

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
- visit our webpage 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:

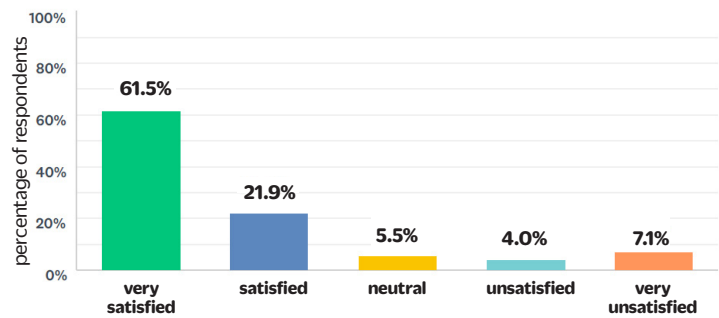
COMMUNITY SATISFACTION

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 satisfied are you with the program?

(from 421 survey respondents, May 2019)



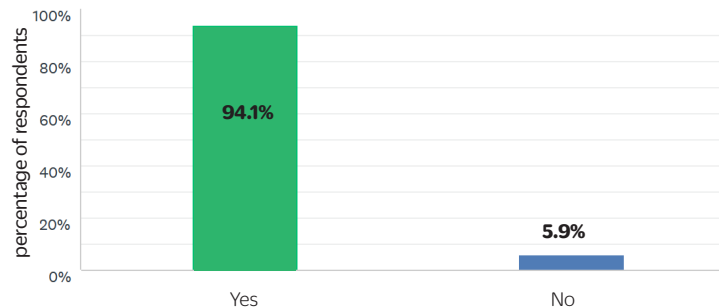
HOW WE COMMUNICATED WITH YOU

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.

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

(from 421 survey respondents, May 2019)

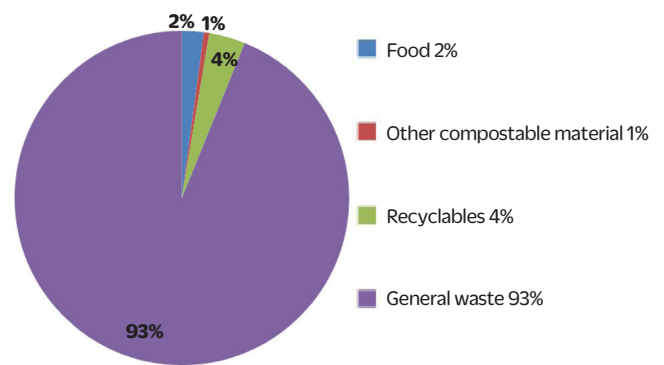


IMPACTS OF THE PILOT

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.

What's going into landfill bins now?



(Average from Anglesea homes)