



Waste Management Strategy review

Engagement summary report

April 2022



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Executive summary

Introduction

The rapid growth of our City, in both established and new neighbourhoods, means we're producing more waste. Meanwhile, as we all face significant challenges from the COVID-19 pandemic, even the way we dispose of our waste has changed.

Our *Don't Waste It: Waste Management Strategy 2018-22* was developed to respond to both the challenges and opportunities presented by our rapidly growing City.

Since the strategy was adopted, there have been changes affecting the waste and recycling sector, including:

- State policy reforms (*National Waste Policy 2018 & Action Plan* and *Recycling Victoria: a new economy*)
- New Legislation (Circular Economy (Waste Reduction and Recycling) Act 2021), which sets out the establishment of Recycling Victoria, a dedicated government business unit to oversee and provide strategic leadership for the waste and recycling sector in July 2022
- EPA landfill levy increases
- China's 'Operation Green Fence' (2013) and National Sword Policy (2017)
- Increase in waste produced due to COVID-19 pandemic and many people working from home.

Our household waste has increased as we spend more time at home, and for some of us our bins are filling up faster than usual. As we spend more time in our local area, there has been an increased demand for our street bins, which are also filling up more quickly.

The way we have been managing waste up until now, cheap landfilling and exporting our recycling, is no longer an option. We all know that the amount of waste we produce as a society impacts both our immediate and broader environment. We are getting better at recycling, but large volumes of recyclable material still end up in landfill because it's placed in the wrong bin or can't be sorted effectively.

Council is undertaking a review of our *Don't Waste It: Waste Management Strategy 2018-22* to ensure our actions towards managing waste continue to meet our community's needs and aspirations now and in the future.

Engagement approach

The engagement approach includes two rounds of community engagement: consultation on proposed changes to waste collection services (February 2022); and consultation to gather feedback on a draft revised waste management strategy (May 2022). This report presents the findings from the first round of community engagement.

Council sought community feedback from 10 February to 5 March to inform a review of its waste management strategy. Due to increasing COVID-19 case numbers and in considering direction from the Victorian Chief Health Officer, consultation was held online.

The primary feedback tool was a survey, hosted online and available in hard copy on request. Sixty-seven survey responses were received. Two Q&A webinars were also held during the consultation period.

Consultation was promoted via Council's communications channels, including Divercity Online, social media, e-newsletters and via community databases.

Key findings

The survey sought feedback on the following:

- proposed criteria for identifying communal hub locations
- suggestions for supporting our community to transition to a communal waste service model
- proposed changes to waste collection cycles
- proposed separation of direct waste charges from General Rates

The following provides a summary of comments received via the survey.

Key feedback themes regarding criteria for assessing communal hub locations:

- Lack of confidence in community uptake of communal hubs
- Safety concerns in accessing communal hubs outside daylight hours
- Mixed support for communal hubs in open spaces, with supermarket carparks and shopping strips suggested as alternative locations
- Concerns about potential odour (FO/FOGO) and noise (glass), and vermin (rats, possums, etc) being attracted to communal bins
- Consideration of alternatives or additional support for elderly or less mobile residents
- Need for collection frequency that addresses concerns around overflowing bins or dumping
- Mixed support on distance from residences, with some concern around transporting heavy / smelly waste to hubs

- Desire for parking availability from those who indicated they would travel to / from hubs by car
- More support for home composting
- Education / communication campaign to influence behaviour change
- Slow / staged introduction

Key feedback themes regarding support to transition to a new service model:

- Interest in provision of caddies / caddy liners, mixed with concern that these would add to rubbish problem
- Educational / communication campaign to inform residents about the changes
- More FOGO hubs within closer walking distance from residences
- Learn from other councils' experiences

Key feedback themes in relation to potential introduction of flat waste charge to pay for direct waste services:

- Some level of willingness to accept need to fund waste services through separate charge
- Suggestion that people should be charged according to how much waste they produce in order to make the charge palatable and fair
- Some commentary around waste services being a core responsibility of Council and therefore should be covered by rates without any additional charge/cost to ratepayer
- Desire for more information about potential impact of a charge

Introduction

Background

The rapid growth of our City, in both established and new neighbourhoods, means we're producing more waste. Meanwhile, as we all face significant challenges from the COVID-19 pandemic, even the way we dispose of our waste has changed.

Our *Don't Waste It: Waste Management Strategy 2018-22* was developed to respond to both the challenges and opportunities presented by our rapidly growing City.

Since the strategy was adopted, there have been changes affecting the waste and recycling sector, including:

- State policy reforms (*National Waste Policy 2018 & Action Plan* and *Recycling Victoria: a new economy*)
- New Legislation (Circular Economy (Waste Reduction and Recycling) Act 2021), which sets out the establishment of Recycling Victoria, a dedicated government business unit to oversee and provide strategic leadership for the waste and recycling sector in July 2022
- EPA landfill levy increases
- China's 'Operation Green Fence' (2013) and National Sword Policy (2017)
- Increase in waste produced due to COVID-19 pandemic and many people working from home.

Our household waste has increased as we spend more time at home, and for some of us our bins are filling up faster than usual. As we spend more time in our local area, there has been an increased demand for our street bins, which are also filling up more quickly.

The way we have been managing waste up until now, cheap landfilling and exporting our recycling, is no longer an option. We all know that the amount of waste we produce as a society impacts both our immediate and broader environment. We are getting better at recycling, but large volumes of recyclable material still end up in landfill because it's placed in the wrong bin or can't be sorted effectively.

Building a sustainable future for our City requires a response to ongoing state, national and international changes to how waste is managed; Council and our community also have a role to play.

Purpose of this report

The purpose of this report is to provide a summary of feedback received through round one of community engagement on a review of *Don't Waste It! Waste Management Strategy 2018-22*. It details the engagement tools and techniques used, and presents the findings from the engagement.

Purpose of engagement

The purpose of this engagement was to:

- inform the community of the strategy review and reasons behind it
- raise awareness of legislative changes that will change how we manage waste in the future
- seek feedback to help shape Council's review of the strategy.

Communications

We communicated with our community about this consultation via Council's *Have Your Say* website and newsletter. Emails were distributed to the *Have Your Say* database and information about the review and opportunity to provide feedback was also promoted via Council's social media channels.

Limitations

- Consultative engagement provides only a high-level snapshot of community sentiment and does not reflect any deeper deliberation of issues and challenges.
- Contributions to this consultation do not necessarily constitute a representative snapshot of our community, as people self-selected to participate.
- Consultation was delivered fully online due to the high number of COVID-19 cases and direction from the Victorian Chief Health Officer.
- Findings from this consultative engagement form part of the broader evaluation of the strategy, and should be considered in conjunction with results of other related engagement activities.

Engagement approach

This section details the community engagement approach in gathering feedback to inform Council's waste management strategy review.

From 10 February to 5 March 2022, Council sought feedback on key elements of the strategy. Consultation was delivered online due to increasing COVID-19 case numbers and in line with the Victorian Chief Health Officer's direction.

Feedback was collected via a survey hosted on Council's *Have Your Say* engagement site.

How we engaged

This engagement was hosted on Council's *Have Your Say* website, with feedback channeled through a survey seeking feedback from the community on their thoughts on, and/or experience of, the trial.

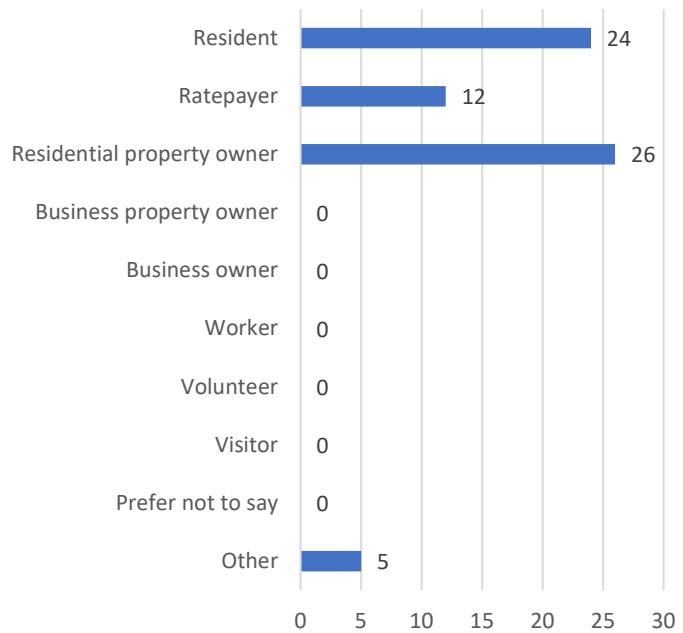
Who we engaged

Sixty-seven survey responses were received. A series of demographic questions were asked as part of the survey; the following provides a summary snapshot of respondents.

- Over two-thirds of respondents reside in Elwood (16; 23.88%), St Kilda (11; 16.42%), Port Melbourne (9; 13.43%) or South Melbourne (9; 13.43%).
- Almost a quarter of respondents (15; 22.39%) identified themselves as ratepayers.
- Over two-thirds of respondents indicated they were a woman or female (46; 68.66%), with an age distribution between 25 to 84 years.
- Fifteen respondents (22.39%) indicated they were a man or male, with an age distribution between 25 to 74 years.
- The most popular age group overall was 60 to 69 years (24; 35.82%).
- Just over one third of respondents found out about the consultation via Council's *Have Your Say* (15; 22.39%) or Divercity (10; 14.93%) newsletters.

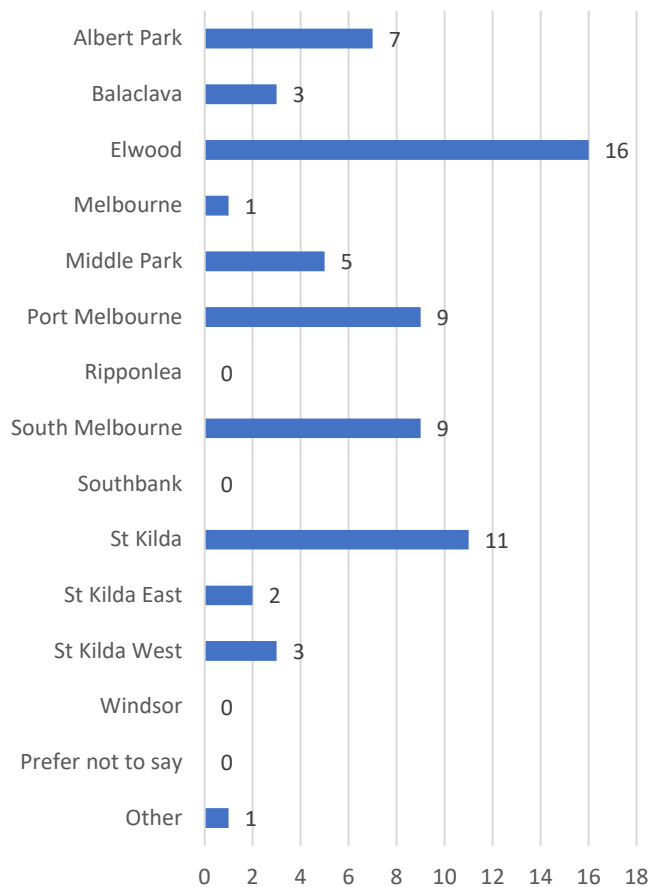
Which of the following describes your connection(s) to City of Port Phillip? (Select all that apply)

Resident	24	35.82%
Ratepayer	12	17.91%
Residential property owner	26	38.81%
Business property owner	0	0.00%
Business owner	0	0.00%
Worker	0	0.00%
Volunteer	0	0.00%
Visitor	0	0.00%
Prefer not to say	0	0.00%
Other	5	7.46%



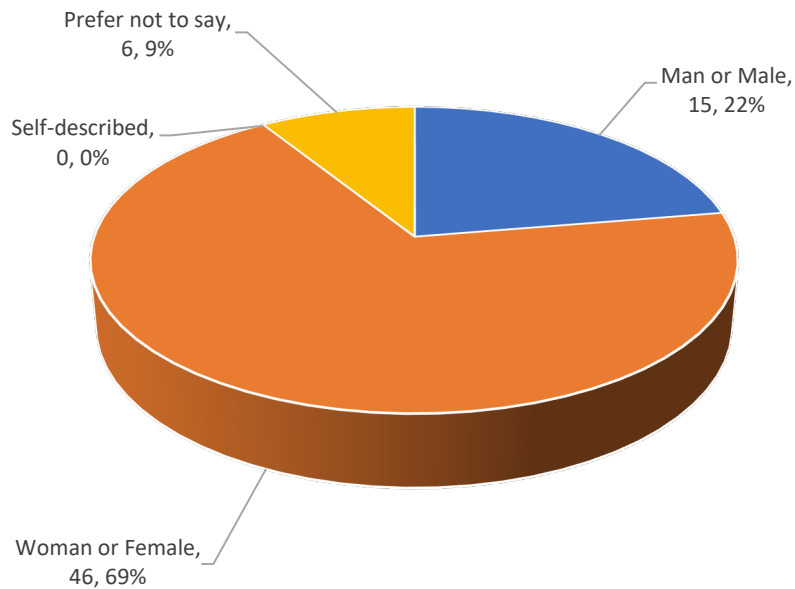
What's your residential suburb?

Albert Park	7	10.45%
Balaclava	3	4.48%
Elwood	16	23.88%
Melbourne	1	1.49%
Middle Park	5	7.46%
Port Melbourne	9	13.43%
Ripponlea	0	0.00%
South Melbourne	9	13.43%
Southbank	0	0.00%
St Kilda	11	16.42%
St Kilda East	2	2.99%
St Kilda West	3	4.48%
Windsor	0	0.00%
Prefer not to say	0	0.00%
Other	1	1.49%



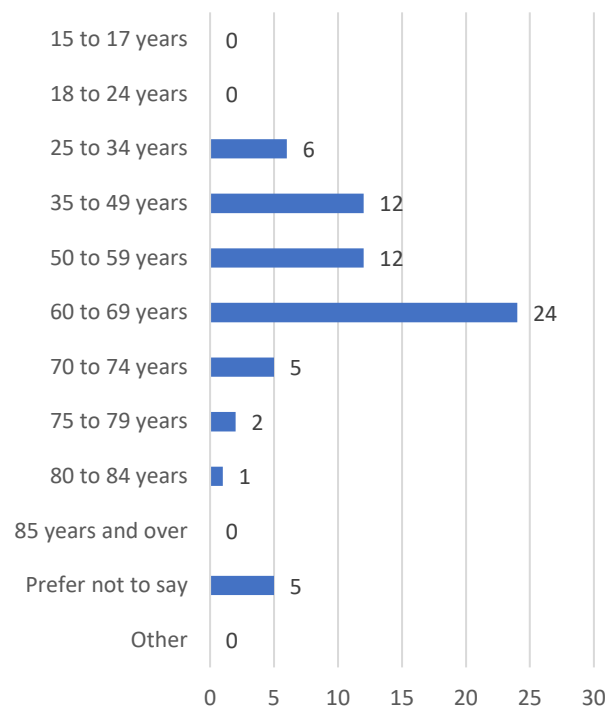
Which gender do you identify with?

Man or male	Woman or female	Self-described	Prefer not to say
14	24	1	1
35.00%	60.00%	2.50%	2.50%



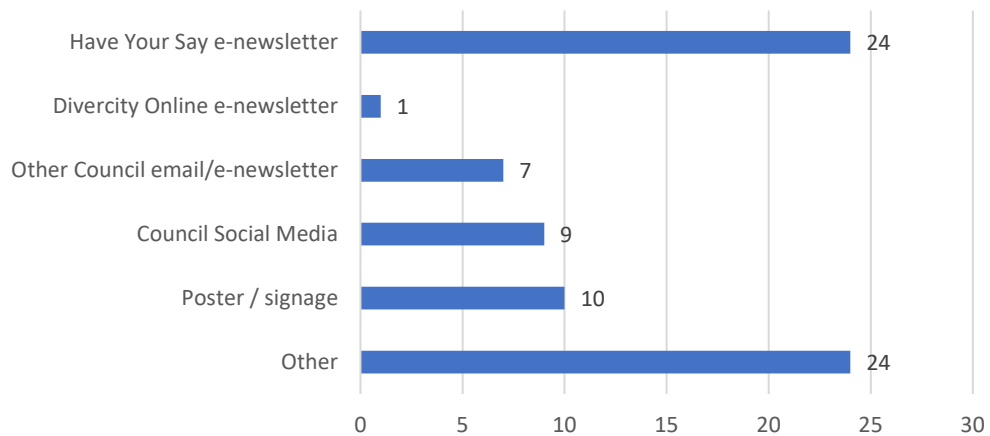
Please indicate your age group.

15 to 17 years	0	0.00%
18 to 24 years	0	0.00%
25 to 34 years	6	8.96%
35 to 49 years	12	17.91%
50 to 59 years	12	17.91%
60 to 69 years	24	35.82%
70 to 74 years	5	7.46%
75 to 79 years	2	2.99%
80 to 84 years	1	1.49%
85 years and over	0	0.00%
Prefer not to say	5	7.46%
Other	0	0.00%



How did you hear about this consultation? (Select all that apply)

Have Your Say newsletter	Diversity Online e-newsletter	Other Council email / e-newsletter	Council social media	Poster / signage	Other
15	10	9	7	1	24
22.39%	14.93%	13.43%	10.45%	1.49%	35.82%



Engagement findings

Survey results

Criteria for determining communal waste hub locations

Survey respondents were asked to share any comments on draft criteria being developed to help Council assess a location's suitability for a communal glass and/or FOGO hub. This section provides a summary of comments received against the draft criteria.

Open space (57 comments)

We're planning to place communal hubs in parks or reserves, as placing them on footpaths or close to shopping areas can create potential access issues. We will design the communal hubs so that they take up the least space possible, are tidy spaces and integrate well into the local environment. We're keen to hear your thoughts on this, as well as any other locations (or location types) that you think would be worth considering.

Several comments indicated some level of support for communal hubs to be located in parks or reserves, or for communal hubs in general. Some respondents indicated they already use a communal hub.

"Putting them in accessible spaces in parks is sensible."

"I'm using the one in Port Mel and I think it's a good location and good set up."

A number of comments were not supportive of communal hubs in parks and reserves. Reasons cited include lack of confidence in community uptake of communal hubs and concerns about potential odour (FO/FOGO) and noise (glass), and vermin (rats, possums, etc) being attracted to communal bins.

"People are not going to pack up rubbish and take them to a hub"

"Bins full of glass in parks and gardens could also pose a serious health and safety risk"

Other concerns mentioned include safe access outside daylight hours, ease of access for the elderly and less mobile, and incorrect use and contamination.

"I've got a horrible feeling that communal hubs might turn into dumps."

There were a number of suggestions for additional or alternative locations, including shopping centre / supermarket carpark, schools and community centres, where people visit frequently and there would potentially be greater access to parking.

"A waste hub is best located where residents frequent. For drivers it would be supermarket car parks and petrol stations; school drop off / pick up etc."

A few comments also suggested locating hubs in areas where there is a greater concentration of apartment buildings.

A number of comments indicated preference for kerbside collection or home composting over communal hubs. A few comments also mentioned the need for effective education and communication campaigns to influence behaviour change.

"Communal hubs seem a good idea, but we would greatly prefer SMALL household bins"

"The best locations will be close to large clusters of apartments, where the highest densities of households exist"

Safety [46 comments]

When considering locations for communal hubs we are planning to place these bins in locations where all residents will feel safe. We'll be considering locations that are well lit in the evenings, are known and well frequented community spaces and will provide safe access for both residents and waste trucks. We'd like to know if there's anything else you think should be a safety consideration.

Several comments indicated a general level of comfort for draft criteria around safety. Some comments flagged concerns around perceived / experienced safety in accessing hubs after daylight hours.

"Residents, maybe including me, might have a less safe feeling during darker winter months. Don't know yet, as I haven't experienced it yet."

A number of comments mentioned the importance of adequate lighting, and there was also some appetite for regular monitoring or surveillance in some form.

"Maybe have security patrols go past these sites like they do with public toilets."

Broken glass and attracting vermin were also mentioned as a safety concern by some. Other comments or suggestions included the need for hub areas to be free of trip hazards, bins to be secure and parking to be available in close proximity to facilitate transportation of heavier loads such as glass.

"Any glass collection bins would need to be locked, to ensure glass did not get thrown around inappropriately and cause a safety issue."

Accessibility [47 comments]

When considering new locations for communal hubs we're planning to place bins in locations that are accessible to all residents. We're considering all accessibility requirements, and we are interested to understand how residents might travel to these locations and if there are specific accessibility requirements that we should take into consideration.

A number of comments indicated a general level of comfort with the draft criteria for accessibility. Some of these comments indicated lack of knowledge or experience in what additional considerations may be required for others who may have specific access needs.

"Accessibility probably won't be a problem for myself, I'm sure others will be able to provide valuable feedback."

Several comments referred to the need for parking to make it more convenient to transport waste to communal hubs. A few comments referred to the 'leakage' when transporting waste.

"the potential for spilling smelly compost in my car or off the back of my bike does not appeal"

A number of comments stated that they would only use the communal hubs if they were within easy walking distance, and some comments flagged the unlikelihood of people travelling to dispose of their waste.

"I would drive but I'm also hesitant to put green waste in my car. So I potentially would keep filling the rubbish bin."

Consideration of the elderly, as well as those with additional mobility needs and / or identify as having a physical disability and were also flagged. Some comments mentioned the need for hard, flat surfaces to enable mobility scooters, walkers and wheelchairs easier access to hub sites. Other considerations included bin height and bin-lid weight, as well as some kind of support service for those who may need it.

"There are lots of elderly and infirmed people that simply can't travel to these locations, especially trying to carry rubbish that could potentially be too heavy."

Distance from residential properties (52 comments)

We're currently planning to place communal hubs in locations that are no further than 300 m from residents who will be accessing them. We're interested in your views on whether 300 m is a suitable distance for your local communal hub, whether you would most likely access your closest communal hub, whether you would travel to a further communal hub due to commuting, likely waste volumes or other considerations.

Almost half of the comments indicated 300 m distance was an acceptable maximum distance to travel to a communal hub. However, some of these comments mentioned this distance may not be as acceptable to others, such as the elderly or those with health or additional mobility requirements.

"300 sounds fine to me, but I'm sure the elderly and disable may not feel the same."

A few respondents commented that while 300 m was acceptable, they would prefer a shorter distance.

A number of respondents who believed 300 m was too far suggested this would

result in poor uptake of communal hubs. A few comments indicated preference (or current practice) around home composting over communal FO / FOGO hubs, and a few comments also suggested communal glass hubs should not be too close to residential areas due to noise (glass).

"Placing glass hubs within 300 metres of residential areas will create a noise nuisance for residents near the hub when people deliver glass to the hub"

Only a few comments indicated some willingness to travel further to a communal hub.

"300 m seems very reasonable; we would go further to use the services."

Amenity (48 comments)

When considering locations for communal hubs we want to make sure there are no amenity impacts for local residents. We know that glass recycling can create noise and that food organics bins can create odour issues. We'd like to know if there are any other amenity-related impacts you'd like us to consider and we'd like to hear your suggestions on how amenity impacts could be managed or avoided.

Most comments referenced potential / experienced impacts around noise (glass) or odour, or suggested additional impacts. These include food waste spillage and overflowing bins, broken glass, attracting vermin and dumping of other rubbish.

"I used to live near the... pub and glass was dumped into bins late at night - it was unbearable."

"I live in te-aria Ave and there are endless endless issues with hard rubbish"

Suggestions for managing amenity impacts included:

- using soundproofing materials
- placing hubs away from residential properties to reduce noise disturbance
- co-location with general waste bins
- incorporating odour-reducing materials such as hay or straw
- regular collection and cleaning
- clever design for low impact.

"With glass recycling noise problem, would it not be possible to have some kind of soundproofing material within the bins?"

"Simply design one way flap lids to stop pest (flies etc) and reduce odour escape."

"Suggestions/education about being mindful of neighbours and discouraging disposing of waste during unsociable hours?"

"I figure the facility could be made to look low impact and attractive at the location as well as reduce noise and smell with some clever design and architecture."

Suggestions for proposed hub locations

Community members were invited to suggest locations for communal FOGO and / or glass recycling hubs by dropping pins on a map on *Have Your Say*.

In all, 22 locations were proposed across the City, including some suggestions made via the online survey. A map showing these locations is provided as Attachment 2 to this report.

Transitioning to a new waste service model

Survey respondents were asked to share suggestions for supporting our community to transition to a communal waste service model.

Do you have any suggestions on how we can support our community to transition to a communal waste service model?

Fifty-six comments were received. A key recurring suggestion was for a comprehensive community education and information campaign. Suggestions included greater education about the benefits and what can / can't be recycled, and financial and other incentives (such as caddies / caddy liners) to encourage recycling uptake and drive behaviour change.

"incentives e.g. discount on bins/rates if moving to smaller bins or when residents can prove certain amount of usage of communal waste"

"People will need to learn why this is important and how to use the FOGO hubs correctly i.e. what goes in and what does NOT go in."

"perhaps an education campaign could include incentives such as little rewards for the first few months of the campaign such as handy sized waste containers that are easy to carry to and empty at communal bins."

Other suggestions included greater support for home composting and including space for extra bins as part of planning apartment developments.

A number of comments were not supportive of a communal waste service model, with a few comments suggesting a hybrid service offering kerbside bins to all properties that can accommodate them.

"don't do it. I do not support communal waste services."

"Communal services are fine for an apartment block but for the rest of us, just provide a proper waste collection system."

Separating out food organics (provision of kitchen caddies, caddy liners, etc.)

Fifty-one responses were received. There was general support for the provision of caddy liners, mixed in with some concern about creating further plastic waste.

"kitchen caddies might help, but I worry that if they are handed out indiscriminately they will themselves become rubbish."

"We use supermarket bags, but would find well fitting caddy liners useful, particularly if they were compostable."

Education around the benefits was again a key theme, with suggestions including videos on the website, brochures and posters, Council's newsletter, and information stickers on bins.

"In order to avoid people dumping rubbish, education needs to focus on motivational behaviour changes."

"Simple communication of the benefits of taking out food waste from garbage."

Taking your food organics to a communal FOGO hub

Thirty-eight comments were received. Provision of caddies and caddy liners was again supported. Some comments supported better promotion of communal FOGO hubs to the community, with one comment suggesting the concept of public 'champions'. Distance to hubs and accessibility considerations for older people were also flagged in a few comments.

Other comments referenced enforcement, parking availability, support for home composting and collective action by neighbours.

"education programs and public 'champions' need to promote this concept"

"Encourage those who are neighbours to collect and deposit as a group."

Moving to a fortnightly general waste collection if you have kerbside FOGO service (provision of a 240L FOGO bin)

Forty-six comments were received. Several comments were supportive of a fortnightly collection, with some comments also indicating a desire to see this change introduced as soon as possible. However, a number of comments indicated lack of support for this change, primarily due to concerns around odour and bin capacity.

"less frequent general waste collection is a good idea"

"large houses fill their green lid bin regularly now and I don't believe that a fortnightly service will be enough"

"I worry about the smell that will accrue over two weeks"

Other suggestions included the need for community education / promotion, consideration of bin storage capacity, options / incentives for smaller bins and greater support for home composting.

"space for storage of additional bins at properties needs to be taken into consideration."

"discounts to households who reduce the size of their bin or transition before a certain date"

"Encourage household to separate, recycle and compost"

Is there anything else you'd like to share with us about our plans for transitioning to a new waste service model?

Forty-one comments were received. A number of comments indicated support for the transition plan, with several comments highlighting the need for more information to be readily available to the community.

"it has come after a long time - so it is good to finally hear about this"

"Needs clear information. Make it as easy as possible for people to do it."

A few comments indicated dissatisfaction at some households being unable to have a kerbside FOGO bin; however, other comments expressed dissatisfaction at having to store an additional bin on their property.

"Not making FOGO bins available to households desiring one is an utterly appalling policy."

"I do not see the need to do this, and do not have the space for another bin (you will now want me to have 3 bins) at my house."

Home composting was a recurring suggestion in a number of comments, as was effectively communicating the benefits of recycling and what happens to recycled waste products in different formats to accommodate different communication needs.

"Encourage people to 'own' their organic waste by having an on-site compost bin."

"Needs clear information. Make it as easy as possible for people to do it."

Funding waste services

Survey respondents were asked to share their feedback on the potential introduction of a flat waste charge to pay for direct waste services. The following section provides a summary of responses to question regarding a potential flat waste charge.

What are your initial thoughts on a flat waste charge to be used to pay for direct waste services such as kerbside collection? (Indirect services such as street and beach cleaning would continue to be funded through General Rates.)

Fifty-seven comments were received. Several comments indicated some support for a waste charge, but a number of these comments suggested it needed to be accompanied by some type of incentive to encourage reduced waste and be scalable so it can be applied more fairly to accommodate different circumstances.

"Agree - always helps to know what you're paying for and why, then behaviour can be influenced"

"I would be happy with that, but think people should be charged according to how much waste they produce."

"Flat waste charge needs to be proportionate or those in low incomes will not be able to afford it or participate in effective waste management."

Several comments also expressed disagreement with the idea of a potential waste charge. The main reason was the belief that waste services are a core function of Council that should be covered within current rates. Some of these comments suggested alternative considerations to cover the cost of direct waste services such as reallocation of rates spending.

"We already pay massive rates - surely, waste collection is a basic council function."

"I would suggest they review the way they currently elect to allocate their funds, as waste collection is a core local government obligation."

"council should instead be working with local businesses to encourage collection and recycling of the packaging they are distributing to our community."

A number of comments indicated people were undecided and wanted more information about how the waste charge would be applied.

"I would like to see the figures firstly. sounds alright in principle, but profit must not be an underlying hidden issue. Full transparency is essential in changes like this."

"I am a renter and I don't understand how this charge would translate to impact me."

"I want more information. Compared to what?"

"Our household hardly creates any waste. We only put our landfill bin out about once a month. We compost all our food waste. Should we pay less?"

Considerations for inclusion in a flat waste charge

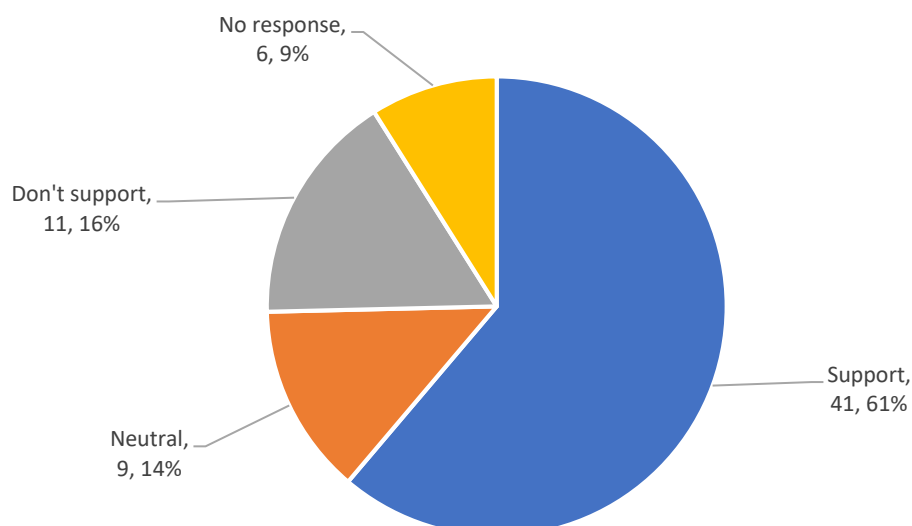
Survey respondents were asked whether they support / don't support a range of considerations being included as part of a flat waste charge. The following section presents a summary of the results.

Charging non-rateable properties (such as churches) for the full cost of waste services (direct and indirect services)

Almost two thirds of respondents (41; 61.19%) support charging non-rateable properties the full cost of waste services. Approximately one-sixth don't support this consideration, with a similar proportion (9; 13.43%) indicating a neutral response.

Six respondents (8.96%) provided no response to this question.

Support	Neutral	Don't support	No response
41	9	11	6
61.19%	13.43%	16.42%	8.96%

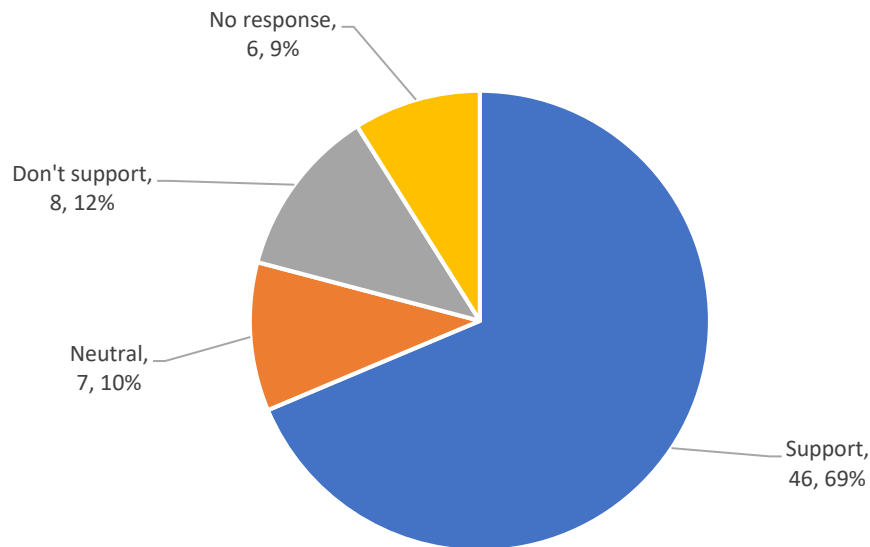


Charging more for larger bins / offering discounts for smaller bins

Approximately two thirds of respondents (46; 68.66%) support charging more for larger bins or offering discounts for smaller bins. Approximately one-eighth don't support this consideration, and around one-tenth (7; 10.45%) indicated a neutral response.

Six respondents (8.96%) provided no response to this question.

Support	Neutral	Don't support	No response
46	7	8	6
68.66%	10.45%	11.94%	8.96%

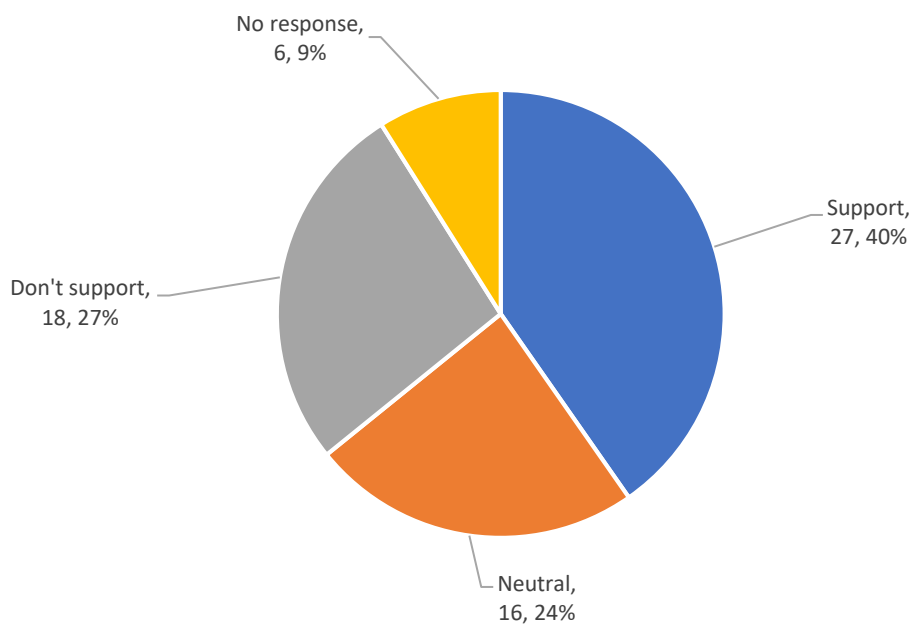


Offering rebates to properties that use a private bin collection service

Approximately two-fifths of respondents (27; 40.30%) support offering rebates to properties that use a private bin collection service, while just over one quarter (18; 26.87%) don't support this consideration.

Just under one quarter of respondents (16; 23.88%) indicated a neutral response and six respondents (8.96%) provided no response to this question.

Support	Neutral	Don't support	No response
27	16	18	6
40.30%	23.88%	26.87%	8.96%

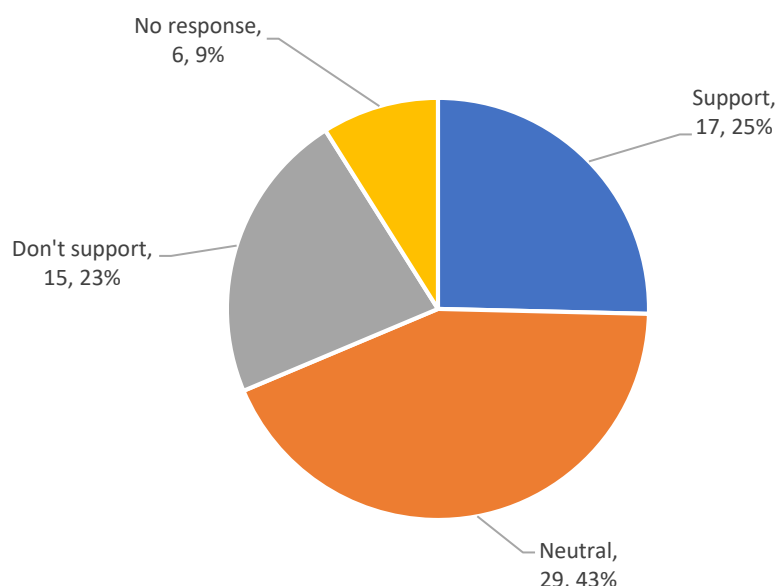


Offering rebates to residential carparks and storage areas (on separate titles)

Around one quarter of respondents (17; 25.37%) support offering rebates to residential carparks and storage areas on separate titles. A little over one-fifth (15; 22.39%) don't support this consideration, and just over two-fifths (29; 43.28%) indicated a neutral response.

Six respondents (8.96%) provided no response to this question.

Support	Neutral	Don't support	No response
17	29	15	6
25.37%	43.28%	22.39%	8.96%



Next steps

All feedback received through this consultation has been considered in reviewing and updating Council's Don't Waste It! Waste Management Strategy 2018-22. This engagement summary report and a draft revised strategy will be presented to Council for endorsement to release for further community consultation in late April 2022, prior to strategy finalisation and adoption in June 2022.

Attachments

Attachment 1: Verbatim responses

The following tables provide verbatim responses received through the survey.

Note, in some instances text has been redacted where it includes personally identifiable information or may be deemed offensive to a person or persons.

OPEN SPACE - We're planning to place communal hubs in parks or reserves, as placing them on footpaths or close to shopping areas can create potential access issues. We will design the communal hubs so that they take up the least space possible, are tidy spaces and integrate well into the local environment. We're keen to hear your thoughts on this, as well as any other locations (or location types) that you think would be worth considering.

Great idea
Great idea. I currently use the one at Tobruk Reserve closest to me but still a 20-minute walk. It is well located and well used. Am very impressed that it is emptied quite regularly. Definitely there should be many more. The beach areas would be good sites, also that long stretch of centre nature strip in Kerferd Road, Albert Park and Gasworks Park in South Melbourne.
good idea, but as with recycling bins, people are likely to put any old thing in the compost bins. It might help to make very clear on the lid what can and can't go in. It might also be good to have obvious security cameras nearby -- yes that's policing and detracts from the community feel-good nature of this initiative, but people are pigs if they think they can get away with it.
I m using the one in Port Mel and I think it's a good location and good set up. I think 1 useful think would be to have a tap so I can quickly rinse the big container I use to store my waster before I drop it in the bins
I'm happy with the current FOGO location, since it's close, and I use it daily, and feel much better than putting it in the general waste. I think there should be a few more collection points for glass. It doesn't make sense to me to put glass in the yellow bins, since surely it breaks and becomes harder to separate from paper, plastics and metal.
Putting them in accessible spaces in parks is sensible. Residents should be able to easily access the hub/bins, without people confusing them with rubbish bins.
I am not planning to use these. I suspect these will be illegally used for all manner of items given the cost of hard rubbish disposal.
That would be great. How about on the many roundabouts in Elwood? These need to be in multiple spots to make it worthwhile and for ease of use for users. if it is too hard, many people will not do it. make it easier to recycle and compost than to throw out - that is the goal!
<p>- SMALL HOUSEHOLD BINS BEST: Communal hubs seem a good idea, but we would greatly prefer SMALL household bins - 5L for food scraps is ample, collected weekly. (Our house is not big enough to store 4 bins the size of the existing yellow recycle bin. We can only just fit the two bins Council already provides. It would take us more than 3 months to fill up the existing bins, and it is annoying to have to store them in our tiny courtyard.)</p> <p>- LIMITED GREEN SPACE: South Melbourne has limited parks/reserves (not counting the Lake). We do not want to see this allocated to waste management.</p> <p>- COMMUNAL BINS should be located in every retail shopping street, not parks/reserves. Well designed, they do not create access issues. European cities manage this well with a much higher proportion of people living in apartments. All residents use retail shops regularly, increasing the likelihood that people will develop the habit of dropping off their waste. As many people take their cars when they shop, locating them here might also mean people who wouldn't/couldn't walk to a drop off point might be encouraged to participate. They could be co-located with existing bins in retail shopping areas.</p>

Fabulous idea
Communal hubs are a waste of resources, most people will not use them for fogo waste. You should instead be investing in ways people can compost fogo waste at home. Glass recycling would be better focussed at shopping outlets where the user arrives with the intention of carrying a heavy load of shopping home, and thus can use their same means of transport to deliver glass recycling.
I think a communal hub for glass collection might work, as long as glass is washed, the hub is cleared and cleaned frequently and material, once deposited cannot be retrieved. I do not think this would work for green waste, unless it was cleared daily, due to the smell that would come from the hub during the warmer months. For green waste, a bin should be provided to each household for weekly collection.
Approve
Given that residents in flats wont receive a FOGO bin please place these hubs close to clusters of flats. Milton Street Elwood between Brighton Road and the Broadway is a classic example of high flat residential accommodation.
This would be great in some locations. I live on Fitzroy Street. A compost bin would get over-turned by drunks. We have no grass verge only a stupid parklet which blocks access to our building.
A communal hub for FOGO is better than none but the further people have to go the less likely they are to use these bins so I would hope that wherever possible I would hope the majority of residences are able to have bins insight. Where this is not possible communal bins will need to be accessible and close to the user.
Parks or reserves are great. Near by food markets will help collect more organic waste.
Hubs located at community centres- eg Sol green
Median strips Next to playgrounds Nature strups
Great plan. What about in local child care centre or school grounds?
I've got a horrible feeling that communal hubs might turn into dumps. Maybe proceed slowly, which I'm sure the council will do.
I live next to pocket park so this would be excellent for me, however in a previous apartment I had to drive to peanut farm to deliver compost because compost is too heavy to walk with ! And it spilt and that was gross
Great initiative
Close to home or at home is obviously a more convenient solution... especially for older or less able persons.
Good idea. Need to be kept clean and tidy.
A waste hub is best located where residents frequent. For drivers it would be supermarket car parks and petrol stations; school drop off / pick up etc.
What do other regions and successful communities do?
Should be located near shopping / high traffic areas. Not random out of the way. Needs to be highly visible. Near sth melbourne markets, coles, woolies, aldi. Where we all go often
Thank you for considering this / there are corner rain gardens which are great for those bins on Monday streets in middle park. I've collected my scraps because I compost also have a worm farm. The bins down in at Kilda west and Albert park haven't worked for me because despite collecting non compostable food waste eg meat or leftovers several times I've ended up throwing it out because I don't get around to taking it to the bin. I also would love somewhere to put our bokashi
In supermarket car parks. At schools. A lot of food waste occurs here!
This is a great idea. The best locations will be close to large clusters of apartments, where the highest densities of households exist.
Please make sure that these are rat and vermin proof.
Are these for resident home rubbish? People are not going to pack up rubbish and take them to a hub. You need solutions that will make it easy for people to do the right thing. Also, as a woman I would not feel safe or comfortable going to a rubbish hub no matter what you do - I don't feel safe

using community bins on my own property. What about non-able bodied people - how do they get their rubbish there? Also, you don't take care of the bins we do have when it's busy. Why would we trust you to keep the area tidy?
Turning our parks and reserves into rubbish collection points is a terrible misuse of our valuable open spaces. The most suitable locations are shopping car parks as it means residents can incorporate their dropoffs into their food shopping so that they don't require an additional car trip resulting in more traffic congestion and carbon emissions.
Stench from these bins needs to be considered.
Yes, I really like it if there are many small hubs so it's close to lots of people. Dalgety st parklet would b good
Open well signed spaces are good.
For recycling accessibility, maybe place hubs in either of the carparks near Coles and Woolworths as people who are shopping, and using their car can do both- unload their recycling material as well as to pack the car with newly purchased items. Also these supermarkets are places where many people travel to on foot. Already we carry our recyclable soft plastics to be deposited in the Red containers in Coles and Woolworths, Carlisle St
It might be worth considering a location close to a busy beach, to encourage people attending the beach to also use the bins.
This is an obvious solution to the problem of small houses unable or unwilling to store an additional bin. For me, green waste is the the largest volume of waste. I have a worm farm which takes a lot of the household scraps, but I'm getting beyond distributing vermicast from my worm farm. I also have to take garden waste up to the depot. So I am really, really looking forward to having a FOGO bin on my property.
This is a great idea. Please just make sure they are accessible for all members of the community. Food should go to the parks. Glass hubs could be in commercial areas.
It would be great to have these in the tramline parks such as turner reserve etc. Additionally, if dog poo can go in them then it would be great to include them at any popular dog walking park locations. Also, it would be good to have them in locations where there are bbqs and other public facilities.
What about supermarket car parks? And Bunnings!
I have seen the one used in a park in Port Melbourne used as a general rubbish bin because the adjacent bins were full. you need to make sure normal bins are emptied often to avoid this being a waste of time due to contamination
Not in the parks, not on the foot paths. Be real, there is no place to put them.
Some facts for context: 1. Anyone can park a motorbike on the footpath, by state law. 2. The City of Port Phillip allows residents to park vehicles on or in front of the crossover leading to their property. Council will not enforce the road rules (I have tried, many many times to get Council to do so). In the above context, the notion that placing communal hubs only in parks or reserves to minimise access issues is nonsensical. All that will do is to make the communal hubs less used, which defeats the whole purpose of them i.e. people will just continue to use their kerbside services i.e. food and organics in their landfill bins. Early adopters will make the trek to the communal hubs. But the majority will not. Which will make the whole thing a waste of time and effort.
How do you stop visitors/tourists dumping their rubbish when they are day tripping in parks/reserves. How do you stop local residents/tourists cross contaminating these hubs? How do you stop residents from outside our municipality bringing their waste of any variety to our hubs remembering us rate payers will be footing the cost. Hoping these hubs will be properly policed and kept spotless especially if located in our precious parks / reserves / or near peoples residences. Native Ravens / rats, mice are very attracted to these types of hubs. Please do not use this program as a ploy to back door the removal of our waste bins (state govt increase to waste removal costs) to our residences. Will be a disaster if this occurs & blight on the environment and livability.

I agree that these are good spaces to place the FOGO and glass collections. The trial FOGO bins are a wonderful addition to our waste services and are used daily by many members of the community. It solved a big problem we had - living in an apartment with no garden areas in which to bury our food waste - and we support the system fully.
Communal glass and/or FOGO hubs should NOT NOT NOT be placed in the St Kilda Botanical Gardens.
I think they need to not be in parks they operate in Albury Wodonga well, in shopping centres but do attract a lot of undesirable people. It's bad enough as a woman I can feel unsafe in a park, if I want to then dispose of waste and glass in a great way, it would be much better in a active public space. Perhaps supermarkets or like areas could become great hubs. Or even utilise areas near them and at the back of car parks.
I live in a large apartment complex, and I am a user of the trial FOGO site in Lagoon Reserve, Port Melbourne. I like the idea of community hubs and strongly support the establishment of more. However, my feeling is that to truly reduce landfill the large proportion residents in large complexes (in Port Melbourne at least) need to be understood. Many such residents are used to putting hard waste into a waste chute, and taking their recycled waste into an in-complex collection bin. The concept of taking waste off-site is likely to remain an alien concept to many residents - alas!
a good idea to use parks or reserves
They need to be near high traffic areas to make it easy and convenient for people to drop off stuff when running errands. Really they should be near enough to supermarkets or convenience stores so people do not have to make a special trip to drop off the stuff. It could be an idea to place them at dog parks for example so people can drop their FOGO and glass when taking dog for daily walk.
Public bins invariably become messy and unsightly. Places bins full of glass in parks and gardens could also pose a serious health and safety risk. The bins should be placed in commercial locations if at all. People are fundamentally lazy, most will now put their glass in the rubbish bin. Glass should be collected curbside. Bi-monthly if need be.
It is quite wrong that you should be placing dump bins in parks or reserves. That is not the purpose they were intended for and will detract from their public amenity. You should be widening pedestrian thoroughfares, reducing car parking on the streets and locating such bins in the places where they are located in civilised countries elsewhere (i.e. Germany) and that is street and ample pedestrianised locations. The appropriation of parkland for this purposes should be actively resisted.
We usually take our compost to the St Kilda Eco Centre but it is almost impossible to get a park and the bins are located inside the centre and not easily accessible (there is a second gate which is almost always locked), as they are at the FOGO locations. So, please address better parking and easier access if you plan to expand FOGO and Glass drop off points in this area.
I think this is a good idea. Personally I think the car park between St Kilda Marina and MO Moran Reserve might be a good place.,
Agree with using parks & reserves

SAFETY - When considering locations for communal hubs we are planning to place these bins in locations where all residents will feel safe. We'll be considering locations that are well lit in the evenings, are known and well frequented community spaces and will provide safe access for both residents and waste trucks. We'd like to know if there's anything else you think should be a safety consideration.

Good idea
One thing that could be improved is clearer information on the bins or in the area about what can be placed in a bin and what cannot. It is not always easy to read if you haven't got reading glasses with you or have low vision problems. And also what can be put in these bins has changed over the years or is different to other composting services.
see above re security cameras
I usually go during day time so I don't have any feedback, I usually feel safe

Given the status of current policing, the elderly will only access during daylight hours if at all
I think safety for our planet is important. Volume of these is important. If it is managed and cared for I am happy to offer space outside my property in Elwood.
As above, we would like the new bins placed in every retail shopping area - possibly co-located with existing rubbish bins. The existing bins are well managed and do not pose issues in terms of safe access for residents or waste trucks. As to safety, as distinct to parks/reserves, shopping areas are already well lit and there are usually a lot of people around.
Communal hubs are a waste of resources, most people will not use them for fogo waste. You should instead be investing in ways people can compost fogo waste at home. Glass recycling would be better focussed at shopping outlets where the user arrives with the intention of carrying a heavy load of shopping home, and thus can use their same means of transport to deliver glass recycling.
There is a risk around the glass hub that there will be breakages, creating a risk of harm to those passing by or visiting the hub. How will this risk be handled? There is also a risk, with bottle deposits now becoming a source of revenue, that opportunists will plunder the glass hub, creating mess and damage to the area around the hub. This already happens with charity bins in St Kilda
Approve
If a location meets residential needs but doesn't have the required level of lighting, will Council connect the necessary levels of lighting to the location rather than overlooking such a space?
This sounds fantastic for people that live in suburban streets. How about some help for apartment dwellers?
It would provide more of an incentive for people to use communal bins if they were also close to other amenities such as community veggie gardens or street libraries.
No
No, I don't think safety will be a concern.
All good
Great
Close to home or at home is obviously a more convenient solution... especially for older or less able persons
If you stick to near supermarkets you will be fine
It needs to be rat proof - there are so many rats around and it needs to be cleared regularly because If people overfill the bin it will attract rats
Vandalism. A lot of broken glass could result. Also making sure the bins are pest resistant. The cockatoos in Lorne used to make a big mess of the green bins. Now they have bin locks installed.
Yes, safety is important. I guess lighting near the FOGO + glass hub would help? Perhaps in busy shopping locations?
Nope - I wouldn't feel safe as a woman walking around with my hands full taking rubbish to an area that I would consider a higher danger zone. Especially in today's climate.
Placing the dropoff bins close to car spaces/hard surfaces so heavy waste can easily be transported to the bins. Parks and reserves are typically less well lit and not somewhere one wants to be after dark. South Melbourne has many community safety issues around its parks/reserves.
Not only safety, but inappropriate behaviour around the bins and what is put into bins. You have not explained how you plan to control content deposited into these communal locations.
In public view or Something so people don't dumpster dive
Safety matters.
They need to be secure and not easily tipped over.
Obviously with the plethora of CCTV cameras across the city, communal hubs will be placed near to these cameras..this is a guess!
This is an important point. I wonder if it is worth considering ways for all residents to feel safe everywhere in our city.
I wouldn't be going out at night to get to a bin.
Make sure lighting is good. Maybe have security patrols go past these sites like they do with public toilets.

Even ground- make sure the paths are not cracked or have any loose pavers. If there are any tripping hazards people will be impeded from saving themselves as they will be carrying the FOGO bucket.
No, sounds good
Parking should be close for those residents who are unable to walk to these locations with heavy bags, particularly glass and food.
the notion that placing communal hubs only in parks or reserves to minimise access issues is nonsensical. All that will do is to make the communal hubs less used, which defeats the whole purpose of them i.e. people will just continue to use their kerbside services i.e. food and organics in their landfill bins. Early adopters will make the trek to the communal hubs. But the majority will not. Which will make the whole thing a waste of time and effort.
You should locate a large set near / on council office grounds, easy access, parking, can be well lit, out in the open.
Any glass collection bins would need to be locked, to ensure glass did not get thrown around inappropriately and cause a safety issue.
I actually mentioned this above. Unless you have 24hr security, I most likely won't use them. And I'm all for using them- it frustrates me there aren't green bins here for apartments with yards.
You have covered the important bases in my opinion. I have only been using the FOGO trial at Lagoon Reserve during the summer months when daylight hours are long into the evening. Residents, maybe including me, might have a less safe feeling during darker winter months. Don't know yet, as I haven't experienced it yet.
agree, no other suggestions
Noise. The glass bins in particular make a lot of noise which I am sure would be annoying and disruptive to nearby residents. Also we must keep in mind the amenity of the neighbourhood, it is not ideal having bins all over the place they don't exactly look nice.
Glass should not be disposed of in parks and gardens. Broken glass will become a risk.
Many people will not enter parks after dark because they do not consider themselves safe. No amount of lighting will change this. The streets and pedestrian thoroughfares are in any case better lit and frequented by people. That is where your bins should be located.
As above ensuring that it is well lit.
No more ideas on this one. I think the afore mentioned location would work well in this regard.
Nothing else

ACCESSIBILITY - When considering new locations for communal hubs we're planning to place bins in locations that are accessible to all residents. We're considering all accessibility requirements, and we are interested to understand how residents might travel to these locations and if there are specific accessibility requirements that we should take into consideration.

Great
Would prefer them to be within easy walking distance, say 10 minutes max. Accessibility can be a problem for some people, either temporarily or chronically, so it would be great if the Council looked at home collection services for some people.
I'm able bodied so can't say what people with disability might need, but thank you for considering their needs.
They should be within close walking distance and have ramps for people with a disability
No comment
Because I will usually have a bucket of some sort, I might drive to the hub - it would be good if there was some 5 min parking nearby
Given parking is already an issue, residents will need to walk. I doubt many will do so.
You need to be able to take a short walk with your compost bin, multiple times a week.
We would only ever walk to the bins.
Communal hubs are a waste of resources, most people will not use them for fogo waste. You should instead be investing in ways people can compost fogo waste at home. Glass recycling would be better focussed at shopping outlets where the user arrives with the intention of carrying a heavy load of shopping home, and thus can use their same means of transport to deliver glass recycling.

Most residents depositing glass would travel in their car to the hub. I do not see residents delivering glass to the hub on foot. I don't think people would travel by foot or by car to deposit green waste. I think council should just recognise they have an obligation to ensure green waste is collected from where it is generated and is removed from the general waste stream. This is best done by the provision to each household of a green waste bin.
NA
The needs of those with mobility and age related issues must be acknowledged eg flat ground surrounds, the height and weight of any lids that need to be opened to place the waste safely and wheel chair accessibility.
Wheel chairs. Education for residents about how to compost. I have installed a bin for 29 apartments and some use it but nobody seems capable (except me) of adding any carbon to the bin despite the information I have delivered to each resident.
If people cannot walk to the bins. Having to jump into a car or catch public transport to use bins is likely to be a significant deterrent and reduce the success of the project.
Accessibility probably won't be a problem for myself, I'm sure others will be able to provide valuable feedback.
Nope
Great
Close to home or at home is obviously a more convenient solution... especially for older or less able persons
I would walk if possible so its need to be relatively close to where I live.
Supermarkets are accessible
I walk or ride everywhere so that is why I haven't used those other bins
Again, I'd emphasise the importance of being near large areas of apartments.
I have mobility problems and limited use of my arms. I can't carry communal waste more than 20 metres, however, as a long standing supporter and activist in environmental issues, I would love to participate. Any ideas for people like me (and others eg wheel chair users, the elderly and arthritic)?
I would use a car and want to be able to get as close as possible to the bin for safety purposes and also physical ability.
Situating the bins on hard surfaces, such as car parks so people with mobility issues, people with pushchairs etc can easily access them. The existing ones being trialled in South Melbourne are on grass reserves making them inaccessible and are also across roads from footpaths making transfer of waste difficult or completely inaccessible.
No you're not. There are lots of elderly and infirmed people that simply can't travel to these locations, especially trying to carry rubbish that could potentially be too heavy. Weather will also impede access. Are you planning to provide free services for these vulnerable people?
Please see comments above about proximity to Coles and Woolworth supermarkets Carlisle St
There is currently a glass bin in the park on the corner of Longmore Street, St Kilda West. I tried to use it when it was first installed but have now given up for the following reasons: Parking at that end of Cowderoy Street is often full and even if there is a parking spot, the divided road makes it difficult to manoeuvre in and out of. The bins were full and bottles were piled on the ground. I was saving the glass in a bin outside. It had holes so that it didn't fill with water when it rained, however, this meant that when I loaded it into my car, not only was I loading a heavy bin, holding it close to my clothes but any water/beer/liquids in there then ran out onto me or into the car boot. Stop trying to save money and actually provide everyone with a bin and collect the glass, every week/alternate weeks from our property. Councils all round the world have been providing a separate glass bin collection service for many, many years - why can't you? You do all these "trials" but all you're doing is stalling in an attempt to postpone implementation of a proper service.
I think that the bins should be at walking distance from people's house. The easiest to reach the hub, the more people might feel encouraged to make a little effort to do the right thing and recycle.
I have limited mobility. There is a community hub about 500 metres away but it is just not viable for me to use. FOGO waste cannot be stored and needs to be binned daily. It's just too far away to be useful for me in terms of both physical distance and convenience. You also need to get dressed in

the sense of not being in your dressing gown, and put your shoes on to use communal bins. I have used the glass drop off in Moubray Lane Albert Park, which is about 400 metres away. It's too far for one or two glass containers, so I have to store them to make a trip which, given my mobility problems means I have to use the car. Without a car, these locations are beyond reach for those with disabilities, ill health and the aged.
I think people who have limited mobility are going to need accessible paths of travel and more importantly, a way to be able to carry stuff to the drop-off points. How do they do it overseas?
Personally, I would only use this service if it were walking distance from my house, as the potential for spilling smelly compost in my car or off the back of my bike does not appeal. There will be other people with similar views to me, so you need to work out some kind of grid system so that no one in the district is having to walk too far to access one. However, there will be some people who drive, bike, or take other mobility aids to the site. That means there needs to be car parking nearby, as well as places to lock bikes/other nearby. I would be tempted to ride my bike to one, if I knew I could lock my bike somewhere within sight of the drop point.
I walk, so provided in an open well lit space, no issues
Access should allow for wheel chair and mobility challenged people who have walkers or power scooters. The ones in Port Melbourne recently were ok if you could climb up a kerb, but not for anyone in a wheel chair
the notion that placing communal hubs only in parks or reserves to minimise access issues is nonsensical. All that will do is to make the communal hubs less used, which defeats the whole purpose of them i.e. people will just continue to use their kerbside services i.e. food and organics in their landfill bins. Early adopters will make the trek to the communal hubs. But the majority will not. Which will make the whole thing a waste of time and effort.
You should locate a large set near / on council office grounds, easy access, parking, can be well lit, out in the open.
Ovals, parks and other community areas will already be accessible and well lit, so make good locations to place these waste services.
I would drive but I'm also hesitant to put green waste in my car. So I potentially would keep filling the rubbish bin.
You have covered the important bases in my opinion. Having used the trial site in Lagoon Reserve, Port Melbourne, my only (small opportunity for improvement) observation would be that I like to use the bins of the end of the rows as it is a great deal easier to close the lids of the current bins after using them. I'm fully mobile and agile. Others may struggle with the intermediate bins even more than I do.
prefer to walk to the nearest communal hub, otherwise would drive.
I have seen people walk, ride, drive etc basic all modes of transport to the glass bins. FOGO bins is mostly people walking past.
Most residents will put their glass in rubbish bins. Most people won't travel to dispose of waste.
The best access locations are on existing transport thoroughfares, that is main streets and pedestrian sections thereof.
15 min parking is needed.
No more ideas on this one. I think the afore mentioned location would work well in this regard.
Nil

DISTANCE FROM RESIDENTIAL PROPERTIES - We're currently planning to place communal hubs in locations that are no further than 300 m from residents who will be accessing them. We're interested in your views on whether 300 m is a suitable distance for your local communal hub, whether you would most likely access your closest communal hub, whether you would travel to a further communal hub due to commuting, likely waste volumes or other considerations.

300 meters is perfect
Sounds OK. Definitely prefer communal hub close by, within walking distance.
That sounds fair. I would travel further -- for example, I drop glass off at a hub that's on my way to work, as there isn't one in my area.
I live 700m from the hub but I usually collect 1 or 2 weeks of green waste and I stop at the hub either on my way somewhere or on my way back (always driving)

Yes, if my nearest was full I might travel to the next nearest hub. My current closest hub is in a park several streets away - that's ok.
I would think a single block distance will be seen as the most residents would consider.
I think for everyday composting, 300m is ok. Perhaps one bigger area for grass clippings, tree shrubs and the like. Even 100m for household food composting.
We very much welcome this initiative, but feel 300m is much too far to ensure a viable scheme. If household bins are not provided, we would want to be able to drop off small volumes of waste to communal bins regularly on foot, as storage space is very limited at our property. We would not travel to a further communal hub for any reason.
No further than 300m please. I don't drive so not sure how keen I would be to walk 300m
300m is not a suitable distance, it is too far from home to deliver the weight of both fOGO and glass waste. I will manage fOGO waste at home, but I would be willing to incorporate my glass disposal along with an activity where I am using some form of transport eg shopping.
Placing glass hubs within 300 metres of residential areas will create a noise nuisance for residents near the hub when people deliver glass to the hub. I think glass hubs should be away from residential areas, maybe near supermarkets, as residents would deposit their glass, as they do their soft plastics, when visiting the supermarket.
Fine
I think it is better to keep the compost to enrich the immediately local soil. Support for this would be useful
300 m would address my concerns above about proximity to residence. I think proximity and accessibility are key to the success of this project.
Most people are lazy and would be much more likely to compost within the convenience of their own home or apartment than they would be to walk their waste 300 meters away.
300 m sounds right
300 sounds fine to me, but I'm sure the elderly and disable may not feel the same.
Perfect
Close to home or at home is obviously a more convenient solution... especially for older or less able persons
Yes 300m is a good distance.
I don't have a car. Walking with waste for 300 metres is inconvenient and therefore I'm unlikely to participate.
What is a communal hub? 300m in wet weather/ winter is hard. Would go where I normally go, i.e outside of home, 100m walk, or where I grocery shop
I know it is unlikely for me to travel farther - but I also already compost most veggie scraps and food waste
The closer the better.
300-500m is fine by me. That's walkable!
See above
To far for people with mobility and health issues.
The most important aspect in their planning is to put them next to existing resident trips, for example in a supermarket car park so it becomes part of an existing activity. Or close to tram stops. Our city is full of large car parks for everything from supermarkets to offworks to schools and offices, locating communal hubs in these locations would lessen further traffic congestion
Far less. Refer "ACCESSIBILITY".
Yes this is a good distance, you don't want to travel too far carrying stuff
Cannot travel due to ongoing health issues
Within easy walking distance.
A local hub could be established on the Bothwell St reserve near Alfred/Gibbs St
I can foresee issues for older residents, such as myself, who do not feel comfortable walking to communal hubs carrying potentially bags of waste. I understand there is a cost / space issue with providing these bins to all households, but in my opinion it is the better option.
I would probably walk more than 300m to a hub, if necessary; however, I know that most of my neighbours do not currently even make the effort to throw their recycling in the right bin in our building, if the recycling bins are out and they have to walk 20m to the kerbside.
300 metres is not viable for older folk, especially those without cars. I'm not sure if I could manage even 50 metres on some days. Without their own FOGO bin most will just put food waste in the bin

as they do now. Having to use a car to get to recycling hubs rather defeats other environmental considerations. I'm a firm believer in recycling green waste, but I just can't use the existing glass and FOGO hubs. Perhaps you could make use of council's older persons consultative committee to get more detailed feedback.
300m is too far. There should be more communal sites and try and put them at the ends of streets, commercial spots where people already take soft plastics, etc. Put them in Balaclava near the supermarkets, or Bay Street.
I think 300 metres is an acceptable distance, though I am an able-bodied person with no impediments to carrying a bucket that far. I would have concerns about the volume of waste, particularly in locations close to apartments or townhouses, so I would expect the council to follow up by providing additional collections, or drop point alternatives.
I currently walk with my green waste and bottles c600m, and I'm 67. A bit closer would be nicer but not essential. I'd rather not drive as it defeats the green objective, but then I have got more time than a working parent
I am not sure how will will work as this would mean having them at the end of each street. Is that what you are intending?
Keep the bins away from houses.
the notion that placing communal hubs only in parks or reserves to minimise access issues is nonsensical. All that will do is to make the communal hubs less used, which defeats the whole purpose of them i.e. people will just continue to use their kerbside services i.e. food and organics in their landfill bins. Early adopters will make the trek to the communal hubs. But the majority will not. Which will make the whole thing a waste of time and effort.
300 m seems very reasonable; we would go further to use the services. We currently walk approximately 700m to use the trial bins. Initially, I wondered if the bins would cause an issue with bad smells, but the twice weekly emptying of them seems to be working well and I have not ever noticed a smell coming from the bins (while the lids are closed).
It would depend on safety, and what I am despising of really. Safety is a big thing. I have a car so in general it doesn't matter that much for me
300 m suites me fine (I really need the exercise!), but I suspect that a reasonable proportion of the people in my apartment complex (Bayside, Port Melbourne) would not travel outside the complex for this waste - given all other sorts of waste are handed on-site. Another aspect of Bayside complies to consider is the very high proportion of hospitality that also use the same waste sorting options as the residents. These operators are not going to travel to dispose of their FOGO. Many cannot sort out the difference between cardboard and glass! Please be OUTCOME focussed.
maximum of 300m is a good idea as I would prefer to walk
Yes 300M is OK for me (48YO) however may be problematic for elders?
Ask any real estate agent how people feel about properties 300m away from the nearest shop or tram stop. And Council seriously thinks people will carry their waste glass that far? That's an awful lot of bins.
There is no reason why you cannot individually collect from apartments of a certain size, of which there are many in St Kilda. I have tried travelling to distant collection points but got tired of it. Close proximity is best.
Something in Elsternwick Park would be useful but I am guessing that this would not be permitted as it is in Bayside. Please don't consider putting anything in the Elwood Foreshore area as this would create a car parking nightmare.
No more ideas on this one. I think the afore mentioned location would work well in this regard. It's further than 300m from me but I would travel to access this.
OK, will walk there

AMENITY - When considering locations for communal hubs we want to make sure there are no amenity impacts for local residents. We know that glass recycling can create noise and that food organics bins can create odour issues. We'd like to know if there are any other amenity-related impacts you'd like us to consider and we'd like to hear your suggestions on how amenity impacts could be managed or avoided.

No
Haven't noticed odour problems with the Tobruk Reserve bins, and only once an minor ant problem. With glass recycling noise problem, would it not be possible to have some kind of soundproofing material within the bins?
Keep them rat-proof
Smell and glass are the main ones - so I guess someway of mitigating the noise and regular/frequent cleaning to reduce odour
Actually it's a good point, could there be a glass drop off near the green waste drop off (I still use the glass drop off but means I have to go elsewhere, not really a big deal as I don't drive to the glass recycling especially but on my way somewhere or back from somewhere)
It will be very important to ensure that the collection bins are vermin proof.
I think these will be dumping grounds for all types of waste.
Have you seen the bottle cyclers? They do quiet glass recycling. If composting is well managed, the odours should not be an issue.
When the existing household bins are emptied, some rubbish always spills onto the streets and is not cleaned up by the contractors. If the food bins are similar, and Council enters into similar contracting arrangements for collection, this is likely to be the case with the food waste. For example, many food businesses do not regularly clean their own bins, so that walking through the lanes behind them you cannot avoid the stench.
Public space is precious and should not be turned into unnecessary rubbish dumps. Fogo recycling is best done at home and you should be assisting people in this practice. Glass recycling should be thoughtfully incorporated into the shopping process. Where people pick up their glass, they should also be enabled to dispose of their used glass. Thus glass collection facilities should be provided at all glass shopping outlets.
Unless these hubs are emptied and cleaned daily, there will be smell from rotting green waste and unwashed glass containers. They will also be unsightly, as they have to be large to be economic, and potentially dangerous, being surrounded by broken glass. I think the hub model will not work effectively to remove enough waste from the waste stream, as people will not travel to the hubs at all with green waste (or will pack green waste in plastic bags in order to safely deliver it, which will contaminate the hub). I understand this option is cheap for the Council to set up and administer. However, I don't think it will work.
Odour is always an issue. Simply design one way flap lids to stop pest (flies etc) and reduce odour escape. Like composting bush dunny toilets
I would hope that glass recycle bins could be made available to blocks of flats rather than having to transport boxes or bags of bottles and jars. It seems to me that most recyclable material in my bins are glass products. Home bins would help to separate glass from paper etc and would be more manageable and more encouraging for residents to use.
All these things can be avoided if people are given the information about the effects their behaviour has on others. It would be good if people knew how to balance compost to avoid stinky situations.
The type of bins will be important to reduce impacts but I don't know what that might look like. Suggestions/education about being mindful of neighbours and discouraging disposing of waste during unsociable hours?
Pick up service for elderly people
I think the key is to set up a couple of test locations and see how things go.
I live in te-aria Ave and there are endless endless issues with hard rubbish- I worry that any hub will be a magnet for yet more piles of crap

Close to home or at home is obviously a more convenient solution... especially for older or less able persons
To limit odour of food organic bins, they may need regular monitoring, but the bins need to be easily accessible.
What happens in other communities around the world that have introduced these systems? I'd be copying the best one.
I would like to be provided with a bin to use to put food waste into
Unsightliness and taking up green space
Refer "SAFETY".
Vermin
Need for regular emptying.
rats, ravens, possums will be attracted what will happen when the bins are filled up before scheduled emptying times?
They need to be placed close to but a distance away from residential properties so that noise does not disturb working or sleeping people
FOGO: collected often Glass: not collected late at night or early in the morning.
I have used the glass recycling bin on Moubray Lane. However the noise is considerable so I use the depot when I drop off my garden waste.
Need to empty the food ones regularly. Paint the bins or try and hide them in shrouds.
Mice and rodents- this would be my main concern, as this could be an extra food source for unwanted pests. Potential litter- need to ensure there is no spillover of materials that get blown into the street. ENSure pickups are frequent enough to avoid this.
I can see how it might be annoying but at least it's convenient for those residents and they have the benefit of being close by green space!
You need to make sure they are cleaned regularly and can not be accessed by vermin so we don't end up with a rat, mouse, possum or other critter invasion
Vermin and pathogens in the organic bin.
first priority to commercial zones. second priority to corners of major streets. third priority corners of minor streets.
While I agree there may be some impact on local residents, such as noise, I feel that the advantage to the community in having the recycling bins far out way this intermittent, potential nuisance.
Knowing the glass recycling creates noise and food smells - great. Actually taking these issues into account is another matter. Will you?
People waiting for these services the ones in Lavington nsw is ALWAYS busy. So making sure there are enough bins etc. also, if the bins are cleans and changed correctly not to suit the budget they shouldn't smell too bad, and if you integrate in hay or straw you can help reduce the odour- think about drop toilets.... As an example of a smelly compost system.
No additional suggestions.
no other suggestions
Often the FOGO bins have waste scattered around them, also quite frustrating to see plastic bags in the FOGO bins, probably need a GIGANTIC sign on the lids saying NO PLASTIC BAGS please. Also perhaps a garbage bin next to the FOGO's for the lazy people who just see a bin and dump garbage / dog poo bags etc in the FOGO.
Public bins invariably become messy and unsightly. How will that be dealt with? Will they be cleaned? Will someone clear the broken glass from around them?
Destroying the amenity of the public parks is something that we do not want. Many of the main streets such as Chapel Street and Brighton Road are already trashed with glass and waste and will continue to be so treated. Having receiving points here would help.
I used to live near the Elsternwick pub and glass was dumped into bins late at night - it was unbearable. However, perhaps you could join forces with the pub and use common glass bins.
I figure the facility could be made to look low impact and attractive at the location as well as reduce noise and smell with some clever design and architecture.
Nil

Do you have any suggestions on how we can support our community to transition to a communal waste service model?
Where is the compost going??
<p>Circulating more information about benefits and the process to all residents.</p> <p>Community education people to liaise in the public housing estates in Port Phillip - unfortunately there can be more problem with waste disposal there. For instance, wrong things put in recycling bins, or recyclable material put in plastic bags.</p> <p>I am often dismayed at the number of recyclable bottles or cans that are left on footpaths or nature strip areas even in relatively upmarket areas.</p>
Offer free compost (apologies if you already do)
are you planning to give each household a small bin to keep scraps in before transferring to kerbside or hub?
Keep going thanks!
<p>I think people still don't clean their recyclable waste very well or put in unsuitable materials, so I think the government may have to invest into TV adds to educate people better. With some items like margarine containers, I think the water and or paper needed to clean them doesn't justify the recycling. I would be happy to take glass, paper, metal and plastics to separate communal bins if that makes recycling easier. I would also be happy to pay more tax to support recycling in Australia, it doesn't feel right to ship it abroad. Thank you.</p>
I think public education will be important, especially in schools - the younger generations can encourage their households to participate.
No
If people don't want to be part of it, they should pay more for their rates, it's very simple really.
<p>Council needs a good understanding of resident knowledge and attitudes in relation to waste. This would suggest whether, and what type of, incentives for use, and correct use, are worth considering.</p> <p>Surrounding residents sometimes put unsorted rubbish into our bins when we put them out for collection. We don't know if this arises from lack of understanding or lack of care.</p>
Stickers to place on bins
<p>Consider how people can incorporate communal waste services into their existing routines. Logically they should be encourage to think of disposal at the time of purchase, thus when you travel to shops to bring home products in glass containers, that would logically be the time and place to also return them. This then works in with access, by use of the same transport resource to return as to obtain!</p>
Give each household a small glass bin and a medium sized green waste bin and schedule pickups for each fortnight. The hub model relies on ratepayers and renters separating their waste temporarily in their home, gathering it up and taking it to the hub when they have enough. Not enough people will do it.
<p>Should have been done decades ago.</p> <p>I have had worm tubes in our garden for 40 years ! Small terrace home.</p> <p>All kitchen scraps go-into worm tubes in the garden and broken down.</p> <p>Consequently our red waste bin only has one small bag of rubbish a week - compared to our lazy neighbour always over flowing. Like Europe waste should be weighed and charged. So those doing the right thing pay less and lazy household pay more. Simple !</p>
I still feel that any waste service where residents need to leave their homes to take advantage is not as successful as a home support system eg home composting resources and options with Council subsidies. As an aged resident I would be more likely to use an onsite facility rather than carry waste to my car and then drive to a communal facility, park and then carry again. Sorry...whilst I totally support this for younger, more agile residents I cant see myself able to participate in such a scheme. Surely we can have home support as well as communal support? Cant we have access to both systems to include and accommodate a whole range of residents and their needs??
<p>I find that many people do not understand the importance of soil to our future or the implications of putting precious organic resources into landfill. Children are open to learning how things work but adults need some gentle exposure to facts. Education seems key to me on this matter.</p> <p>I have partaken of communal composting systems for decades in St Kilda. I always feel sad that I don't have access to that nutritious compost for my own plants on my balcony edible garden. Can people get free bags if they participate?</p>

Education is always important key but perhaps an education campaign could include incentives such as little rewards for the first few months of the campaign such as handy sized waste containers that are easy to carry to and empty at communal bins. Could contain council logo and instructions.
Provide people with compost bins so they can compost at home! 25% Australians are already doing this and if it is encouraged much more strongly and made more available in apartment units it will make a huge difference. Or at least people will collect the waste in larger quantities to take to this local hubs.
Thank you for considering waste management. It would be great if residents could be supported with home composting and home worm farm.
Form street groups who can assist each other with pickup and drop off
Yes. I have a couple of compost bins. Encouraging residents to do the same would not be a bad thing.
Could we please just have a dump site and weekly collection for hard rubbish? It's crazy to keep believing that people will be responsible when all the evidence is they won't
Encourage composting at home. Encourage reuse, reduce etc Encourage local retailers, supermarkets to minimise wrapping and packaging
Just like the Clean Up Australia campaign, or similar, Council needs to invest in strong campaign to help the community transition. Some good incentives might be useful, like small compost bins that are easily transportable for people in units/apartments and small places.
1) Make it convenient. 2) consider the very high residential turnover and the need to communicate with a revolving door of residents 3) plan for residents with no commitment to their neighbourhood (see 2 above).
Just make it convenient
Increased education around food waste for community members. Food waste disposal bins for local restaurants and supermarkets in middle park as well.
Make it as easy as possible. Another Lorne example, the Council distributed small food bins and compostable bags. This made it easy to get started.
Obviously education is a really big issue here. People will need to learn why this is important and how to use the FOGO hubs correctly i.e. what goes in and what does NOT go in. Working with the local schools is a really good idea--kids educate their parents.
Yeah - don't do it. I do not support communal waste services.
Planning for new apartment blocks should ensure that adequate space is given to glass and green bins
Big communication campaign
A community education program.
Please introduce Green bins for garden cuttings, when composting is not available. A levy could be charged as was the case for the yellow bins years ago. This green waste can be composted by a commercial operator, and it will be diverted from landfill and domestic bins could become much smaller. We are one of the few local government areas without a dedicated green waste bin. Unfortunately CoPP traditional response is for residents to book a hard waste collection for green waste provided the branches are cut to 1 metre lengths. What about lavender bushes and smaller growth types that require regular pruning. I imagine that a hard waste collection is more expensive for CoPP than having a green waste collection say every month and is levied at an affordable price.
Why does it have to be communal? Communal services are fine for an apartment block but for the rest of us, just provide a proper waste collection system. It's not that hard. Look around Europe for effective models that have been running for 10-20 years for glass/paper/ other recycling/ FOGO/ general waste.
Education - perhaps mobile information vans which can move around the Council area and provide education on these services as well as answer questions?
Education Incentives/fines
A communal FOGO collection system is fine for those who want to be environmentally responsible and who are unable to store a FOGO bin on their property. For others a household FOGO bin is much more likely to be used if it is on site. I would be really, really annoyed if I don't have the option for a household FOGO bin.

Caddies, caddy liners, etc. Try and give everyone a kerbside bin who can accommodate one.
-incentives e.g. discount on bins/rates if moving to smaller bins or when residents can prove certain amount of usage of communal waste -information: clear communication in a variety of languages to inform residents -community groups: e.g. Gardeners of south melb- could arrange some kind of community building activity such as a weekly walk in which participants drop their waste together then go for a gardening walk/trip to a cafe or something.
Don't just advertise online - you can't beat a flier through the door. Start with educating the kids - pester power helps. Some people will never get it so best work on those that can be influenced. And tell them how their rates can be reduced by doing this - appealing to the pocket always helps
Whatever we suggest you will ignore so I won't waste my time, other than to suggest this needs to be well considered and not just rushed so you can say this is done.
Also, what happens to glass we currently recycle in our yellow bins? Can this still be done, or will you not accept this anymore and residents have to move to this approach.
These collection points will be eyesores and noisy. Having lived in St Kilda for many years there is a sizeable minority that don't care about the community. If this was Northern Europe, your scheme might work. But in St Kilda there are simply too many people that will not do the right thing.
I understand some of the trial bins are overfull. A council employee describe this as an enthusiastic embrace of the idea. My view is this is an example of the lack of competence of the council to execute their policies. The bins should be emptied regularly.
Wait until the state's glass recycling scheme is introduced to see the effects of that on glass recycling. Just do FOGO for now. What do other nearby councils do? I believe that Glen Eira and Bayside provide kerbside fogo bins to all properties. Just do that. Stop reinventing the wheel. As much as you may like to think so, Port Phillip is not special. It is just one of 79 Councils. The notion that blocks of units can't fit fogo bins is just an excuse. If they have landfill bins, they can fit fogo bins. All this nonsense about communal hubs would be avoided if you just did what everyone else does instead of wasting time and money inventing solutions.
How do you stop visitors/tourists dumping their rubbish when they are day tripping in parks/reserves. How do you stop local residents/tourists cross contaminating these hubs? How do you stop residents from outside our municipality bringing their waste of any variety to our hubs remembering us rate payers will be footing the cost. Hoping these hubs will be properly policed and kept spotless especially if located in our precious parks / reserves / or near peoples residences. Native Ravens / rats, mice are very attracted to these types of hubs. Please do not use this program as a ploy to back door the removal of our waste bins (state govt increase to waste removal costs) to our residences. Will be a disaster if this occurs & blight on the environment and livability.
Continue to supply individual bokashi, collection bins for households. Advertise these home bins, the locations of communal, recycling bins and the benefits to the wider community/the world of recycling.
What on earth is a communal waste service model? No more rubbish bin collections? Dump sites at the every intersection? We live in a world where there is little sense of community, caring for the environment, concern for neighbours. Everything you suggest is commendable and will lead to increased localised rubbish dumping.
I think education is key, in my apartment block, people still throw rubbish in the recycle it infuriates me.
Please read my answers above to OPEN SPACE and DISTANCE FROM RESIDENTIAL PROPERTIES for my observations. Keep up the good work!
Raise price on large residential landfill bins to incentivise residents to opt for smaller landfill bin, or reduce waste output and transition to new glass / greens bins.
Some form of heavily incentivised waste free arrangement too (e.g. going binless). Residents mindful of their wastage subsidise the wastefulness of other residents through our rates.
no other suggestions
Lots more education. There's always going to be naysayers but this needs to happen.
This idea is poor. Reconsider curbside collection.

Get the police involved and start fining people for littering, something that have no interest in at present. Explore the possibilities at local policing level of a co-operative Council and Force taskforce directed at such misdemeanors as littering, graffiti, etc.
People often put the wrong thing in their bins. Letter box drops advising of common mistakes that people make might draw this to their attention.
Posts to social media on community pages
Nil

Separating out food organics (provision of kitchen caddies, caddy liners, etc.)

<input checked="" type="checkbox"/>
More information needed, and caddies etc more easily available.
caddies are a great idea
yes please
We need to educate people, they already don't use recycling bins properly in my block of units, so how might we educate them..... and on the other hand, there is a lot of research showing that people's behaviour are often not driven by knowledge / lack of knowledge.... Do you work with other council on this? The city of Mel did a piece of work on waste end of 2018 / early 2019, might be worth getting in touch with them, I have contacts if you're interested. I'm also a service designer, if you are running co design sessions, research, etc, if it's at a time and day I can join I'd be very happy to participate Maybe provide kitchen caddies / bins that cater for the 3 different types of bins, depending on - the person's home (i.e. unit vs house), - on who lives in their household (i.e. kids, how old, how many people), - and what they eat - during covid my neighbour was isolating for 14 days and I took their bins (2 people), down, I had to go every 2 days because they had so much general waste, I think it would take me (1 person household) at least 2 or 3 weeks to generate the same amount of general waste as what they would generate in 1 day
Not essential, I have a bucket.
Yes, kitchen caddies might help, but I worry that if they are handed out indiscriminately they will themselves become rubbish. There are many people who still put recyclables into hard rubbish/landfill bins and clearly don't care. Their needs to be intensive education/familiarisation programs and cultural change.
Fortnightly collection may draw vermin in the hot summer months.
This is great. As well as simple and easy to use and understand magnetic boards people can keep on their fridge telling them ALL the key details. Even a simple one for the kids to help / use.
As mentioned, we prefer a SMALL HOUSEHOLD BIN for food scraps - no more than 5 litres - which is collected from the property each week. Please minimise additional plastics, such as liners. If people are motivated to use the service, it shouldn't be too hard to wrap their scraps securely in newspaper before disposal, or to walk to the bin with their bucket/caddy.
Caddy liners out of plastic. No!
Encourage home composting, with home compost bins of varying sizes and design.
This is an unnecessary expense - roll out green bins immediately to each household and save this money.
Great idea - happened In Edinburgh Scotland for yrs and many small out lying towns villages.
clearly illustrated mailbox materials with description of what to include and what to leave out.
I guess people need that but need information about what will work and and what won't. Some people in my building put plastic bags in the compost and others things that are so large and woody that it becomes impossible to aerate with the twisty stick
Great idea, the easier you can make it for people the more likely they will do it. But too many options and people will struggle.
I think there is a need to do more around educating people about waste and recyclables, not sure if it's laziness or a lack of awareness but regular awareness campaigns should be conducted for managing waste.

Kitchen caddies for individuals and compost bins or worm farms for apartments and to any individuals who want them.
Bring in less frequently rubbish collection sooner
Kitchen caddies would be great. I compost my own green waste but would like some where for meat scraps etc
Big tick for that.
Yet more information posters - my apartment block can't even sort recyclables!
Yes. Provide caddies and liners Encourage use of non-plastic liners Explain different types of 'decomposing' bags (most don't understand) Provide tips on composting Encourage use of supermarket bag recycling. Explain in more detail what can and cannot be included in supermarket recycling
Yes agree.
Needs to be very very close to come. Easy to empty.
Yes kitchen caddy would be useful
Yes, this was done successfully in Lorne. It makes it easy to have all the tools in place at the beginning.
CoPP-badged kitchen caddies would be genius, as would a program of educating via the local schools.
I would suggest funding / subsidising people being able to put in garbage disposals in their kitchen so you don't need to do this at all. Many of us live in small places and we don't have the room to separate our rubbish and we're not going to go through bins after the fact for disposal.
Kitchen caddies and caddy liners are just additional waste that inevitably end up landfill. Clear promotion/advertising is essential.
Easier for vulnerable people.
Caddy liners with what can go in work well elsewhere
IN THE INTERIM Provision of kitchen caddies and caddy liners is a good idea. Local public composting sites are also needed.
Fundamentally recycling is more effective with good focused community education Covid lockdowns showed just how much extra material there was to recycle. People generally don't equate their purchases with the need to recycle packaging which comes at a cost.. In order to avoid people dumping rubbish, education needs to focus on motivational behaviour changes
Yes definitely providing the above would help
Kitchen caddies: with a sticker of what can and can't actually go in the bin.
Videos on the web site, brochures, the council newsletter, and information stickers on bins.
See previous comment.
Yes, clear labelling and bags provided
have the recycling containers easy to get to and handy. Caddies or liners are fine but you need to take into account how large kitchens are in people's houses and whether they have room to store them I do not have room for another bin in my house, and this just means more bins in the laneway from my neighbours who don't take their bins in now! I have enough trouble getting my car in and out of my rear laneway parking space already without more bins in the way
Nothing. We have a worm farm because we have space. A lot of residents have small flats and no space.
just do what other Councils do. Stop reinventing the wheel.
We have a kitchen caddy, purchased 4 years ago, through Council at a reduced cost. We use supermarket bags, but would find well fitting caddy liners useful, particularly if they were compostable.
Take a look at Albury Wodonga halve waste program. Although the kitchen caddies aren't great for it- if you could provide an option for people - but maybe swap not choose so it suits their kitchen needs better.

I live in an apartment within a very large complex (Bayside, Port Melbourne). Space within the apartment is a very REAL issue. A 'provided bin(s)' for *my apartment* is likely to be unsympathetic to my needs. A better approach for residents like me would be to provide such separation bins within the apartment complex as a whole.
Providing kitchen caddies. Providing a starter pack of caddy liners, and information about where to buy more. I have compost bins, so will only have small amounts of meat/dairy FOGO, can I have a roadside bin that is smaller than 120L ?
Education. Simple communication of the benefits of taking out food waste from garbage. A direct connection to reduced rates (or less increases) might convince those who are not interested in recycling or reducing waste.
Issue buckets for food scraps. Especially to apartments. Education is key. People still don't separate their recycling, little less food scraps.
Police it, fine people as is done for traffic offences and parking fines
Give out FOGO bins like Glen Eira did.
Information via various forms of media- social- eg local community pages, radio, tv, pus local supermarkets and shopping areas (flyers?, Posters?)

Taking your food organics to a communal FOGO hub (provision of kitchen caddies, caddy liners, etc.)

<input checked="" type="checkbox"/>
Good idea, but currently I would need to catch 2 trams to collect from St Kilda Town Hall. So they need to be more easily available. I buy my own compost bag, after having checked the website to make sure which I should use. Preferably many more hubs, and within walking distance, say 10 minutes max
The fogo caddies' handles can be a little weak for carrying
Would be fascinating to do some research!
Not a problem, it's a please, even if smelly !
Good idea - education programs and public 'champions' need to promote this concept
NA
Yep
As mentioned, as long as the communal bin is close to home - 300 m is much too far - we would not need a council provided caddy or liners. We would greatly value being able to collect loose compost for our garden from Council at no cost, or for a nominal fee.
We compost. Our compost Revolution bin is great thanks to council subsidy 😊😊😊
Provide a free pick up service
I don't support the idea of smelly unsightly FOGO hubs
Good idea
Yes! do this. Maybe a bin on the edge of Albert Park adjacent to Fitzroy St for people living in the blocks of flats who have no common garden areas for a compost heap
Good, but maybe also encourage home composting
Making compost bags available and acceptable- trying to manage without like city glen eira does is really mucky in a small apartment
Obviously better if can be done on property but good to provide community centers. Given we have Albert Park as a central facility, it would be sensible to professionally compost materials there- use in the park and provide free composted waste to local residents
Encourage those who are neighbours to collect and deposit as a group. Good idea to provide kitchen caddies.
Wont do
Fogo hubs need to be close
Providing a clear map (preferably online).
As above....
I have a garbage disposal so I won't use this.
Provide clear education Engage local community groups to educate
Doesn't account in anyway for the vulnerable community.

Is it really a FOGO if it doesn't take garden waste?
Examine the cost benefits of allocating compost bins to residences I have composting bins for organic food waste
Can be difficult for older people in the community to access these hubs
Carrying a caddy to a hub is not really an option for those with mobility problems. I am horrified and appalled at the thought that I will have to use a hub to recycle my FOGO waste because I am not an eligible property. I have been really looking forward to having one both for food scraps and garden waste.
organising community walks together e.g. elderly residents drop off together, or gardening groups do a community drop together material that communicates clearly where the FOGO hubs are- maps could be put on a magnet to stick on the fridge in households additionally, could have an app that monitors how full the hubs are, or that gives a reminder to the household to remember to drop their caddy off
They need to be close or to be honest I won't bother and it will go into landfill. You also need to make sure they are kept clean and regularly emptied. I took food waste down several times and the bin was full so I thought it in the landfill bin next to it as I wasn't going to carry it home again
Totally impractical.
Only 'early adopters' will traipse around with their refuse. The remaining majority will just continue to put it in the landfill bin. Just do what other Councils do, like Glen Eira and Bayside- kerbside bins for all, to eliminate as many barriers as possible to adoption.
Not going to happen I think I would prefer the green bin collection- it's just easier, and if it's collected weekly it's awesome.
Isn't this the same as the previous question? I don't need in-residential bins (as I'm in an apartment). I'm more keen on in-residential-complex bins. I need the exercise, so I'm currently happy walking mine up to the trial site at Lagoon Reserve. I'm not sure that the majority of my co-residents do so.
Providing kitchen caddies. Providing a starter pack of caddy liners, and information about where to buy more.
Poorly thought out idea. Most people will never bother. I am one of those who would like to take my food scraps to a communal composite. I tried this for a couple of years but the facilities were closed so often that I eventually abandon it. Most people do not and will not travel with their food scraps. The Council needs to be genuine about waste disposal and work to reduce our impact on the environment, not just do the bare minimum.
Police it, fine people as is done for traffic offences and parking fines
Make sure there is time limited parking space for drop offs. Provide a tub to households so glass can be separated. PS. Can't wait for this as our recycling bin is currently picked up around 7am which means we are woken up by glass crashing down all around us. This should be later in the day!
Information via various forms of media- social- eg local community pages, radio, tv, plus local supermarkets and shopping areas (flyers?, Posters?)

What could we do to support... Moving to a fortnightly general waste collection if you have kerbside FOGO service (provision of a 240L FOGO bin)

<input checked="" type="checkbox"/>
No, too many people in some apartment blocks. In mine, the bins fill up quickly.
I have one and its collected fortnightly, which I appreciate
sounds a lon time for food to be in it - esp during the summer.....
how about monthly during cooler motnhs nad weekly during hotter ones?
I'd be happy with that !
I worry about the smell that will accrue over two weeks - I understand the bins will be able to accept meat leftovers, etc
May be acceptable so long as Recycling is also collected
YES

No, we strongly oppose big FOGO bins at the kerbside. 240L bins of food foodscraps at the kerbside would create an overwhelming stench year round, more so in summer, even if collected weekly. We also do not have space for a 120L FOGO bin, not to mention a 240L bin. As mentioned, a 5 litre caddy collected weekly would be enough for us. The feasibility of moving to a fortnightly general waste collection should be properly piloted and evaluated before being introduced. This would need to be done after the new arrangements re food waste and glass are fully implemented and evaluated.
Good idea. I'd like the council to really encourage composting too!
No need for a kerbside fogo service when people can be helped to do fogo recycling at home. No need to reduce the frequency of the general waste collection as this is a well needed service.
I support this entirely
Do not need bigger bins - just encourage lazy people to throw out more. Encourage household to separate, recycle and compost
I'm in favour of any steps to get the goodness of waste back into soil but I think were possible it is not so great to take it away and then people have to go to Bunnings to buy compost for their pot plants. A circular system where the goodness and its uses makes more sense to me.
I would support that.
Great idea Please do it sooner
Great idea. Will FOGO be collected weekly?
Yes
Will work if people are well educated on using the FOGO bins. I like the idea of kerbsite FOGO - I could use that as I hae very little garden space for compost bin
N/a
Yes please
Making sure the timetable is clearly communicated.
This is pretty radical and won't be popular.
Yes
I do not support. Removing food organics will not reduce the smell of rubbish and I don't want stinky full bins on my property for a full fortnight.
While this makes sense for the vulnerable members of the community, space for storage of additional bins at properties needs to be taken into consideration.
Need a big education ' responsibility campaign for apartment buildings
Great - presume this does include garden waste
A MORE COMPREHENSIVE SOLUTION This is very important as the best response.
less frequent general waste collection is a good idea
Would support this if there were also a green waste bin- long overdue
I believe it is a good idea, however there needs to be much more done in educating residents in recycling and FOGO. I live in an apartment building and, despite signage and notifications, people still put the wrong things into the recycling bins.
That would be fine by me,
Give some people bigger landfill bins (families with little kids, old people or people with a disability who can't get to drop-off sites, etc.)
discounts to households who reduce the size of their bin or transition before a certain date some kind of solution for households that have to store multiple bins on their porch. We only have room for 2 bins on our porch, and are concerned about how a third would impact the amenity of our front porch.
You assume that most of the waste is FOGO. large houses fill their green lid bin regularly now and I don't believe that a fortnightly service will be enough
Glen Eira and Bayside have both done this. So Port Phillip should do it too. Though to reduce complexity (which properties have no communal bins, so should continue to have weekly landfill pick-ups?), just provide fogo bins to all properties. The more the complexity, the higher the confusion and the higher the cost. Just do what Bayside and Glen Eira are already doing.

NO NO NO so this is just a scam program to try cut council costs due to state government blowing out waste removal costs dressed up as a feel good for the environment activity. The Port Phillip area will turn into a dump, less livability plus health & environments issues. We are not Yarra City Council - rethink please. Fortnightly does not work especially for larger households and also due to fact many in our area do takeaway/Uber etc.
This is not applicable to us, in an apartment.
Yes perfect about time.
Can't comment as I live in a large apartment complex.
Not caving into residents who "need" weekly waste collection. They can make do, or a system whereby they can pay additional fees for the weekly collection would be fair (and they would quickly adjust to fortnightly collections). I'd be happy with monthly collections.
only need small FOGO bin, prefer less than 120L
Good idea.
This will make very little difference to me
Tax the fast food industry to help pay for a better, weekly service. Lobby through the State Government to this effect. It should be remembered that in a tourist and transit location like St Kilda we residents are also paying for the waste generated by others who do not live here.
NO. Even a piece of plastic from the bottom of a meat tray or some seafood scraps can smell after 2 days in the bin.
Information via various forms of media- social- eg local community pages, radio, tv, pus local supermarkets and shopping areas (flyers?, Posters?)

Is there anything else you'd like to share with us about our plans for transitioning to a new waste service model? Write your comments here.

I already have a worm farm
Needs clear information. Make it as easy as possible for people to do it. Perhaps some kind of surveillance system?
it would be great to be able to put bones in again
it has come after a long time - so it is good to finally hear about this
Whilst I support providing options for waste removal, I don't see any promotion or support for home composting. Many residents already do this and I think many more would if it was encouraged and supported by council. Huge benefits including raising awareness of ones own use/waste cycle, enriching local gardens and feeding into the family food cycle, increasing biodiversity, greening/cooling our properties and nature strips, educating our children at home, and ultimately contributing to a sense of achievement and wellbeing that being closer to nature gives. I think this is complimentary to FOGO and is a big miss if not included.
Encourage people to 'own' their organic waste by having an on-site compost bin. Everyone with a garden can do this.
Some Single fronted housing could be constrained with additional bins to house.
Great ideas- i encourage and support this. It is 2022, it is about time COPP caught up!
When are you ever going to listen to your constituents and provide services we need in a helpful manner. Why do you insist on finding new ways to make our access to the minimal services you provide, so difficult?
Do the right thing and beyond
Will the resulting compost be available locally for residents to collect without having to drive out of CoPP to collect this? How will the resulting compost be distributed back to local residents for their gardens? Where will the collection / distribution hubs be located in CoPP? I think it is important that the compost materials remain in the local community rather than be transported to outer suburban centres on Melbourne's fringes and the wastage and cost of fossil fuels that will be used in transporting the materials to and from CoPP, be calculated and factored into the planning process. It would be wasteful if the scheme failed due to the rising costs of transport and fuel now and in the future. We need to minimise the number of "compost miles" that will be incurred.
Information is crucial to helping people know where to put things. In my building we have been trying for years to get an information sheet from Port Phillip Council to put near our recycling bins to inform people of what they can put in there. It doesn't seem to exist.

There is still a role for composting for those who can and I'd continue to encourage and support this. I am luck enough to live in an apartment that has a communal garden and most of us use the compost and are quite good at recycling so our general waste is quite low.
Can we have smaller bins than 120L. Easier to store where space limited, This request should NOT be interpreted as meaning bigger bin(120L) reduced frequency of collection. Consideration should be given not to impact individual home amenity - looking & smelling bins when sitting in PoS (Private outdoor Space) not desirable given only option for bin storage is in courtyard or on front verandah in smaller single fronted homes. Adding another bin impacts this amenity further. Preference for smaller old fashioned sized garbage bins should be considered.
Compost bins! Keep it in the home or apartment block too!
Great plans. My family live in Newcastle NSW and have had this system up and running for a few years.
Recycling of coffee pods Also working out system for hard rubbish that actually works
Appreciate Council consulting the community, and look forward to the program beginning.
I use a home worm farm and bokashi abd compost bin- I think more people should try this. Whenever council approves building they should suggest a compost bin or availability for this
There was compost bins in the St Kilda botanical gardens at the eco- centre. I believe these are to be decommissioned. This is such a shame as they were very convenient for local residents. They surely provided a good source of compost for the gardens themselves. Surely such a gardens-based facility makes sense for the council?
People will not use it if it isn't easy and convenient. We will end up with waste dumped on nature strips.
Multi-lingual communication, both written and verbal. Large Greek, Italian, Arabic, Mandarin, Cantonese speaking sub-communities in Port Phillip Council area. There is also a significant portion of the community that have low education and reading capability.
Pls do ASAP - have been asking for years!
We desperately need garden waste to be collected. Our community should be encouraging people who have the space to plant gardens. Gardens provide wildlife habitat, lower the local temperature in summer and absorb run off to decrease flooding risk. Currently it is onerous and expensive to have a garden in Port Phillip because it is so difficult to dispose of the waste. Garden waste is a resource and we should have mechanisms to recycle into mulch etc.
We need to develop a circular economy regarding produce/products and recycling
Mornington Council have introduced food waste caddies/bags etc this year. Food waste goes into bags, which then go in the green waste wheelie bins which we all have. Collection is alternate weeks (recycling bin the other week). Great idea, however, after 2 weeks of hot weather the bin stinks!!! The food scraps start liquifying, the bag breaks down and liquid seeps through the green waste, maggots start to form. It was house guests who put the food bags in the bin - personally I use our compost.
When offering food caddies - only provide them to people who request them. In Sorrento, I saw several unused, in peoples re-cycling bins or lying around in the bushes.
I'm sure you have already done this, but looking to successful examples from other countries might provide solutions. I have heard Sweden has a good system in place, and I'm sure other countries do too.
Letting people know what happens to their food scraps... will they be composted and used in the city gardens and reserves? Communicating the positive impact of the effort made by residents when they use the FOGO bins.
Not making FOGO bins available to households desiring one is an utterly appalling policy. Surely there should be choice for those of us able to store such bins.
It's a good balance but need to give everyone or at least most people bins over time.
The closer the bins, the less the hassle, the more chance of success
I do not see the need to do this, and do not have the space for another bin (you will now want me to have 3 bins) at my house. I have enough trouble with parking already and the laneway is full of bins from neighbours who do not take them in already, so this will make the situation worse. Have a communal bin or two per street that can be used collectively rather than one per house. I don't have enough food waste that I would fill a bin a month, let along each week

The state governments waste policies do not work in densely populated areas. If I was the council I would wait and see how other councils deal with the issue. My feeling is if the state government's policies remain inflexible they will loose office.
PLEASE STOP OVER THINKING THIS. It is simple. Just do what Glen Eira and Bayside are doing. They are the test Councils for Port Phillip so we don't need to test ourselves. Just get on with it. Port Phillip residents are not special. Stop wasting our time with all this communal hub nonsense.
Can you please put at the front of your surveys your true intent instead of leading the survey to the results you want to achieve/advertise. You should be honest and put your true intent which is moving fortnightly waste collection to fortnightly and then let ratepayers / tenants respond how they truly think. Again we are not the Socialist Republic of Yarra - that council has become a total unliveable area, I should know having recently sold out from there.
I would like to encourage Council to continue to provide communal collection hubs for FOGO; we don't know what we would do with our food scraps, peelings, etc, if the communal hubs were removed and we definitely want to continue to separate out this type of waste and put it to good use, rather than be taken to land fill.
Massive amounts of information needs to be pounded into all residents' heads. Look at how poorly recycle is managed by a lot of individuals who have no idea what can and can't be placed in recycle bins.
Please please please have a look at Albury Wodonga halve waste they have really done amazing with it, and it also forms part of tip vouchers and stuff to. It's worth a look.
Please focus efforts on achieving outcomes rather than on providing opportunities that may not be universally taken. In my apartment complex alone, enforcing current (non-FOGO) waste sorting for the retail/hospitality businesses would probably be more significant than changing the behaviour of a hundred residents.
Proud of the ambition
Nothing else

What are your initial thoughts on a flat waste charge to be used to pay for direct waste services such as kerbside collection? (Indirect services such as street and beach cleaning would continue to be funded through General Rates.)

Great idea
No. To me, it seems unfair to charge for this service, penalising the end stage of the problem.
yes, you have to do this, but make it clear that the less people separate into correct categories the more it will cost
i am very opposed to this
Who wants their rates to go up? nobody.... But the collection of the bins costs money to the coucil, workers need to be paid... So, I don't really see this as an issue...
Although should people who 'do the right thing' be encouraged. Not sure how that could be done
Our rates are high enough without extra costs. I think more creative solutions to waste reduction and management are required rather than just passing extra cost to residents.
I would be happy with that, but think people should be charged according to how much waste they produce.
There needs to be some consideration of how a charge could be fair - given that some households produce a lot of waste, and some very little.
Absolutely do not support this charging scheme. Waste collection is a council obligation and should be included in the one rate charge per property. Otherwise in time, such a scheme will be another method to raise the overall cost of council services to the ratepayer. I will be taking note of councillors who support this scheme.
Perhaps you get 1 free bin per month, and if you need more than that, you pay?
We are very opposed to this idea. These services should continue to be covered by rates.
Don't agree. Asking people to pay will make them not sign up. Waste may then be left in neighbours bins. Could be a disaster. Dumping of rubbish already a real problem.
I do not support a flat waste charge. I think council should instead be working with local businesses to encourage collection and recycling of the packaging they are distributing to our community.

Isn't this what we pay our rates for? If council cannot even pick up waste effectively using available ratepayer funds, I would suggest they review the way they currently elect to allocate their funds, as waste collection is a core local government obligation.
Pay by weight
I would hope and assume that those residents who don't/won't have kerbside collection won't have any such levies charged to their residence.
I don't know
A flat waste charge does not offer any incentives to do better. I think it would be great to explore some of the systems that the nordic countries have introduced which has made people really think about how they manage their waste.
Ridiculous further money grab by councillors who already charge double any other inner city council for residential parking permits & only selectively apply permits to streets. This resident is getting tired of lining pockets & superannuation of mayor & councillors where performance by all is extremely poor eg. planning, street cleaning, tree maintenance etc
No fees. Make other sectors pay for it.
Good idea
Obviously, a convoluted way of saying that overall resident fees to council will increase. Maybe encouraging home composting will help.
I'm happy to pay!
Must be free. Covered by rates.
This may impact people in apartments. Do all apartment blocks have effective recycling and waste systems? If not, then in future they should have. Flat waste charge needs to be proportionate or those in low incomes will not be able to afford it or participate in effective waste management.
Our block of six flats has three compost bins that accommodate household waste and tree leaves. The compost then gets returned to our gardens. NB we have only 10m2 of garden beds. As we've made the effort I'm not happy to be paying for something others could do but ignore.
It won't be popular but it is a great idea.
I do not support this unless it has a "no worse off" financially provision that it permanent. This reads that you will reduce our rates the first year then we end up paying full rates AND waste collection separately increasing our cost after the first year. And you talk about the new tax offsetting the cost - but you mention nothing about your plans to ensure the cost is adequately negotiated to make sure it doesn't balloon and is market comparable. This all just sounds like fiddling the books to put a permanent new charge onto residents. I don't support this.
Aren't General Rates for dealing with waste? It's one of the principal activities of Council
Unable to respond as zero information about possible values for the flat rate, how it would be collected, etc. If you're going to ask for feedback, don't just supply some high in the sky idea without detail to provide meaningful feedback.
People will expect a high quality service then, like weekly rubbish collection so charging will make decreasing the services harder
Some samples of estimated costs would be good here. Presumably street cleaning costs will go down as they are NOT as frequent and are very rarely done. Usually have to call to get cleaned properly. Why is Council paying for Beach cleaning - shouldn't that be Parks Victoria?
I consider it reasonable.
Our household hardly creates any waste. We only put our landfill bin out about once a month. We compost all our food waste. Should we pay less?
I would like to see the figures firstly. sounds alright in principle, but profit must not be an underlying hidden issue. Full transparency is essential in changes like this.
We already pay massive rates - surely, waste collection is a basic council function.
From a purely personal perspective, I would hate to see these charges put in place. However, I can understand the need for them. I think Council should be encouraging all businesses in the area to minimise their waste - for

example cafes and restaurants to transition to all recyclable packaging for takeaways, business to stop using hard copy advertising material, the use of all plastic bags to be stopped, etc.
I don't mind paying for kerbside collection.
Just direct services.
I am a renter and I don't understand how this charge would translate to impact me. This would need to be clearly communicated in some way: are landlords responsible for this cost or would they be passing it on to renters? If the latter then the charge should be billed directly to the residents, so that unscrupulous landlords don't try and charge extra to their renters to line their pockets.
Agree - always helps to know what you're paying for and why, then behaviour can be influenced
No. We pay enough rates and get little for them (streets are unclean, uneven footpaths, council verges a mess, not enough street lighting in some areas making them unsafe at night to name a few issues)
Why do I pay rates if that is what you are going to introduce? The rates you charge already include waste collection. I don't see why you should go to a flat rate charge in addition to my rates. I would expect a significant reduction in my rates if this were to be introduced, NOT an additional charge.
I agree in principal. Port Phillip council spend too much money, are inefficient and there a lot of disrespect shown to the ratepayers by the council. If it was Stonnington, Bayside but not for the Port Phillip council.
Bayside, Glen Eira and Stonnington all do this already. So Port Phillip should too. It's that simple. It provides a great opportunity to fix the severe moral failures of Port Phillip Council i.e. 1. charging one neighbour twice as much as their next door neighbour for the exact same bin service, based on the value of their respective properties. 2. charging for waste services to properties that don't even receive a waste service. 3. All properties, whether rateable or not, ought to pay for their fair share for private waste services i.e. Kerbside Bins Collection, Communal FOGO & Glass, Hard & Green Waste, and Resource Recovery Centre.
Can you spend less as a council on other bs programs and concentrate on rubbish, roads, litter, environment, flora / fauna. That is your mandate. Maybe you could spend some time pushing back against our state government who are supposed to be using the extra /increased charges on rubbish toward recycling programs etc but instead are putting it all in consolidated revenue to fill all the shortfalls in their budget - the big build blowouts!! Our rates are supposed to cover waste removal, that is one of the main purposes of rates!!
I expect that most people would be happy to incur a waste cost for the provision of these services, if they were provided with a kerbside, fortnightly FOGO/Glass collection. Being in an apartment we will always need to walk our FOGO to a communal hub. The body corp may agree to have a glass only collection bin on-site (in the bin rooms), but i imagine that a FOGO one would not work with the large numbers of apartments, both in terms of FOGO volume and 'dumping'. Apartment bin rooms are a daily testament to the lack of care that some people show in contaminating various waste bins with the incorrect items: ie: landfill in with cardboard only.
If you plan to reduce one bin I don't understand how the charges change id like to see this as a break down for individual property owners so I could make a more informed decision. I.e I'm a single income household and I need to understand the fairness here.
No feelings as I'm a resident but not a rate payer.
The charge should be based on usage. A varied charge by bin size should be easy and if possible by collection frequency. Flat charge means the most wasteful are subsidised by the most frugal.
need to explain the basis for the charges - I would like to see people charged more for having larger bins.
Compared to what? not sure
I want more information. Compared to what?
It should be resisted. To separate it out from the general rate and to suggest that this is somehow extraneous to the general municipal responsibility is wrong.
No. Services should be provided at the same rate to all. This is the thin edge of the wedge for user pays.
Unsure
Will need to be explained

Attachment 2: Suggested hub locations

The map below shows hub locations suggested by community members.

