

Community Engagement Findings Report

Consulting the Community: Reducing Our Waste, Improving Our Recycling Services



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Executive Summary

In late 2022 the community was consulted on options and attitudes to upcoming changes to the waste collection services. Consultation comprised a survey and five in person consultation sessions around the Shire. Survey results are resented in Appendix A.

From the consultation we have learned that there is broad support in the community for the introduction of a 4 bins kerbside collection service comprising:

- General Rubbish: fortnightly
- Mixed Recycling: fortnightly
- Food & Garden Organics: weekly
- Glass Recycling: monthly

While a clear majority supported a move to a fortnightly garbage collection there was a substantial cohort who did not and this is reflected in written responses as well.

The community is less sensitive to price than expected based on the survey questions, but direct feedback indicates that the overall charge on the rates is a big factor for many if not most ratepayers.

Introduction

In October and November 2022 Council sought input form the community into the potential format of future waste services, specifically how Council should deliver a four stream kerbside collection service. This report summarises activities undertaken to consult with the community and presents the feedback from the community.

Project Background

State's Recycling Victoria Policy of providing 4 waste streams to all Victorians:

- General rubbish (red lidded bin)
- Mixed Recycling (yellow lidded bin)
- Food & Garden Organics (green lidded bin)
- Glass Recycling (purple lidded bin)

The State has mandated that these services be available to all residents, primarily as collection services but with the option to drop off in some circumstances including in remote areas and areas not currently serviced.

Council is currently tendering for the provision of the services and will need to make a decision of the service model to be adopted. Community feedback on the services will inform Council's decision.

Promoting the Consultation

A number of methods were used to engage the community on Council's Reducing Our Waste and Improving Our Recycling Service Project, which ran from 5 October to 13 November 2022, including:

- A dedicated page on The Loop, with a total of 1558 views
- Information on Council's website
- Flyers and hard copy surveys were made available at Council Service Centres and Libraries as well as at all five Resource Recovery Centres
- Posters, displayed around the Shire, including on the community noticeboard and at our Resource Recovery Centres
- Stand-alone advertisements in The Alexandra and Eildon Standard, The Yea Chronicle and The Local Paper
- Two facebook posts on Council's page and shared to relevant community group pages, resulting in a total reach of 4,267 and engagement of 2,010
- Inclusion in Council's September quarterly newsletter, which was delivered to over 10,000 residents and businesses across the Shire.

Community Engagement Activities

Council held a series of pop-up sessions promoting the project in concert with other current Council consultations. Pop-ups occurred at a series of markets around the shire, and at a single shopping strip pop-up in Alexandra main street.

Details of the pop-up sessions were as follows:

- Sunday 9 October at Marysville Community Market
- Tuesday 11 October at Eildon Visitor Information Centre
- Sunday 30 October at Alexandra Spring Fair
- Friday 4 November at Taggerty Twilight Market
- Saturday 5 November at Yea Market
- Markets at Yarck (15 October), Flowerdale (16 October) and Kinglake (23 October) were cancelled due to floods

We estimate that around 250 people stopped by at one of the five pop-up kiosks. Most feedback was captured via a quick poll (69 contributions), where community members could vote on their preference of waste collection options. Some also completed the survey.

Two online information sessions were offered, but did not go ahead due to limited registrations.

The project page on The Loop had a wealth of information about the project, including an explanation video, factsheets, links and Waste Comparison Chart with a Quickpoll, extra information in the document library, a survey, and an opportunity to ask a question. The page also promoted at the various engagement opportunities.

A total of 198 surveys were completed and we had 964 page visits during the engagement period. 140 total responses were collected for the quick poll (online and face-to-face). 26 community members *followed* the project. And Council officers responded to two questions via the online *Ask a Question* tool.

Referrals to the survey page on The Loop primarily came direct from Social Media (54%).

Community Feedback at Events

With so many events to engage the community the range of opinions on the subject were wide. Overall the sentiment was that people supported the introduction of a food and garden organics collection service, and that they supported a move to fortnightly collection of general rubbish.

Feelings on the separation of glass from mixed recycling were also generally supportive, but less so about having an actual 4 bin service. People expressed the following concerns about the 4 stream service:

- Having room to store 4 bins, or to put 4 bins out on the street.
- Having to bring a heavy glass bin out to the street.
- Understanding which bin would be put out on which week.

Good feedback was provided in some discussions, including:

- Education will be critical to the success of the rollout, should start early and be followed up with bin inspections and sticker campaigns.
- It must be easy for people to customise the service to their needs, especially in relation to the size of bins.
- People who live alone and generate very small volumes should not be penalised and pay the same as large families.

Alternative views were that:

- Council rates are too high, and this was a further money grab by Council.
- Council has already made their minds up about the service.
- There is no need to have an organics service in rural areas.
- People will not do the right thing and it will be a disaster.

The hottest topics raised at the community events were those that are outside the scope of the current consultation. These were primarily:

- feedback on the introduction of a fee to dispose of green waste at the resource recovery centres
- feedback on Council providing a 'free hard waste collection' service

It is fair to say that in all cases people opposed the fees for green waste at any time of the year, and in all cases were in favour of a kerbside 'free hard waste collection' service. These two items were sometimes the first topic raised by people approaching the table.

The community were very accepting of a reduction in the collection frequency of general waste bins to fortnightly, as well as the introduction of a kerbside glass service collected monthly.

The introduction of an organics collection service was very strongly supported with the preferred collection frequency being dependant on the service cost. When the cost of waste and organics were considered together, the preferred collection frequency was waste fortnightly and organics weekly.

Written Feedback

Free text fields were included in the survey inviting people to comment on several aspects, including the costs of the waste service or collection frequency of bins, as well as allowing for people to provide any other feedback or ideas on the types of kerbside waste or recycling services we need. Questions 4 (relating to costs) and Question 13 (general comment) are included as Appendix B and Appendix C respectively, and there is much of interest in the commentary.

Some people read the material and make relevant and considered response, while other responses were very brief or off topic.

In relation of the cost of waste services:

"I think the subsidy at RRC's should only be in place if everyone is contributing to the waste and recycling charges. So everyone pays in and everyone gets a benefit."

"Those without kerbside rubbish collection should contribute to the costs of waste management in the Shire, but at a significantly reduced rate to those who do have collection services." This was a common response.

Many customers expressed their preference that all waste services should be provided at no or low cost:

"Make it cheaper going to the tip and reduce the rates."

"I don't think people who don't get kerbside collection should have to pay for it."

There was the expected call for hard waste collection, but no feedback specifically indicating that people have trouble accessing hard waste disposal at the RRCs:

"Once a year kerb side collection for larger items would be great"

There were examples of people making service requests via the survey:

"I pay kerbside charges but am required to take my bins 2.4km to a collection point. This is not sustainable as I age. The bins are large and heavy to load into a trailer or Ute. I also take bins for an elderly neighbour. I would like them collected from my front gate. I live on Cheviot Road Limestone."

And people who are flat out resistant to change, possibly based only on cost issues:

"I am not interested in the purple bin or the green bin at all I am quite happy to stick with my red lid bin and my yellow lid bin that's the only thing I need not prepared to pay anything more to the council on my rates"

There were opposing views expressed:

"Where there are charges for waste at tips, it increases the amount that people will Fly Tip or the amount of harmful waste that is burnt."

VERSUS

"Best to have user pay system so people are incentivised to minimise waste and change behaviour."

"The cost of taking waste to our local rubbish tip is horrendously high comps to other councils."

VERSUS

"Recently moved to the shire, and noticed our TIPS cost is significantly lower than melb prices."

Being a current topic, there were numerous responses that green waste at the resource recovery centres should continue to be free, as well as others saying all waste disposal at the RRCs should be free, or there should be a voucher system for ratepayers.

A very good response to keep in mind was:

"Keep it as simple as possible."

Survey Results and Discussion

Who took the survey

Almost all respondents had a kerbside service, with only 3% of respondents not having a service. This means the opinion of people in areas of the shire where there is currently no waste service have not been adequately captured.

Most respondents' households were either a couple (40%) or small family (37%), but there were many people living alone (13%) and a few larger families of 5 or more people (10%). For 95% of respondents Murrindindi Shire is their permanent home.

Unfortunately very few responses were received from the younger generations at all (4 from people under 25 years), however from age 35 to 75 responses were all in the range of 20% for each category.

83% of responses were from people who have a mandatory collection services, versus 13% who have opted in to have a service. Only 4% of respondents did not currently have a collection service.

Survey answers

The survey provided some very clear indicators of people's attitudes to surveyed aspects of waste services.

Should all ratepayers contribute to the cost of providing shire wide waste services?

64% said "Yes", vs 26% said "No"

Should prices at the resource recovery centres continue to be subsidised by the Waste and Recycling Charges collected via Council Rates?

77% said “Yes” vs 16% said “No”

Should glass collection be collected at the kerbside or at a drop off point?

70% kerbside vs 30% drop off

Preferred bin size for organics.

75% - 120L bin vs 25% 240L bin

Collection frequency

General waste weekly, organics weekly – 19%

General waste weekly, organics fortnightly – 21%

General waste fortnightly, organics weekly – 60%

Council to provide kitchen caddies and liners?

64% of people said No

Ranking priorities

When ranking the importance of aspects of the service, reduced waste to landfill was the highest ranked item, followed closely by the cost of the service and then recovery of recyclable materials.

Equity of funding and costs

When asked about the equity of funding it was very clear that the general sentiment is for all ratepayers to contribute to the cost of shire wide waste services including the subsidisation of fees at the resources recovery centres (RRCs) (64.0%). Surprisingly most of those saying that not everyone should contribute to the cost were people for whom the service is already mandatory.

However having ensured that everyone is contributing most people would prefer that prices at the RRCs continue to be subsidised (77.4%). Some written feedback was explicit that subsidising the RRC prices should be contingent upon contributions from all ratepayers.

Given the opportunity to have a say about costs in a free text field 40% of people (80) had something to say. Quite a few people wanted to say that they only wanted to highlight Cost as number one priority in question 1 and nothing else, but couldn't.

General sentiments included:

- Green waste disposal at RRCs should be free
- Council rates are already too high
- Rates at the tip are too high
- Don't want any more bins, already burn green waste at home
- We need a free hard waste collection
- Council should not subsidise bins for events

General Waste service

The survey tested people's willingness to change collection frequency of waste from weekly to fortnightly. Asked what the preferred frequency for the collection of a combination of waste and organics 60% indicated waste fortnightly and organics weekly. The lowest response was for both services to be collected weekly.

To support any move to fortnightly collection many people did not require further support (39% said 'I'm ready now'). The most common support requested was free drop off of waste at Resource Recovery Centres followed by an option for anyone to upsize to a larger waste bin at an extra cost.

More information on what goes in each bin and 'bin day' reminders were also strongly supported.

Mixed Recycling service

The survey did not propose any changes to the recycling service, but the engagement events allowed for in depth discussion about recycling with the public which was well received.

Glass Recycling service

The survey found there was very strong support for glass recycling to be provided as a monthly kerbside service collection, with 70.0% in support. Some feedback provided was that this may not even need to be collected as frequently as monthly.

There was minimal written feedback on the glass bin, although the idea of it then being a 4 bin service received some pushback.

Food & Garden Organics recycling service

When asked about collection frequency of the organics service alone, the most popular collection frequency for food and garden organics was fortnightly (53%), possibly because it was indicated as least expensive.

This changed when asked about the preferred frequency of collection for the combined waste and organics services, as indicated above, which showed people preferred waste fortnightly and organics weekly. Again this is likely driven by price as once the waste costs were included this option was indicated to be cheaper due to diversion of organics to a cheaper disposal option.

People preferred that Council not provide kitchen caddies or liners to households (64%)

A flaw in the survey design meant that no data was collected on how many people would choose not have a Food & Garden Organics service. There was substantial written feedback from those who oppose the service – while conversations and the answers to the survey questions indicate these are a minority their views are strongly held.

Mandatory vs Opt-in services

Very few responses were received from people who did not have a waste service, such that no firm conclusion can be drawn.

The written feedback includes many responses from people indicating that they manage their organic waste on their property already and do not want an organics service to be mandatory. Some people raised concerns about where a 4 bin system could fit on their property.

Findings – what does the feedback tell us?

From the consultation we have learned that there is broad support in the community for the introduction of a 4 bins kerbside collection service comprising:

- General Rubbish: fortnightly
- Mixed Recycling: weekly
- Food & Garden Organics: fortnightly
- Glass Recycling: monthly

Based on the conversations and survey answers there is strong support for the waste collection service to move to a fortnightly collection, but written responses indicate some strongly opposition from a minority of residents.

There is strong support for an organics service to be introduced, evident in conversations, survey answers and written responses, however there is a rump of the community who do not want to have an organics service.

There is strong support for a glass recycling service to be provided as a monthly kerbside collection.

The community is less sensitive to price than expected based on the survey questions, but direct feedback indicates that the overall charge on the rates is a big factor for many if not most ratepayers.

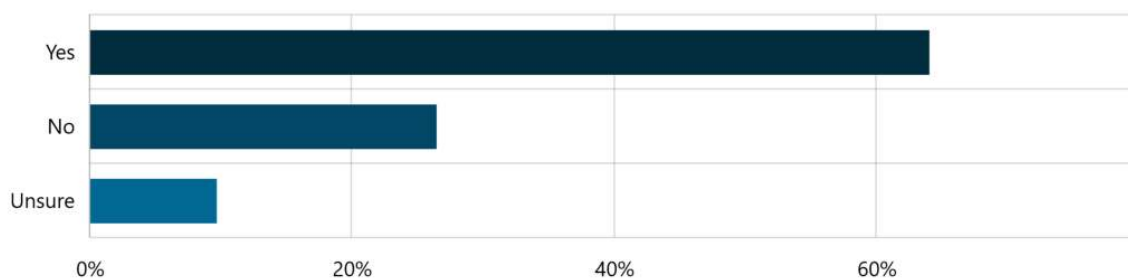
When asked about the equity of funding it was very clear that the general sentiment is for all ratepayers to contribute to the cost of shire wide waste services including the subsidisation of fees at the resources recovery centres (RRCs). However having ensured that everyone is contributing most people would prefer that prices at the RRCs continue to be subsidised.

APPENDIX A – Quantitative survey results

Note that not all questions resulted graphed responses.

2. Should all ratepayers contribute to the cost of providing shire wide waste services?

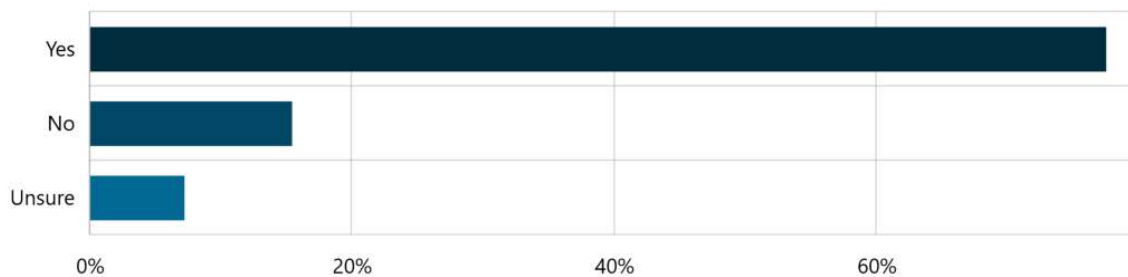
Multi Choice | Skipped: 1 | Answered: 197 (99.5%)



Answer choices	Percent	Count
Yes	63.96%	126
No	26.40%	52
Unsure	9.64%	19
Total	100.00%	197

3. Should prices for disposal at the Resource Recovery Centres continue to be subsidised by the Waste and Recycling Charges collected via Council rates?

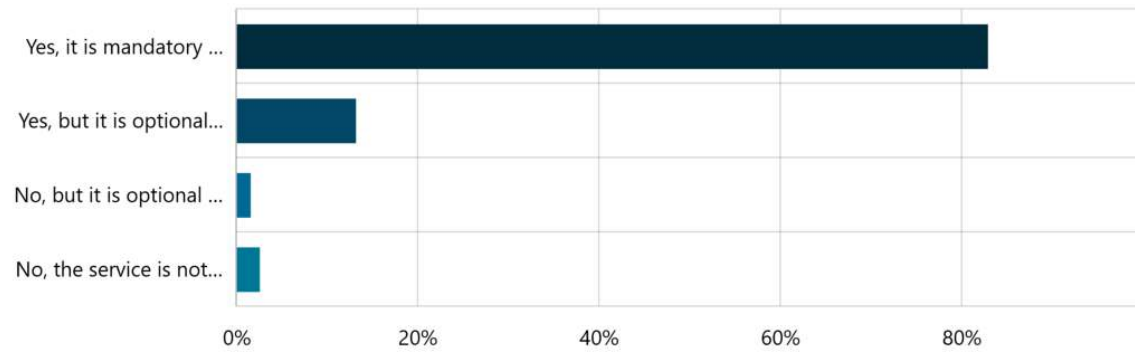
Multi Choice | Skipped: 3 | Answered: 195 (98.5%)



Answer choices	Percent	Count
Yes	77.44%	151
No	15.38%	30
Unsure	7.18%	14
Total	100.00%	195

5. Do you currently have a kerbside bin collection?

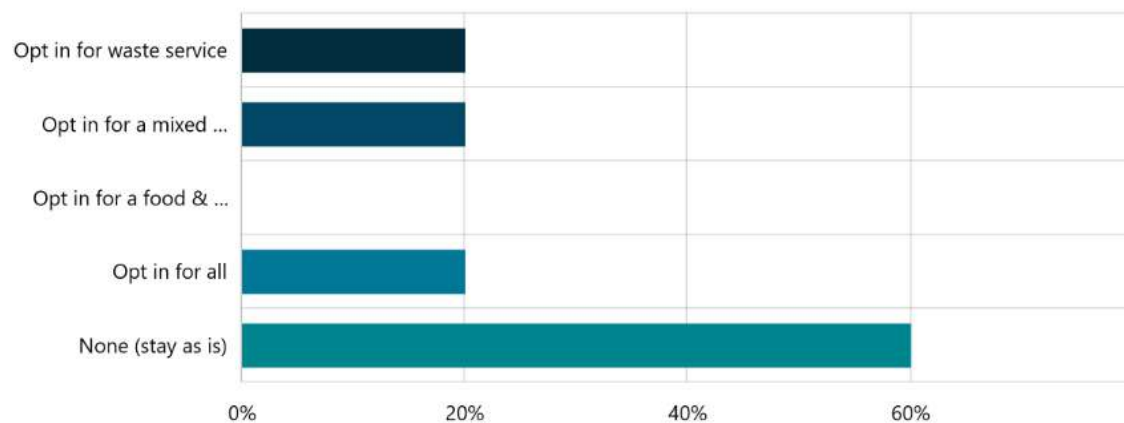
Multi Choice | Skipped: 0 | Answered: 198 (100%)



Answer choices	Percent	Count
Yes, it is mandatory where I live	82.83%	164
Yes, but it is optional where I live	13.13%	26
No, but it is optional where I live	1.52%	3
No, the service is not available where I live	2.53%	5
Total	100.00%	198

6. Would you opt in if a service was available?

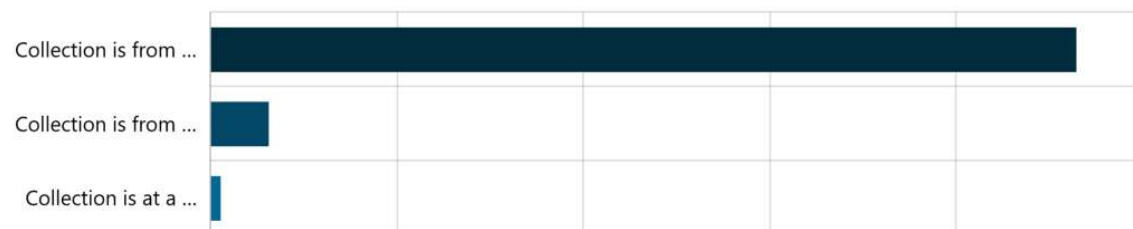
Multi Choice | Skipped: 193 | Answered: 5 (2.5%)



Answer choices	Percent	Count
Opt in for waste service	20.00%	1
Opt in for a mixed recycling service and a glass service?	20.00%	1
Opt in for a food & garden organics service?	0%	0
Opt in for all	20.00%	1
None (stay as is)	60.00%	3

7. Is your collection provided at your property or at a collection point?

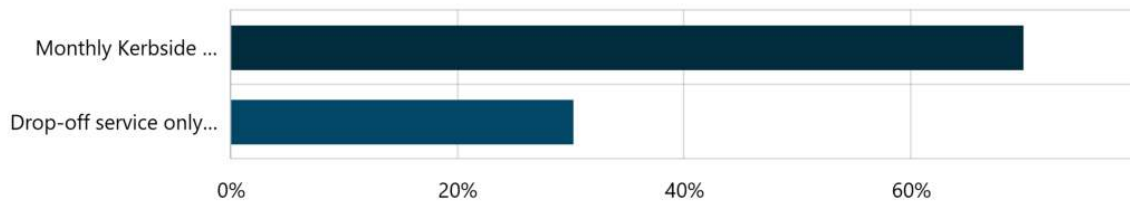
Multi Choice | Skipped: 4 | Answered: 194 (98%)



Answer choices	Percent	Count
Collection is from my property	92.78%	180
Collection is from the end of my street	6.19%	12
Collection is at a bin compound	1.03%	2
Total	100.00%	194

8. Which Glass Recycling service do you prefer?

Multi Choice | Skipped: 9 | Answered: 189 (95.5%)



Answer choices

Percent

Count

Monthly Kerbside Collection service (purple-lidded bin, collected monthly)

69.84%

132

Drop-off service only at Council's Resource Recovery Centres

30.16%

57

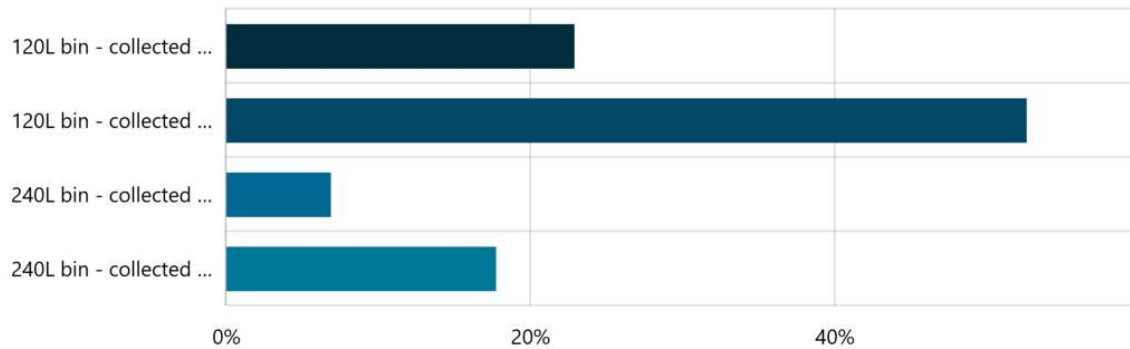
Total

100.00%

189

9. Which Food and Garden Organics kerbside bin size do you prefer?

Multi Choice | Skipped: 23 | Answered: 175 (88.4%)



Answer choices

Percent

Count

120L bin - collected weekly, 52 times per year

22.86%

40

120L bin - collected fortnightly, 26 times per year [least expensive]

52.57%

92

240L bin - collected weekly, 52 times per year [most expensive]

6.86%

12

240L bin - collected fortnightly, 26 times per year

17.71%

31

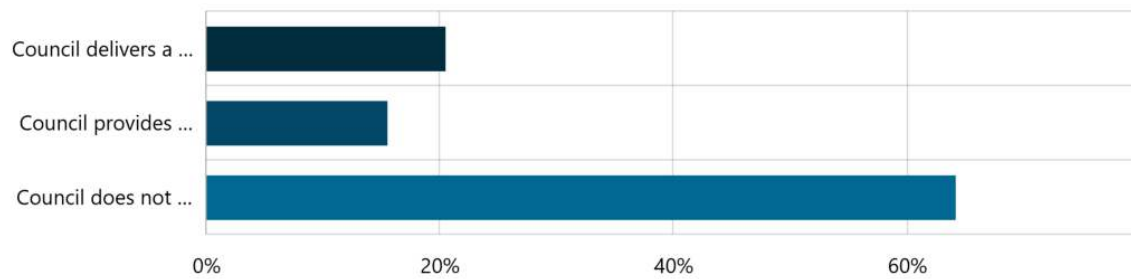
Total

100.00%

175

10. Which Kitchen Caddy and liner option do you prefer for the first year of the service?

Multi Choice | Skipped: 17 | Answered: 181 (91.4%)



Answer choices

Percent

Count

Council delivers a kitchen caddy and liners (\$15 per household)

20.44%

37

Council provides kitchen caddies and liners for collection from customer service centres (\$5 - \$15 per household)

15.47%

28

Council does not provide kitchen caddies or liners (BYO kitchen caddies) (\$0 additional cost)

64.09%

116

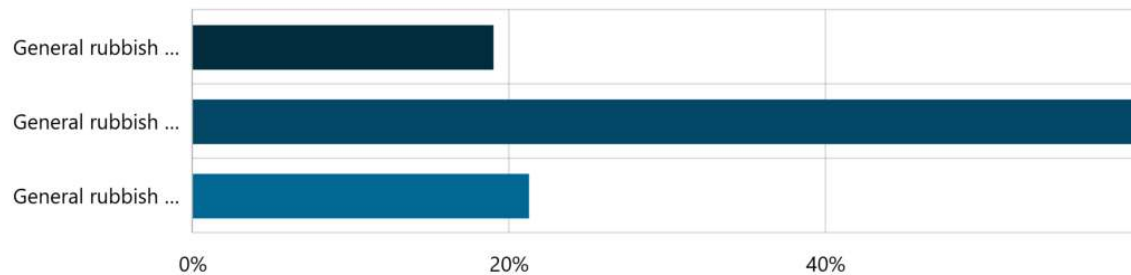
Total

100.00%

181

11. What is your preferred frequency of collection for both general rubbish (red lid) and food and garden organics (green lid)?

Multi Choice | Skipped: 19 | Answered: 179 (90.4%)



Answer choices

Percent

Count

General rubbish weekly and food and garden organics weekly - Cost \$\$\$, medium environmental benefit

18.99%

34

General rubbish fortnightly and food and garden organics weekly - Cost \$\$, best environmental outcome

59.78%

107

General rubbish weekly and food and garden organics fortnightly - Cost \$\$, worst environmental outcome

21.23%

38

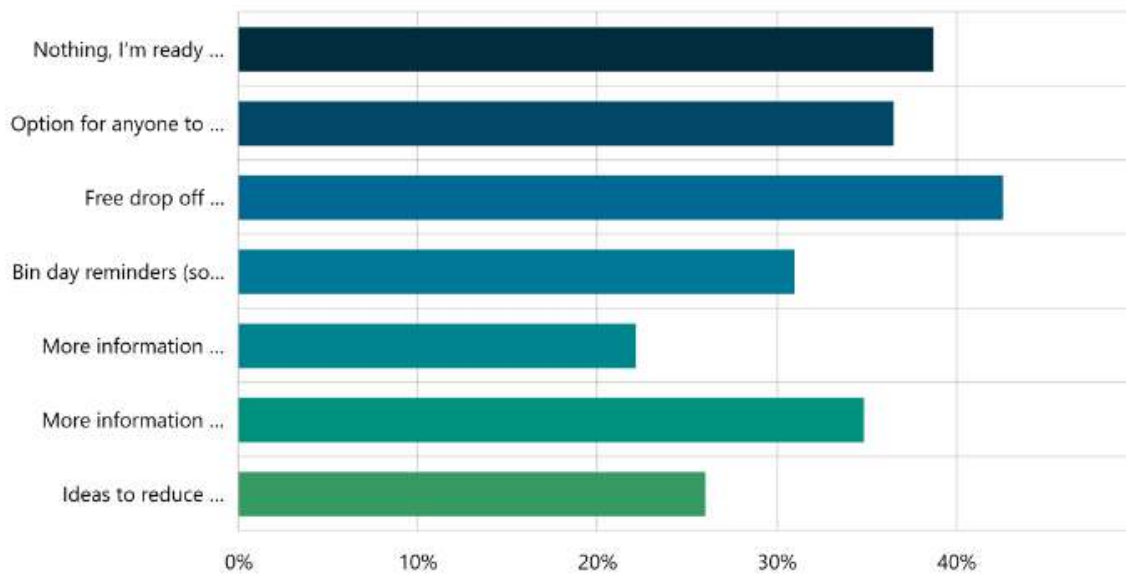
Total

100.00%

179

12. How can we best support the change to a fortnightly general rubbish collection in your household?

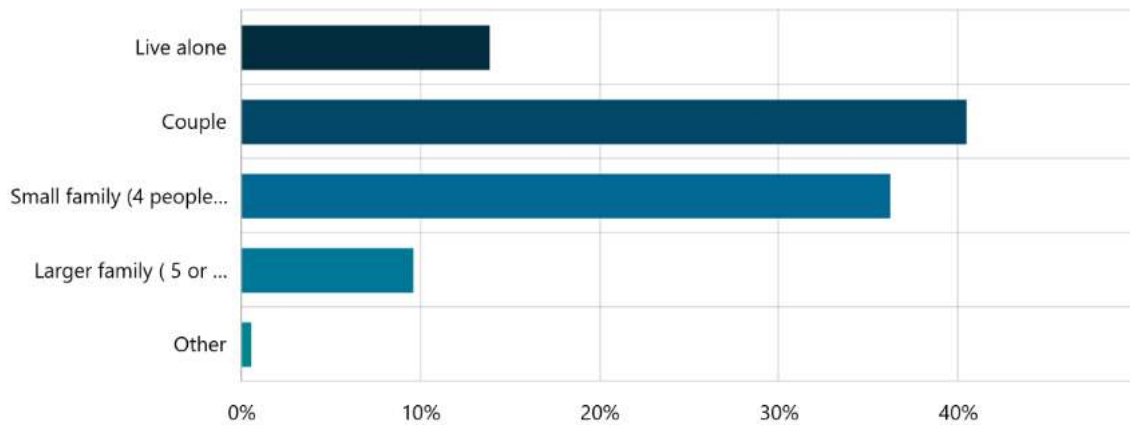
Multi Choice | Skipped: 17 | Answered: 181 (91.4%)



Answer choices	Percent	Count
Nothing, I'm ready for the change	38.67%	70
Option for anyone to upsize bin, at an extra cost	36.46%	66
Free drop off services for general rubbish available at Resource Recovery Centres	42.54%	77
Bin day reminders (so you don't miss a collection)	30.94%	56
More information about how to reduce your household domestic waste	22.10%	40
More information about what waste can go in each bin	34.81%	63
Ideas to reduce odour in my bin	25.97%	47

15. What is your household size?

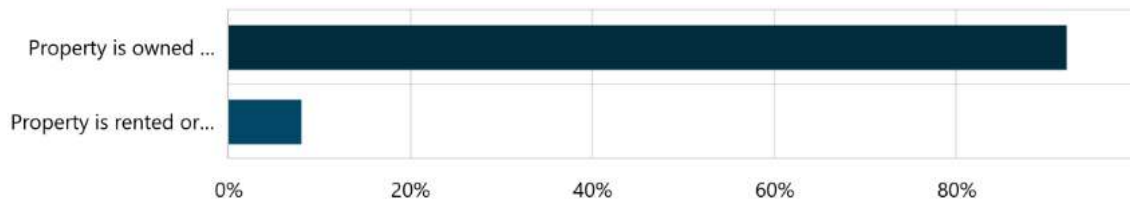
Multi Choice | Skipped: 10 | Answered: 188 (94.9%)



Answer choices	Percent	Count
Live alone	13.83%	26
Couple	40.43%	76
Small family (4 people or less)	36.17%	68
Larger family (5 or more people)	9.57%	18
Other	0.53%	1

16. Are you a ratepayer or tenant?

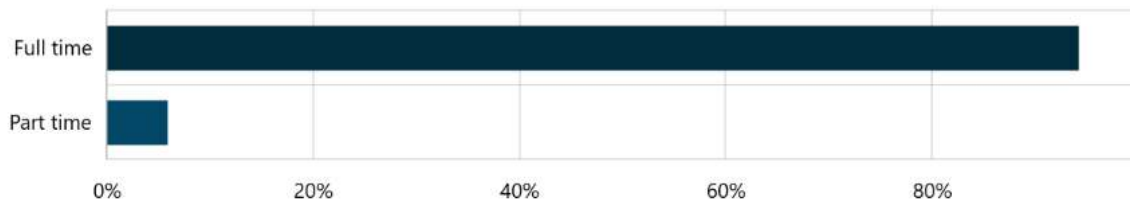
Multi Choice | Skipped: 10 | Answered: 188 (94.9%)



Answer choices	Percent	Count
Property is owned or part owned by me/my family	92.02%	173
Property is rented or leased	7.98%	15
Total	100.00%	188

17. Do you reside in the Shire full time or part time?

Multi Choice | Skipped: 10 | Answered: 188 (94.9%)



Answer choices

Percent

Count

Full time

94.15%

177

Part time

5.85%

11

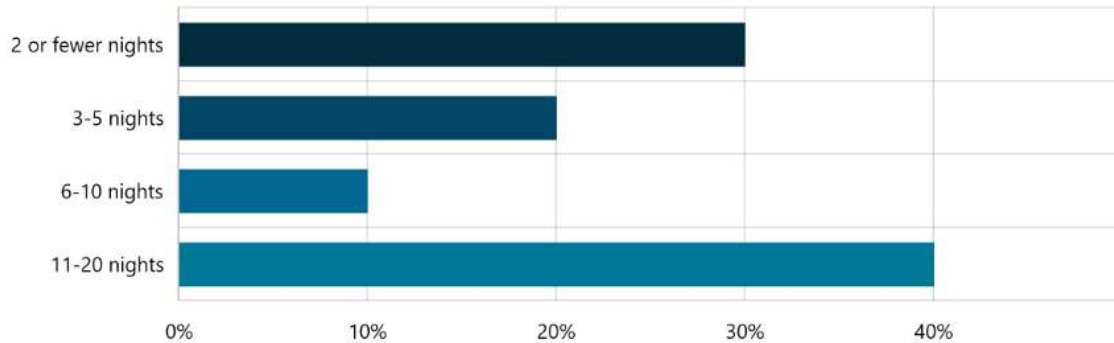
Total

100.00%

188

18. How many nights per month are you in the Shire?

Multi Choice | Skipped: 188 | Answered: 10 (5.1%)



Answer choices

Percent

Count

2 or fewer nights

30.00%

3

3-5 nights

20.00%

2

6-10 nights

10.00%

1

11-20 nights

40.00%

4

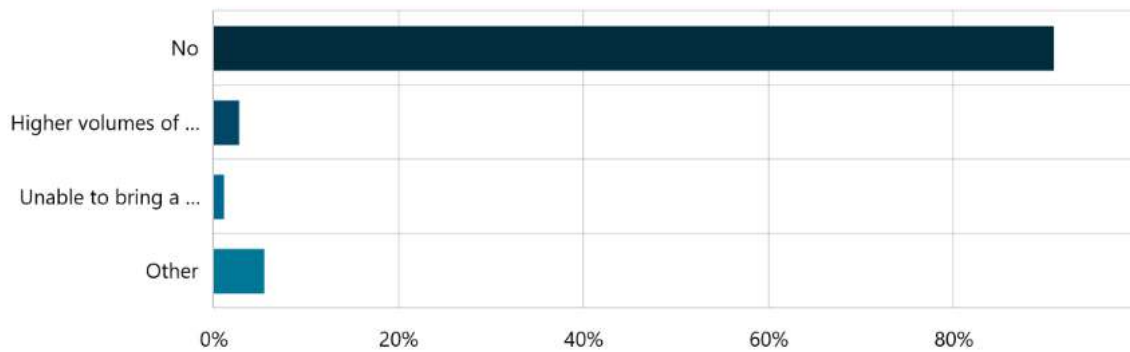
Total

100.00%

10

19. Does your household have special waste needs?

Multi Choice | Skipped: 14 | Answered: 184 (92.9%)



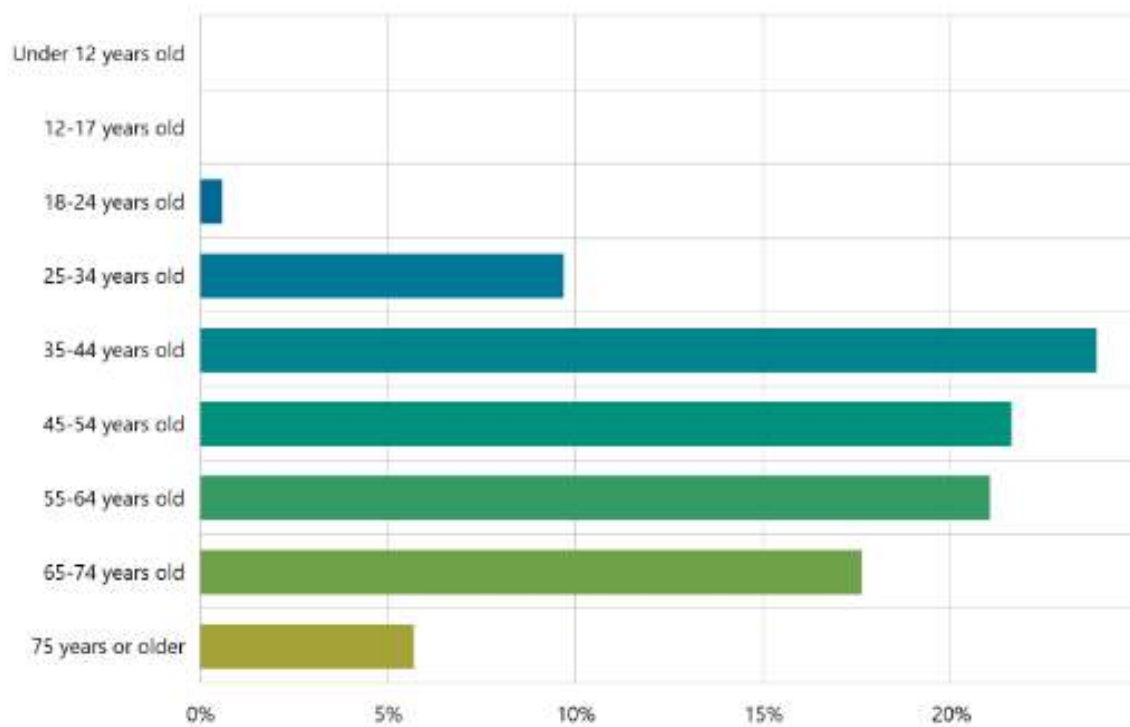
Answer choices	Percent	Count
No	90.76%	167
Higher volumes of waste due to health or medical issues	2.72%	5
Unable to bring a wheelie bin to the street	1.09%	2
Other	5.43%	10
Total	100.00%	184

20. Please tell us your town or district where you live.

TOWN	#	%	TOWN	#	%
Alexandra	46	35%	Koriella	1	1%
Brunswick East	1	1%	Limestone	1	1%
Buxton	4	3%	Maintongoon	1	1%
Buxton	1	1%	Marysville	9	7%
Castella	1	1%	Narbethong	0	0%
Eildon	5	4%	Pheasant Creek	1	1%
Flowerdale	1	1%	Taggerty	3	2%
Glenburn	1	1%	Taylor Bay	1	1%
Healesville	1	1%	Thornton	1	1%
Killingworth	1	1%	Toolangi	0	0%
Kilsyth	1	1%	Yarck	3	2%
Kinglake West	10	8%	Yea	22	17%
Kinglake	17	13%			

21. What is your age-group?

Multi Choice | Skipped: 22 | Answered: 176 (88.9%)



Answer choices	Percent	Count
Under 12 years old	0%	0
12-17 years old	0%	0
18-24 years old	0.57%	1
25-34 years old	9.66%	17
35-44 years old	23.86%	42
45-54 years old	21.59%	38
55-64 years old	21.02%	37
65-74 years old	17.61%	31
75 years or older	5.68%	10
Total	100.00%	176

APPENDIX B – Written responses – Question 4

Is there anything more you'd like to say on the costing of the waste service?

Events to pay for bins
All items above are equally important, probably number 1 is reduced waste to landfill.
Green waste should be free to households. Cost is number 1 in first question, no other item ticked, but it won't allow that.
Make it cheaper going to the tip and reduce the rates. New houses and more people live here but the rates keep going up for no reason
These changes being implemented are not on behalf of the residents living within the murrindindi are and with the cost of living already so high will the this shire one of the most expensive
State and federal government should subsidise also
Will you guarantee that the recycle waste via the new system will be recycled and not go to landfill?
Once a year kerb side collection for larger items would be great
I am not interested in the purple bin or the green bin at all I am quite happy to stick with my red lid bin and my yellow lid bin that's the only thing I need not prepared to pay anything more to the council on my rates
I pay kerbside charges but am required to take my bins 2.4km to a collection point. This is not sustainable as I age. The bins are large and heavy to load into a trailer or Ute. I also take bins for an elderly neighbour. I would like them collected from my front gate. I live on Cheviot Road Limestone.
Where there are charges for waste at tips, it increases the amount that people will Fly Tip or the amount of harmful waste that is burnt. Many people in the area burn off harmful waste to avoid tipping fees.
Best to have user pay system so people are incentivised to minimise waste and change behaviour
I think the subsidy at RRC's should only be in place if everyone is contributing to the waste and recycling charges. So everyone pays in and everyone gets a benefit.
I am not paying any more for this service. Murrundindi gets enough from us and provides very little service. I don't want a green waste bin. We burn our own green waste.
I get annoyed that rate payers have to pay for the big skip bins put out for tourists on major weekends but we are not allowed to dump rubbish in them. I realise that tourist create rubbish, but I don't see why rate payers who don't benefit from the influx of people to the town, and are simply inconvenienced by them should have to pay for them.
No
It cost a lot. We have little general rubbish but more recycling. I would like to see soft plastic recycling available.
The cost of rates in Murrindini are high enough without adding more for services that should already be provided within the cost of rates.

Don't charge for depositing green waste at the tip so that people aren't tempted to dump weeds in the bush.
I believe the green waste should stay free at the RRC, especially if it we're subsidising the service (& I've used the tip once in 6 years of living here)
Green waste needs to be free. We live on acreage.. Firehazards
we should not be the only ones paying by those who get rubbish collection when those not paying are able to use tip services, they should be paying a higher price for tip services
We live in the country, we can have our own means different to city
All residents should be responsible for covering the costs of waste services in the shire not including the collection at their property if they don't have one.
If rates are going to cover the cost of public bins,events(which you charge to hire bins) and other services that are for everyone then all rate payers should have a waste costing on their rates. It may need to be different depending on whether they have a collection or not. The resource recovery centre should be free for rate payers. Or they should be entitled to a certain amount of free disposals a year
Don't need a green/food waste bin. I do my own on site
As long as those without kerbside collection can still dispose of their waste at. I further charge
What percentage of Council Rates are subsidising disposal of rubbish at the centre.
The cost of taking waste to our local rubbish tip is horrendously high comps to other councils. And the general waste bins (with the red lid) is definitively not big enough. We fill ours and then have to rely on friends bins to dispose of all of our waste. And we are only a standard family of two adults and two children. I would hate to imagine what larger families have to go through and what it costs them at the waste disposal site.
The cost of green waste at transfer stations will be too much when it is enforced .
Greg recently moved to the shire, and noticed our TIPS cost is significantly lower than melb prices
No
Q 1.2 - Only ratepayers with waste collection should contribute to the cost of waste services Q 1.3 - Green waste should be free to households
To reduce costs, set up this system at the resource recovery centres and make it a free service. Two bins is enough, the cost of collecting a further two bins can be offset by having the facility at the tip. Teach people to do the right thing, we live off grid and a good half hour out of town, we have very little rubbish as we recycle and reuse and compost.
better manage dump points to need all council departments involved even office staff
Those without bins pay to drop waste at recovery centre also costing time and petrol
What if I don't need the food and green waste. I shouldn't have to pay if dont need. I have chooks and compost to do that
Those without kerbside rubbish collection should contribute to the costs of waste management in the Shire, but at a significantly reduced rate to those who do have collection services.

Should still be able to take green waste and other recyclables including ewaste for free to RRC. Those of us who have to have a waste collection should not be subsidising those who don't and events. They should have to pay as well.
Green waste bins are great in theory but when food scraps get added, especially in the warmer months, they stink to high heaven and will be an invitation for wildlife to use as a food source. Keeping them clean and sanitary is a nightmare.
Juggling the space required to store 4 bins will be a hassle for some, if not most, IMO, adding to the complexity of remembering when which bin goes to the curb for collection. Then you have the traffic hazard of multiple bins being on the curb once a week, creating blind spots.
A better use of our rates, particularly in rural towns like Alexandra, would be to expand the collection hours at the resource recovery centre as well as having drop off points for different types of recyclable materials intended for collection in these bins. Encourage people to recycle by making it easy to drop off green waste and other materials at a central point, free of charge.
If people would like to swap a green bin for a compost bin / system, that would be a good alternative.
I don't think people who don't get kerbside collection should have to pay for it.
Green waste not being free is an inconvenience It would be wonderful if we could have amnesty days at the tip for locals due to the fact we don't get hard rubbish collection
The cost of emptying event bins, should be paid by the event.
Too expensive as a single household bins goes out infrequently subsidising other and those who don't pay anything
We love the Kinglake Resource Recovery Centre. Free green waste reduces burning off while still helping people be fire ready. I think it's important that green waste remain free.
Please provide more "kerbside collection" in the form of bins/ skips at the end of lanes or roads eg corner of Mt Margaret Rd and Buxton Marysville Rd. Would happily pay a portion of the charge of Waste & Recycling Charge charged to other residents if we didn't have to take our rubbish to the Transfer Station and pay a charge there.
Our rates are high enough now.
Disappointed to learn that there will be a charge for disposal of green waste at transfer stations in murrindindi shire (Kinglake)
Rates are higher than my children's in various parts of Melbourne but services are fewer. I don't see why a green bin should cost us more. After all, you no longer look after the elderly!
If any profit can be made from the waste service to help lower costs, the council should consider it.b
I am a Single age pensioner compost on property general waste bin fortnightly -3 weekly recycle bin once a month would like a cost less because I use service less

If costs at Resource Recovery Centres are too high, people will not dispose of rubbish responsibly. Sad to say, but human nature.
What is event bins?
Council is just going to do what they want and overcharge everyone for it
These services should be user pays. If there's a bin collection we do not require ie: garden and food waste, then we should be able to opt out.
I live in Carey rd Killingworth and our bins are down the front of the road Atm there are about 16 bins on collection day which are constant filled to over flowing but resident that don't chose to pay any cost to have bins With the new subdivision of 6 more blocks wondering how on earth we are going to continue to have bins in current position with added bins Approx 44 bins ! The council needs to rethink about not collecting up carey rd and make improvements to enable truck to turn around at the end Or have the fun of you picking up the rubbish dumped as I'm sick of doing it
As someone who has minimal waste & rarely uses the bins, I'd like the option to drop off all my rubbish and recycling at the RRC
If disposal becomes too expensive, we risk people dumping rubbish in our other locations.
Keep it as simple as possible
<p>Given that we live in a fire risk area, I struggle with understanding why the Council has decided to implement a fee, and quite a high fee, for the depositing of garden/green waste at the tip.</p> <p>Surely it is better to have people keep their properties neat, tidy, clear of rubbish, and as fire-ready as possible, rather than have them neglect their properties, or worse, dump green waste on the side of the roads, because of a fee at the tip.</p> <p>Recognising that very many of the properties in the Shire are larger than an average suburban block, the green waste generated is going to be more than a wheelie bin can cater for. Why not continue the Free Green Waste arrangement, and utilise the subsequent mulch better - keep parks and gardens mulched, provide to places like the hospitals, schools, aged care facilities, etc. Even having a dozer at the tip on designated days, to load the mulch into our trailers, at a small cost, would be a great idea - many of us are deterred from using the free mulch, as it involves too much physical labour to shovel in. Maybe even offer it to someone like Rotary or Lions, to have them sell it as a fund raiser, using a dozer to load it into trailers.</p> <p>Note: some of Your next questions are badly designed at best, and manipulative at face value. You only allow me to say that I want to pay more and have kerbside glass collection, or have a drop off point for less cost. Are you still going to charge me a fee to drop glass at a drop off point? Where will these drop off points be - only at the tip, or distributed around the shire (eg: end of my street)? This type of multi choice vagueness and restrictiveness is simply trying to railroad us into giving answers that support what you want to do anyway. Unfair.</p> <p>Similar issue with the questions about food waste. You have phrased your questions in such a way that we are going to be charged more for it anyway, regardless of what option we choose. How about options that do NOT increase my Rates?</p>
If i have to manually take my green waste and my neighbors green waste (neighbors are retired and don't driver, i have a car and a trailer), we recycle and compost as much as we can. I'm not happy with the charge for green waste. it will all go into landfill
we are residents in Taylor Bay so kerbside collection is irrelevant for us. we use the green bins located on Taylor Bay Road. i have found these to be very efficient and work really well. we have an overload on popular weekends etc and the occasional bag left out but this is either when someone has forgotten key or it has been a rental situation. over all this has provided a very easy and great solution

Depends on whether the system currently 'breaks even'. Rate payers should not be subsidising these charges out of other income streams.
I think there should be some means testing on fees so that low income people/ families are supported to dispose of waste appropriately.
If everyone pays the Waste and recycling charges then it is fair to subsidise RRC disposal fees. If Waste and Recycling Charges are opt in opt out No.
Don't need a green and food waste bin as do compost.
Options for rural residents should be given consideration such as tip tickets for those without regular collection
If rate payers without kerbside collection contribute to the above costs, it should beat a lesser rate
Green waste should be free rates are high enough, as an option 5 free trips after that you pay.
I would love to see a simpler format to understanding what we can and can't recycle. There are so many links and loops and all this search on the council website just to find a pages that explained what we can and can't recycle and what all the numbers mean.
Don't want the extra cost associated with useless bins that end up in land fill anyway
Don't require food waste bin, how do I make sure I am not charged for one?
Absolutely critical to provide separate bins/options for soft plastic and glass
It should be that we pay less if we contribute less to landfill. It is not fair that people who have kerbside collection are paying for other services which everyone enjoys.
Leave it as it is...reduced waste and cost...no brainer
RRCs should be enforcing the extra charges for people residing outside the shire
More needs to be done on educating ADULTS on how to recycle etc. Schools are excellent at teaching children, but adults have no idea. I have seen so many plastic bags in recycling bins....
Very expensive compared to other shires Need hard waste pick up service
Hate how we don't get hard garbage in Kinglake west not even a voucher to use at tip and we have to pay for green waste as it was unfair on other parts of council who had to so you brought it into line so the same throughout entire shire but never bother about doing it the other way with hard garbage. Usual how can we get more money out of our residents. I don't want to pay for vegetable and garden scrap bin as we compost. How about discount for having very little if nothing in bins like we do most weeks. I don't think it fair cost of rubbish collection are spread evenly throughout shire as Kinglake as very little services compared to Alex, yea etc but huge huge rates
The cost of waste management should be born by taxation on manufacturers and importers. Over packaging, short life products and lack of manufacturer servicing and quality must be discouraged. The use of waste recovery centres should be free for all shire residents to discourage fly-tipping on our roads and to offset the cost of self transport born by tip users.

APPENDIX C – Written responses – Question 13

Do you have any other feedback, ideas or concerns around changing the frequency of collection of the general rubbish bin?

Please keep it weekly
General rubbish fortnightly, but don't want organics service, we compost
Have a drop in option for holiday homes i.e. no bins @ reduced rates
Please keep free Green Drop Off at RRC's due to property sizes in the area a green bin will not be sufficient to keep properties clear prior to fire season. And to cut back on burn offs.
Rubbish bin fortnightly, and will it be cheaper for fortnightly pickup
I compost all fruit & veg scraps. Only need to dispose of meat and fish scraps in Council bin. Can get very smelly in hot weather.
We should not have a glass recycling bin. There are so few glass items requiring disposal. A waste of ratepayers money.
I would like to know the extra cost for extra bins, we really do not need 4 bins,so I only want the 2 we have not they all need a space in the backyard
Do NOT want an organics bin, we recycle to our garden. Have ticked general rubbish weekly, but still don't want an organics bin. Option to upsize rubbish bin should be at no extra cost, especially if going to fortnightly.
Ratepayers are already struggling financially, I can't believe you are suggesting that we now pay more & have more bins. I live on a property where we have to drive to drop off our bins to the road for collection. We compost all our food waste so would never use this particular bin. We minimise all our recycled products to reduce waste. Think about having a yearly roadside collection like other shires.
I would like an option of fortnightly General Rubbish & fortnightly Food and Garden Organics.
Our current general rubbish bins are too small for a fortnightly collection.
I am on home dialysis and need the weekly general rubbish clearance. I came from the City of Knox which has weekly general rubbish and fortnightly green waste and recycling on alternative weeks.
I don't want the weekly collection of the general waste bin changed. Fine with fortnightly for recycling. Don't require a green waste service or a glass recycling service. The handling and management of recycling services currently in place needs to be done more efficiently. There is too much money wasted currently with inefficient outsourcing. Standards have dropped greatly across the board since Councils commenced outsourcing!
Yes, we are a family of 5 and can barely make it weekly. I can't imagine the amount of rubbish that will be dumped if you choose to change collection to fortnightly. This will of course mean you will increase our rates to cover this cost.

A magnet outlining the dates for bin collection would be a sufficient reminder. My general rubbish bin is usually less than half full currently, so a fortnightly collection would be fine. I have a worm farm, a compost and chooks so no food scraps go into my bin, but I would love a large green waste bin for weeds and other garden prunings - I don't have a Ute so currently green waste disposal (that I don't want to put in the compost) is tricky for me. I would be very happy with this new system.
Half the time I only put my red bin out monthly so I feel that the rate should drop extremely lot in cost on your rates and the red bin should be monthly
No. I already only put my bin out every fortnight. It is too heavy to load and take to the end of the road, so large would make it impossible.
Fortnightly collection would automatically entice people to recycle more by making optimal use of their bins.
if there is a change to all fortnightly then maybe a slow change to allow for a altered cycle with newer bins
Do not change general rubbish to fortnightly. Glass is ridiculous not everyone has that much glass. Green waste is handy but monthly is better.
Why does council insist on changing the current system. Storing 4 x bins and remembering when collections are will inevitably end up with people simply not using two of them.
We compost all of our food and garden waste. We only need our General Waste collected maximum fortnightly and our Recycling maximum monthly. Most people will be annoyed with frequency, cost and smell. Change is inevitable and many of their concerns can be met with simple mindset changes and understanding how the frequency affects the cost.
Make it easy to reduce waste and costs for everyone by rewarding those who best manage their own household waste and charging extra for big waste producers
I would support a fortnightly collection for all bins except glass which could be monthly. We are a family of 4 and have never needed a regular weekly service for rubbish or recycling. I think education around the common things people put in general rubbish that belongs in one of the other bins is needed in the form or stickers or images on the bins for easy reference for those who may struggle with the change.
People who live rural don't need a green waste bin and I don't want to pay for it in my rates.
Our bins fill very quickly and the frequency of recycled collection chocks be weekly.
General rubbish needs to be weekly- I lived in benalla when they swapped it to fortnightly and it was a stinking, maggot loaded mess. Families with kids in nappies was worst and bins were utterly vile and overflowing week in week out. People left bins on footpath as didn't want stench in back yard so the town looked and smelled gross.
The bins we have currently are far too small
This survey does not cater for people who already have green waste systems in process ie compost bins. I am not happy with paying extra for a collection that I will not use. This point needs to be addressed before green waste collection is implemented
Have a compost bin so don't need an extra bin for this
Soft plastic recycling options would be great and will help to reduce waste in general rubbish.
There should be an option for a bigger general bin at no cost if the frequency is changed to fortnightly.

green waste, for me it's not a good option, it shod be optional as I live on a property so I reuse nearly all my green waste and compost my food scraps or give to animals
Many of us never fill a bin weekly anyway, we require the right to reduce our collection and pay less
We hardly have anything in our general waste bin as most gets recycled or composted. If others were educated in this idea they too would have less general rubbish going to landfill. Unfortunately, now we will have to put the soft plastic back in our general waste as Redcycle have stopped their collection program. Are we able to get a collection point for soft plastic locally when a recycler is found?
With children in disposable nappies, we fill our bin weekly. If it was to go fortnightly, we'd need a bigger bin.
I would prefer the current size general waste bin & no green waste bin as have my own compost system so does not leave my property.
It doesn't work in Strathbogie shire. You go around on general waste day all the bins are overflowing. Fortnightly general collection is NOT enough. And their general Waste and green waste bins are small that out red bin. You would have to keep the general waste bin the same as the current red bin. And people won't separate their food scraps and only use green bin for garden waste so you will have an overflowing rubbish problem every fortnight, not to mention the flies and birds that get into the rubbish bags when your bin is overflowing and the lid can't shut. And the poor larger families who will have rubbish overflowing all the time. And all this at the cost of the rate payers who didn't ask for it. It's disgraceful. At the very least there should be free access to waste recovery centres
Why not a monthly schedule? General waste monthly Green waste monthly Recycling monthly Soft plastics monthly. On the fifth week could be an extra general waste
Main concern with change of frequency is that part time residents leave bins out for several days or week And put out bins days before collection. This is a problem now as bins are dangerous beside streets and roads, very untidy after being attacked by birds and rubbish is spread around for example dirty nappies. Guests at holiday rentals put out bins on the correct day but the landlord doesn't visit the premises to put the bins away Resulting in the bins sitting on the side of the road until he/she arrives.
Keep it as it is
None of the above. We struggle as our bins are overflowing as it is at a weekly pick up. And we are only a standard family of four, two adults and two children. To make it less and at our cost simply is not fair!
To see red bins overflowing now with weekly pickups, some jammed hard to get as much as they can in. If go to less pickups the extra rubbish will go into the other bins
I do not agree with fortnightly general waste collection.
Either remain weekly or provide double size bins for fortnightly collection at no extra cost as you are only collecting half as often
I would like to know the extra cost for extra bins. We really do not need 4 bins, so I only want the 2 we have. We don't have space in the back yard
General rubbish needs to remain weekly pick up
resource centres DON'T allow for all waste System is set up for maximum cost and minimum convenience

Would not support change to fortnight
Should be an option to have less collection and pay less cots, MSC has been overcharging for years. Because bins are being collected less it should reduce the costs for ratepayers.
There should be an option to upgrade to a larger bin for free if we don't get a choice in keeping general rubbish collection weekly
I travel quite a bit and if I miss a bin day it's really inconvenient. I am very busy with work, have no Ute or trailer and no time to drop off waste at the resource centre. Convenience is most important to me.
Please do this as soon as possible. We shouldn't have to wait another 2 years!
Although our household only puts our general rubbish bin out once a fortnight I worry about people with larger family's who don't have appropriate cars to take their rubbish bins to the tip of needed
Option to have a less than fortnightly collection and reduce costs for households taking up this
If general waste is to be collected fortnightly - people should be allowed to upsize their bin at NO extra cost.
EDUCATION from Kinder level up!!! You have already referred to this obliquely but a much more widely and sustained approach needs to be taken so that people reduce their OUTPUT of rubbish. If the consumer reduces his/her/their consumption of packaging and took responsibility for composting as far as possible their would be less need for BIGGER BINS. BIGGER BINS surely leads to more rubbish, and more expense related to collection & disposal & more harm to the environment.
I only put my rubbish bin out fortnightly now.
No, as you are looking at frequency and usage.
We already have a good composting system operating and so have significantly reduced our general waste. Our general waste bin often goes out only every second week. Further rubbish sorting and recycling would further reduce the need for a weekly service.
Both Red and green Fortnightly Also option for Council to provide green caddy liners or people will use wrong ones even if BYO caddy
No
This survey is even worded so you get the answers you want. It is pretend consultation tick box exercise
Should be left as is.
I feel from these options the outcome has been predetermined, and MSC are projecting the desired outcome in these questions. Decomposing food matter and garden waste emits the same amount of gases regardless of where it's deposited! It breaks down back into the earth therefore improving the soil and environment around it.
Do a trial 6 months
I would rather take my rubbish to the RRC and have no collection services
In the spring we generate more green waste than at other times of the year. Is it possible to have weekly collection in spring? (And autumn for those with leaves to dispose of?)
Mostly just us two at property but sometimes other family members - up to 12. Would be useful to be able to drop off rubbish as well as normal collection. Or could continue to take it away as often happens now.

Decomposing food matter is a big contributor to greenhouse gas emissions whether in a bin at a home or at the council landfill. Can you give some actual facts to back up the statement that decomposing food matter is a big contributor to greenhouse gas emissions.
So decomposing food/organic waste in all of our household bins, left to stand for a fortnight (especially in summer) is not a problem????? But only the organic waste at the tip decomposes and gives off greenhouse gas emissions???? Please!!!!!! Be consistent.
i'm fine for general rubbish to be less frequent as i only put the bin out every 6 weeks
none of the above questions are relevant to me. i do composting at my property so green is sorted i recycle at Taylor Bay. Maybe look at having a couple of bins just for glass there not sure how that would work many people are to lazy to adhere to the very clear instructions that are already there
No
I think an even smaller option of a 80lt bin for fortnightly collection for general rubbish or 120lt for a monthly pick up cycle. also an 80lt option for FOGO on a weekly pick up cycle.
Already only put bin out fortnightly.
Must be weekly as organic waste gets smelly.
Where are households to keep all these bins particularly in small properties in town and units..
Fortnightly general & fortnightly food / organic collection. This was not included as an option on previous questions. Small bins & option to upgrade at cost if required
Absolutely support the idea of weekly green waste and fortnightly landfill. My only concern is the smell of nappies or other smelly products that cannot go in the green bin over a two week period. What options are available?
Weekly collection for general waste & green waste Fortnightly for glass & cardboard
Have fortnightly waste at another property and it's great
I think it's a great idea and more cost effective to reduce the collection frequency of our bins. We need more education on what WE can do and cant do as the consumer. And a less confusing website from our government. Look at Europe.....the people are the ones responsible for sorting and delivering their waste. It costs our gov, local state and federal TOO much money to do it for us and really it's pathetic :(good luck guys.....be the change for our country♡
Leave it as it is
Keep weekly service
Effective communication as too many are putting recycles into soft plastic bags!
Frequency of this bin is most important, weekly please
Yes. Don't change it. It's just an added cost for zero benefit.
This should reduce our costs, not at the same cost to ratepayers as currently

We have very rubbish each week could do it once ever month and hate how there is no option not to do green waste if you home compost. I won't be paying for that in my rates think it's terrible you don't have an option to opt out if you home compost, especially up here we're most people do, again just seems like revenue raising to cover other areas of shire that are highly populated and where people need the service. Just hit up Kinglake residences again bring on Whittlesea council taking us over

fortnightly general waste collection is unworkable and a severe public health hazard. The huge amounts of stinking garbage, rats and vermin it will cause around our homes and towns is unacceptable.

Love the idea of some sort of automated text to remind which week it is - particularly if glass is only monthly.

I believe Council should provide a hard rubbish collection once a year.

excited to see change