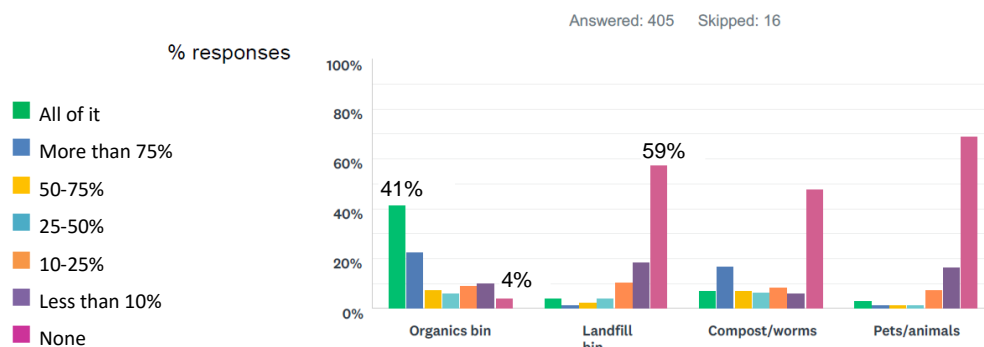
Recycling bin

- Recycling bins are highly utilised by most households – 35% are full and 10% are overfull each fortnight

Organics bin

- How full kerbside organics bins are (with food and garden waste) is highly variable between households

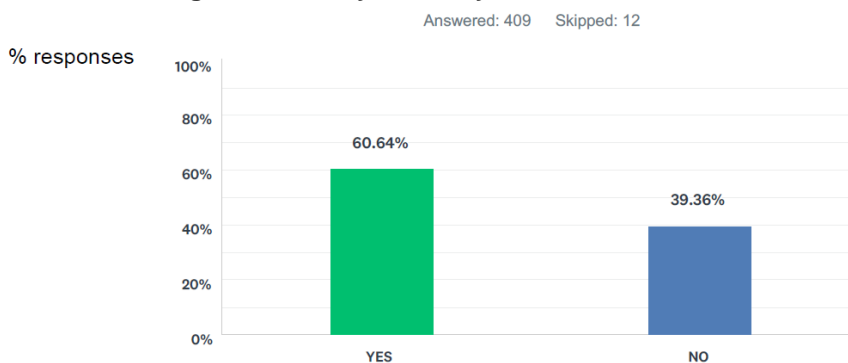
Q5 What percentage of your household food waste goes where?



- 41% of households put **all** food waste into the kerbside organics bin. 4% put **no** food waste into it.
- 59% of households put **no** food waste into the kerbside landfill bin.
- 10% of households use all their food scraps in a compost/worm farm or feed them to pets/animals.

	ALL OF IT	MORE THAN 75%	50-75%	25-50%	10-25%	LESS THAN 10%	NONE	TOTAL	WEIGHTED AVERAGE
Organics bin	41.31% 164	22.67% 90	7.30% 29	5.79% 23	9.07% 36	9.82% 39	4.03% 16	397	5.36
Landfill bin	4.03% 12	1.68% 5	2.35% 7	4.03% 12	10.74% 32	18.46% 55	58.72% 175	298	1.94
Compost/worms	7.03% 22	16.93% 53	7.03% 22	6.71% 21	8.31% 26	5.75% 18	48.24% 151	313	2.97
Pets/animals	2.76% 8	1.38% 4	1.38% 4	1.38% 4	7.59% 22	16.55% 48	68.97% 200	290	1.65

Q6 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?

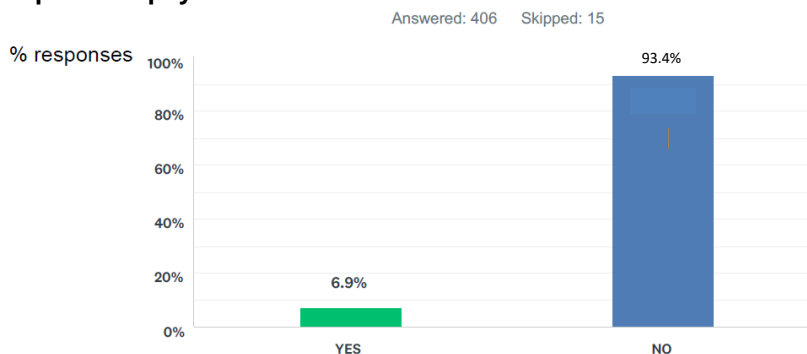


Questions 6 and 7 were asked to gain an indication of the number of residents that felt they needed extra landfill bin capacity during the January holiday period.

The responses will help Council to develop the best options to help these residents.

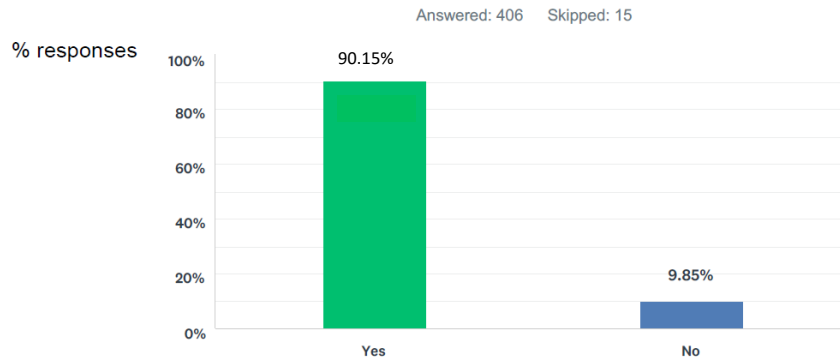
ANSWER CHOICES	RESPONSES
YES	60.64% 248
NO	39.36% 161
TOTAL	409

Q7 Would you be prepared to pay for it?



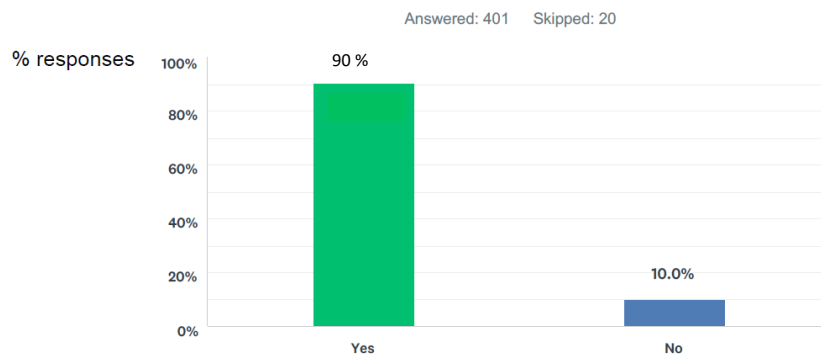
ANSWER CHOICES	RESPONSES
YES	6.9% 28
NO	93.1% 378
TOTAL	406

Q8 Do you use the kitchen caddy we provided?



ANSWER CHOICES	RESPONSES	
Yes	90.15%	366
No	9.85%	40
TOTAL		406

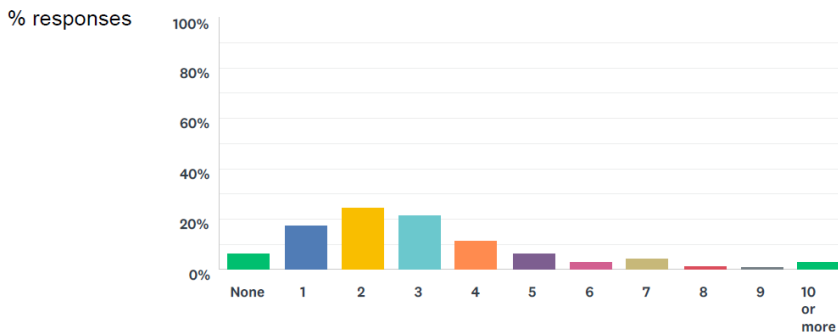
Q9 Do you use the Council-supplied compostable liners to contain food in your kitchen caddy?



ANSWER CHOICES	RESPONSES	
Yes	90.0%	361
No	10.0%	40
TOTAL		401

Q10 How many liners do you estimate you use in a week?

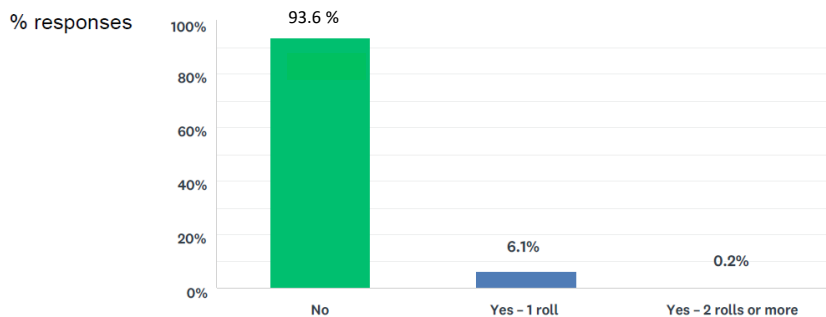
Answered: 399 Skipped: 22



ANSWER CHOICES	RESPONSES	
None	6.52%	26
1	17.29%	69
2	24.56%	98
3	21.30%	85
4	11.28%	45
5	6.52%	26
6	3.01%	12
7	4.26%	17
8	1.25%	5
9	1.00%	4
10 or more	3.01%	12
TOTAL		399

Q11 Have you collected extra rolls of liners from council?

Answered: 407 Skipped: 14

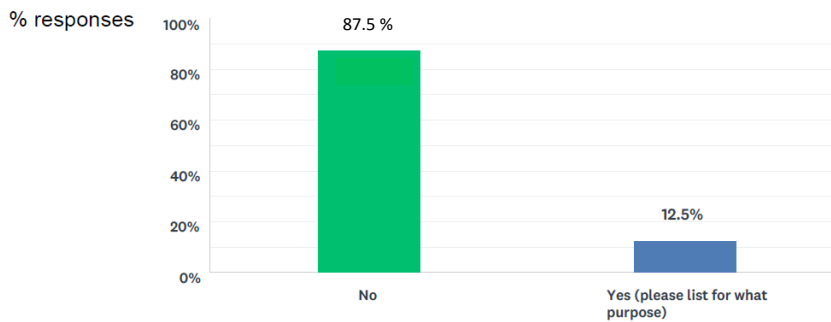


This result aligns with Council's estimate that a roll of 150 liners should last households 6-12 months.

ANSWER CHOICES	RESPONSES	
No	93.6%	381
Yes - 1 roll	6.1%	25
Yes - 2 rolls or more	0.2%	1
TOTAL		407

Q12 Do you use the liners for any purpose other than lining your kitchen caddy?

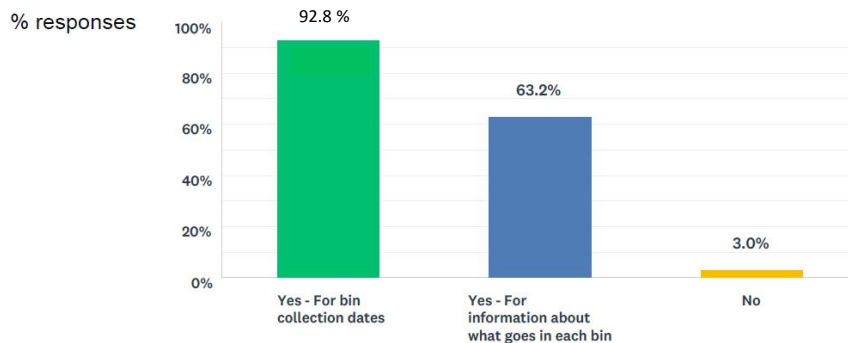
Answered: 407 Skipped: 14



ANSWER CHOICES	RESPONSES	
No	87.5%	356
Yes (please list for what purpose)	12.5%	51
TOTAL		407

Q13 Did you refer to the collection calendar we provided?

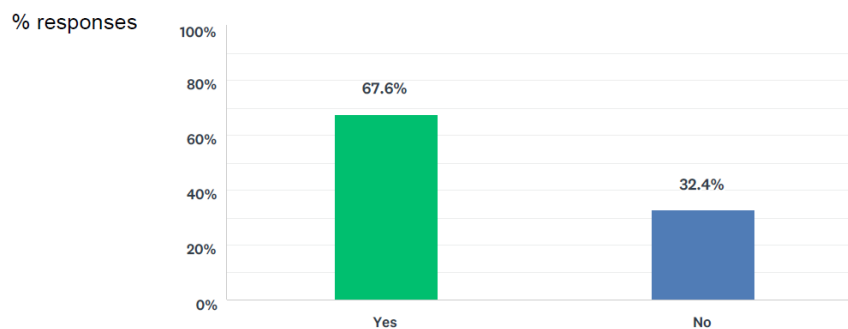
Answered: 405 Skipped: 16



ANSWER CHOICES	RESPONSES	
Yes - For bin collection dates	92.8%	376
Yes - For information about what goes in each bin	63.2%	256
No	3.0%	12
Total Respondents: 405		

Q14 Did you apply the stickers we provided (landfill, organics and recycling) to your kerbside bins?

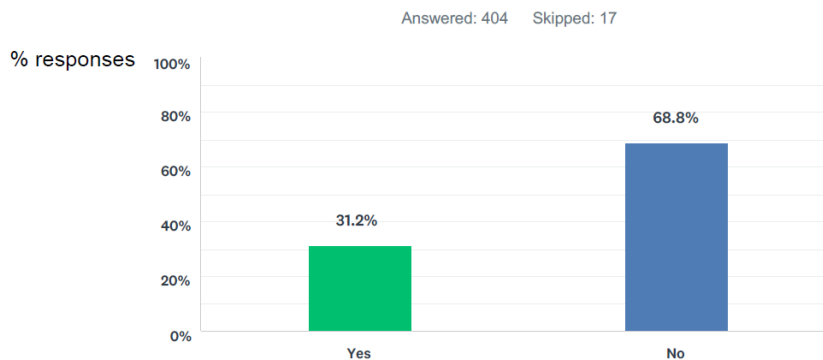
Answered: 404 Skipped: 17



ANSWER CHOICES	RESPONSES	
Yes	67.6%	273
No	32.4%	131
TOTAL		404

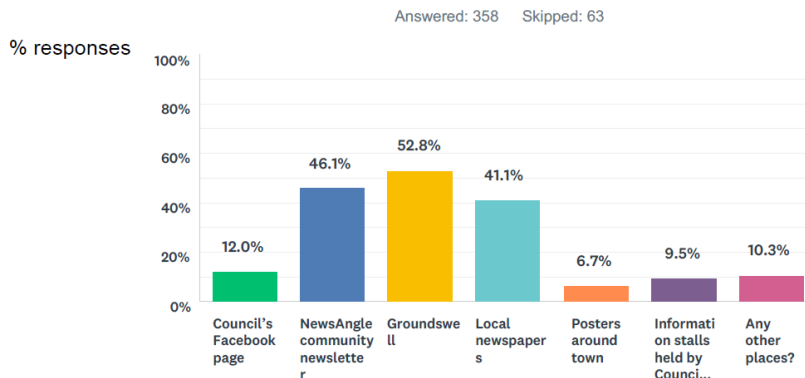
Q15 Did you visit our Anglesea Organics Pilot webpage for information?

www.surfcoast.vic.gov.au/AngleseaOrganics



ANSWER CHOICES	RESPONSES	
Yes	31.2%	126
No	68.8%	278
TOTAL		404

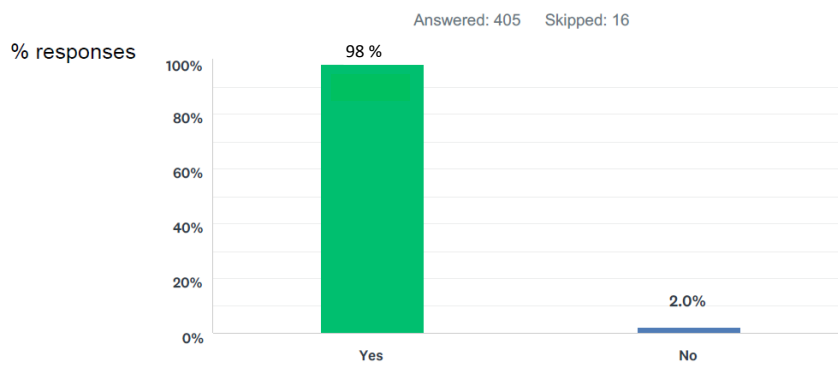
Q16 Did you see information about the pilot through any of these other sources?



ANSWER CHOICES	RESPONSES	
Council's Facebook page	12.0%	43
NewsAngle community newsletter	46.1%	165
Groundswell	52.8%	189
Local newspapers	41.1%	147
Posters around town	6.7%	24
Information stalls held by Council officers	9.5%	34
Any other places?	10.3%	37
Total Respondents: 358		

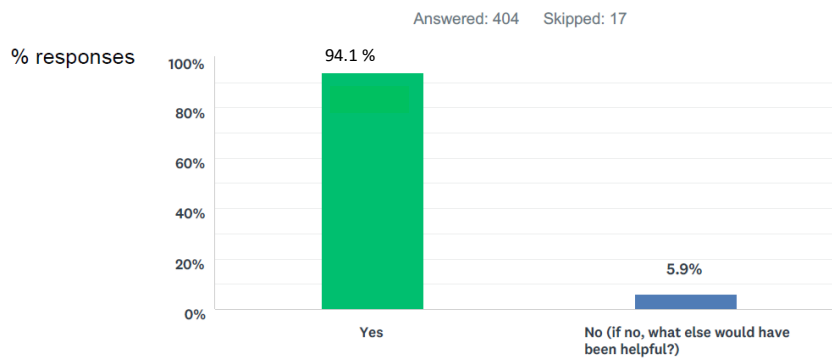
'Other places' noted included Council's direct mailouts to residents and ratepayers; conversations with Council officers; Anglesea Men's Shed email; Anglesea Community Network's newsletter.

Q17 Do you feel like you know what now goes into the kerbside organics (green waste) bin?



ANSWER CHOICES	RESPONSES	
Yes	98.0%	397
No	2.0%	8
TOTAL		405

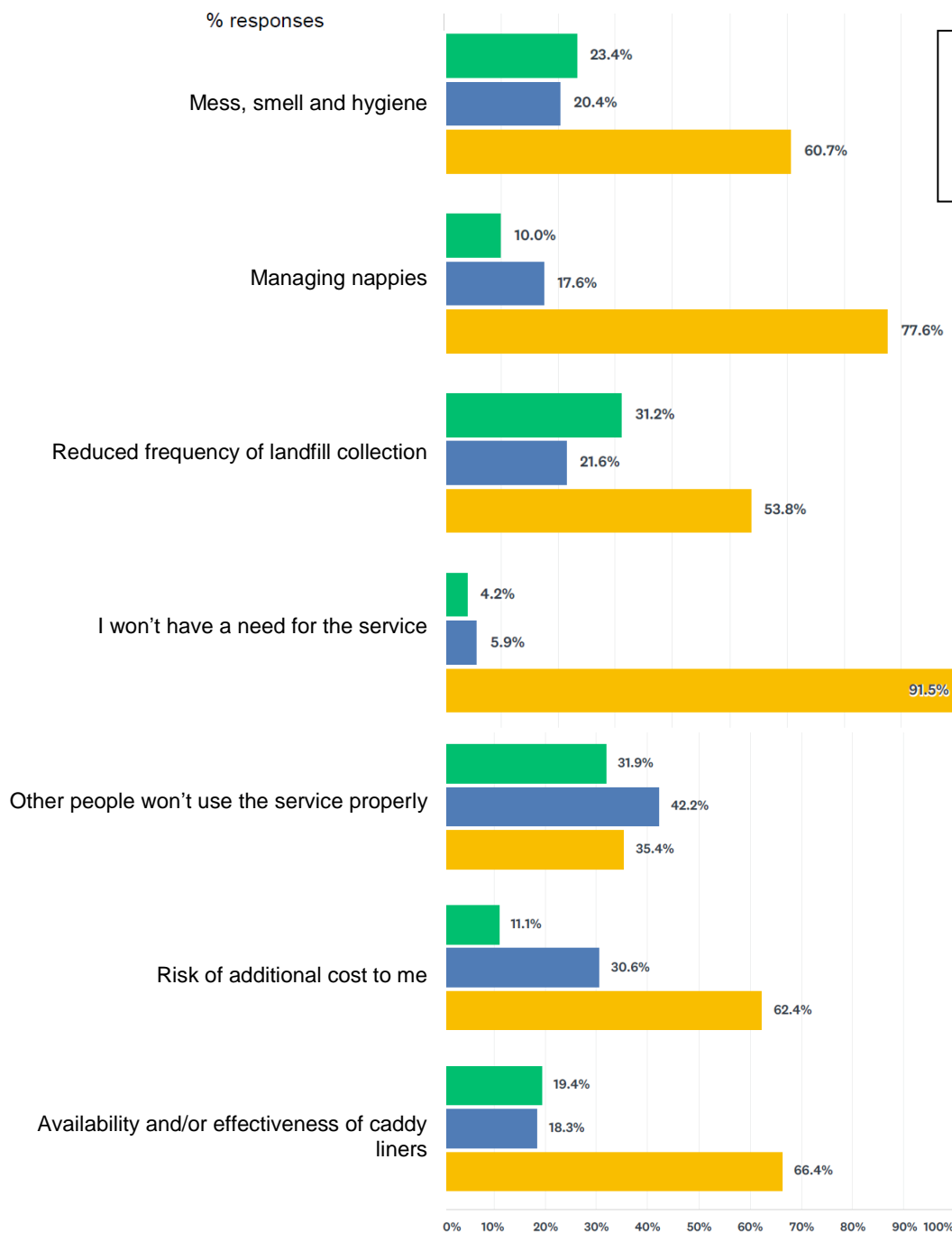
Q18 Do you feel like you got all the information you needed to get the service set up and in use at your house?



ANSWER CHOICES	RESPONSES	
Yes	94.1%	380
No (if no, what else would have been helpful?)	5.9%	24
TOTAL		404

Q19 Here are some concerns we heard from you from the first survey. Take a look and let us know how you feel about them:

Answered: 403 Skipped: 18



■ I was concerned **before** the pilot started
■ I am concerned about this **now**
■ I was **never** concerned about this

These results are similar to those in the survey undertaken before the food organics collection was introduced – indicating that only a small number of Anglesea residents and ratepayers had concerns.

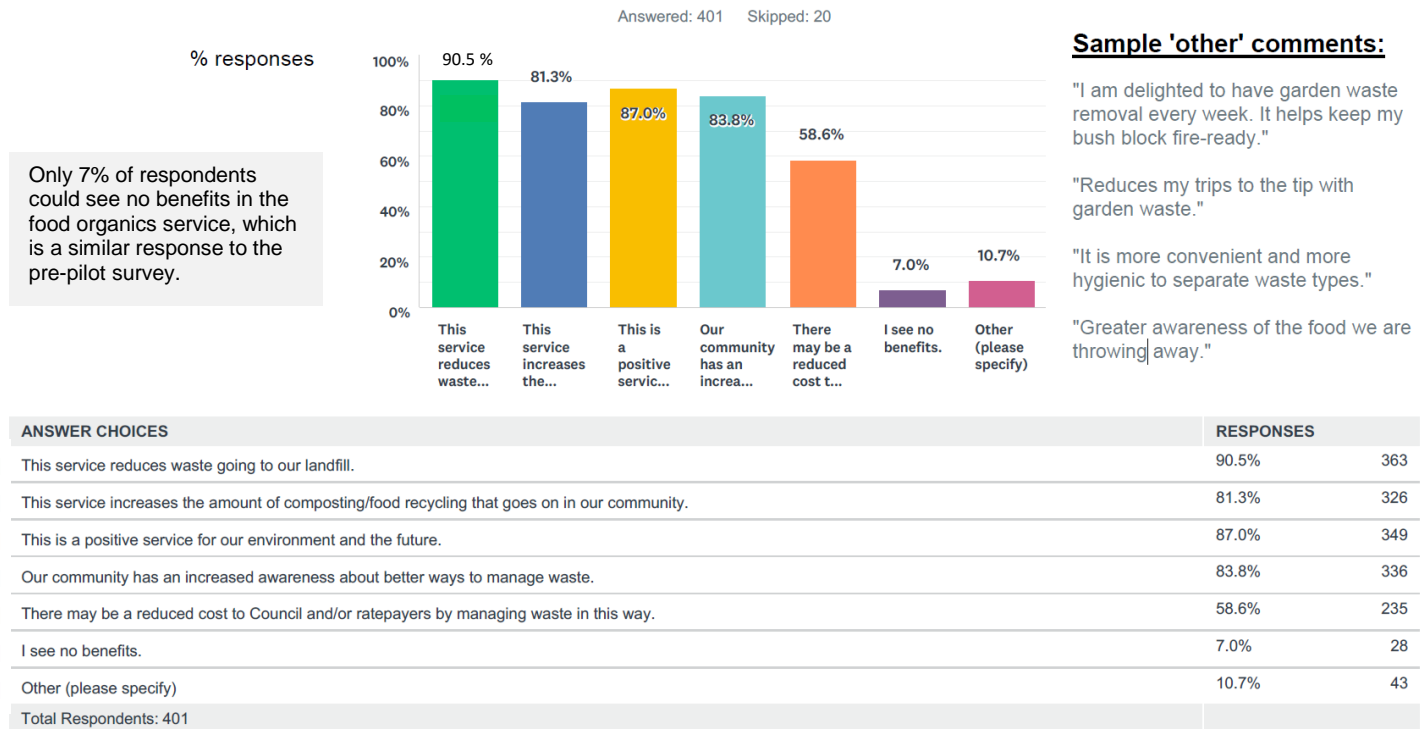
Top 3 current concerns:

- Other people won't use the service properly (42%)
- Risk of additional cost to me (30.6%)
- Reduced frequency of landfill bin collections (21.6%)

The only item that people didn't have concern about before the pilot, but do have concern about now, is that other people won't use the service properly.

	I WAS CONCERNED BEFORE THE PILOT STARTED.	I AM CONCERNED ABOUT THIS NOW.	I WAS NEVER CONCERNED ABOUT THIS.	TOTAL RESPONDENTS
Mess, smell and hygiene	23.4% 93	20.4% 81	60.7% 241	397
Managing nappies	10.0% 38	17.6% 67	77.6% 295	380
Reduced frequency of landfill collection	31.2% 124	21.6% 86	53.8% 214	398
I won't have a need for the service	4.2% 15	5.9% 21	91.5% 325	355
Other people won't use the service properly	31.9% 121	42.2% 160	35.4% 134	379
Risk of additional cost to me	11.1% 43	30.6% 118	62.4% 241	386
Availability and effectiveness of caddy liners	19.4% 75	18.3% 71	66.4% 257	387

Q20 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.



Q21 Do you have any other comments or feedback about the pilot? – sample comments

"This is a brilliant initiative and it makes me excited to live in Anglesea. Well done. Please do not stop it."

"Well done - this is a great initiative and wonderful to see the ongoing support and continued communication - keep up the good work."

"I think it's great and hope it continues and is extended to other areas. I compost at home still but this service extends that to include waste I wouldn't put in my home compost."

"Most weeks I have about 3-4 full liners in the organics bin and very little garden waste. 3/4 of the time there is nothing else except liners so the bin is quite empty, i.e. I put the bin out for 3 or so liners only."

"Are there any plans to develop a plant closer to Geelong to reduce the transportation of the waste? I congratulate the council on initiating this trial!"

"Good initiative but more suited to a permanent population, certainly not for holiday houses and to a lesser extent holiday rental properties."

"Holiday visitors and weekenders did not seem to understand the new system. The result was a lot of overflowing and smelly bins in our area, which was enjoyed by the local ravens, and rats no doubt."

"Please reverse or collect landfill every week as usual!"

"I was concerned about being able to support the program as a non-permanent resident who cannot put bins out each week. However, the council were fantastic at addressing my concerns, and acting on them by placing organic waste collection bins at the tip [waste drop-off point for non-permanent residents]. This has also made our family much more aware of how we are dealing with waste in our household."

"This was a wonderful initiative and we hope it remains for a long time. We have used the caddy since the pilot started and enjoy being able to send our food waste somewhere where it will not be going to landfill. It also reduced the work for us as we now don't need to set up a compost for food scraps. We found all the information very helpful and referred to the calendar and 'what's accepted' list numerous times throughout the pilot. Thank you!"

"You are leading the state with this pilot and inspiring my family to be more aware of our waste. I wish my Melbourne council would do it as well."

"Fortnightly pick up for landfill bins is not enough."

"It's great to see some innovation and leadership from council and to see genuine attempts to get feedback from ratepayers."

"Great initiative, except for use of caddy liners. They are unnecessary. Better to educate residents on the truly environmental way to use this service – just tip your container into the bin as is, loose. Wash your hands if you are worried about hygiene. The bags use resources to produce."

"The nappies in the bins after two weeks are disgusting and overflowing!!"

"I'm concerned about the fuel miles to get organics to Shepparton. What's next? An organics processing plant in the shire or in Geelong?"

"It's a great service. I wish the recycling bins were also collected weekly. We could cope with monthly landfill bin collections."

"There are only two issues for us. It smells and our landfill bin does get overfull, now that we are on a fortnightly pick up... but it is just overfull... we are managing it."

"It has worked better than I expected. Happy to be doing our bit to help!"

"I'm proud of the Surf Coast Shire to be ahead of many other municipalities in Victoria. I go to my children's houses and can't believe that their rubbish collection seems all wrong with no consideration for food waste!"

"I couldn't be happier managing waste in this way and I applaud the council for introducing it. I really hope these waste management strategies continue and the council can find a way to educate people who are not on board. I fully support the programme."

"I feel the organics bin should be emptied fortnightly and the waste bin weekly. If not, the waste bin needs to be bigger. And at no cost to me as I pay enough fees and rates!"

"I am proud to be a ratepayer with the Surf Coast Shire that has been (plastic bag free) and continues to be proactive about caring for the environment and reducing waste."

"The system is used elsewhere very successfully so I didn't see the need for a pilot. Just do it!"

"We rented our house out in January and I was worried about how the renters would manage their waste, but it all went swimmingly. Had great feedback!"

"If the landfill bin is only to be collected fortnightly then the bin needs to be increased in size. Over the holiday periods and weekends our children stay with their children, at present they have 6 children under two years of age and the disposal of nappies is a real problem. At least during holiday times need to increase the landfill bin collection to weekly."

"I thought the old way was working – not broken – don't fix it!"

"I really really don't like it. Gave it a go and it doesn't work at all for me. If anything it has made me more likely to put the wrong thing in different bins because you run out of room in the landfill one."

"I hope this continues, we've seen a huge difference in the amount of waste going into our landfill bin. Well communicated pilot, useful questions in survey, it's starting out really well."

"I actually feel really good doing this. Thank you."

"I as a holiday house owner, have adapted to the change positively. It is working well for all occupants that have arrived at the house."

"It would be good to see the waste processed closer to home and maybe even going back into the community – a compost depot where we could go and get compost for our gardens."

"Need easier access to additional rubbish disposal if required including additional and accessible locations for drop off."

"I think it's fantastic and hope everyone gets involved in using it properly to ensure its success. Well done!"