

Future of waste survey

Stage 1: Community Engagement summary report



February 2023

Overview

The future of waste survey was developed to assist update the Waste management strategy and design future waste services and education programs in Knox. The community engagement ran from 15 August to 16 October 2022.

The engagement was promoted via a range of communication channels including:

- Numerous news articles on Councils website homepage.
- Article feature in October 2022 edition of Knox news.
- Knox eNews articles for consultation (5) and focus groups (1).
- Social media posts on Facebook and Instagram promoting pop up sessions (5), focus group consultations (2) and waste education (2).
- Outdoor banners on 4 major roads around Knox City Council.
- A1 corflute signs at Boronia & Ferntree Gully libraries, Rowville Community Centre, Carrington Park Community Centre, Knox Regional Netball Centre, Knox Civic Centre, Knox Transfer Station.
- A3 posters installed at all 5 Knox libraries, Millers Homestead, Rowville Community Centre, Carrington Park Community Centre, 8 x Maternal Child Health Centres including Early Years hubs, and Customer Service desk.
- Digital screens in council's Civic centre, libraries and leisure centres.
- On hold telephone message running during September and October.
- Hard copy surveys located at all 5 Knox libraries, Millers Homestead, Rowville Community Centre, Carrington Park Community Centre, 8 x Maternal Child Health Centres including Early Years hubs, Customer Service desk, and handed out at all pop-up/ drop in sessions.

The survey focused on current and future waste services

- rubbish
- recycling
- green waste
- future food and garden bin service
- hard waste
- bundled branch/own container
- future glass service
- Waste education

KNOX
your city

HAVE YOUR SAY

Your waste services are changing

Have your say about what this means to you.

70,000 tonnes of waste is collected from Knox homes each year and 55% of it goes to landfill. Some communities have reduced this to 24%. Tell us how you use all of our waste services now and what is most important to you in planning for the future.

Share your thoughts about the new food and garden bin service and changes to rubbish bin collection frequencies. your feedback will be used to develop our waste strategy and help design waste services and education programs in the future.

Survey closes 16 October

Pop by and talk to the team at these locations

Saturday 3 September 9am - 11am at Dorset Square, Boronia 12pm - 2pm at The Basin Triangle	Monday 3 October 10am - 3pm at Knox Seniors Festival at Carrington Park, Knoxfield
Saturday 10 September 9am - 11am at Wantima Mall 12pm - 2pm at Wellington Village Shopping Centre, Rowville	Sunday 16 October 10am - 4pm at Stringybark Festival at Rowville Community Centre
Saturday 17 September 9am - 11am at Stud Park Library 12pm - 2pm at Bayswater Library	Tuesday 4 October 6.30pm - 8pm Ferntree Gully Library

For information and survey in other languages go to:
knox.vic.gov.au/haveyoursay

中國人	Italiano
தமிழ்	Tiếng Việt
Ελληνικά	فارسی
தமிழ்	한국인
हिन्दी	عربي

Call 9298 8000 for more information
knox.vic.gov.au/haveyoursay

Knox City Council

The pop-up and drop in sessions consisted of short engagement questions about:

- Changes to the future food and garden bin service
- How Council can support residents through the changes
- Rankings for priorities when considering future waste services.



A total of 1,152 responses were received from the following channels:

Community Engagement Activity	Responses
On-line community survey	587
Hard copy community survey	65
Pop – up/ drop in responses	485
On-line focus group participants	5
Email	10

What you told us – Current waste services

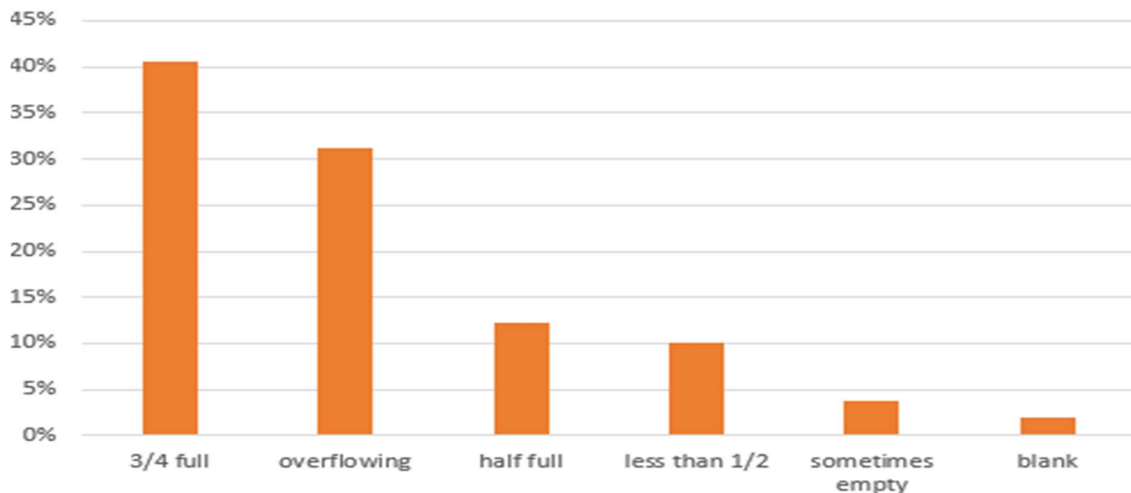
Rubbish services

76% of survey respondents are very satisfied/satisfied with our rubbish services

16% of survey respondents were neutral

8% of survey respondents are very dissatisfied/ dissatisfied with our rubbish services

Q: On a usual week how full is your rubbish bin when you put it out?



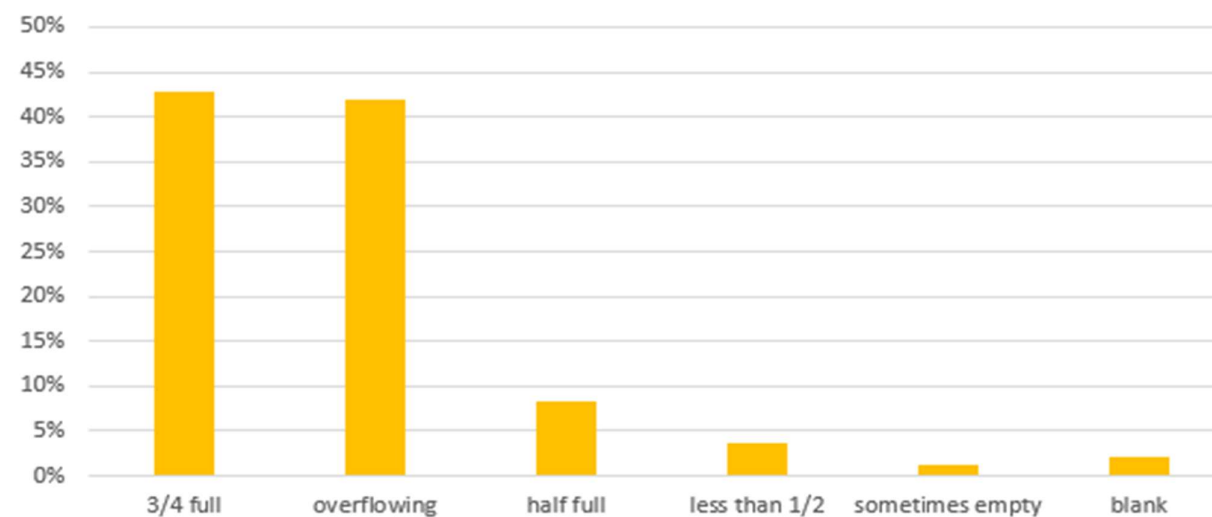
Recycling services

79% of survey respondents are very satisfied/satisfied with our recycling services

12% of survey respondents were neutral

9% of survey respondents are very dissatisfied/ dissatisfied with our recycling services

Q: On a usual week how full is your recycling bin on collection day?



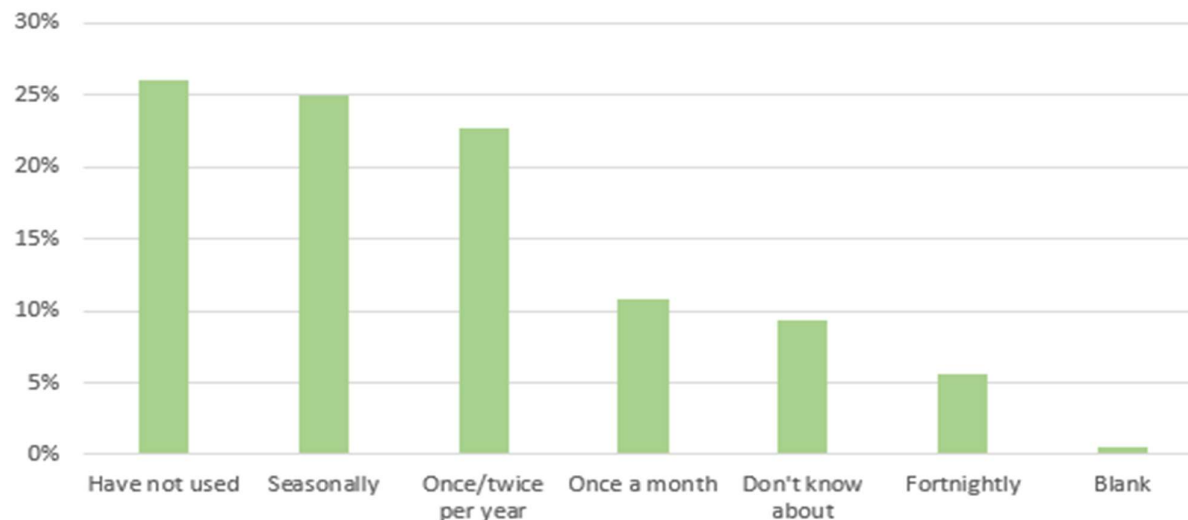
Green waste bin service/ bundled branch

Q: Have you used the optional green waste bin service in the last 12 months? (611 responses)



For the residents using the optional green waste service 80% are very satisfied/ satisfied, 15% neutral, and 6% very dissatisfied/ dissatisfied with the service.

Q: Have you used the fortnightly separate own container/ bundled branch service in the last 12 months? (608 responses)



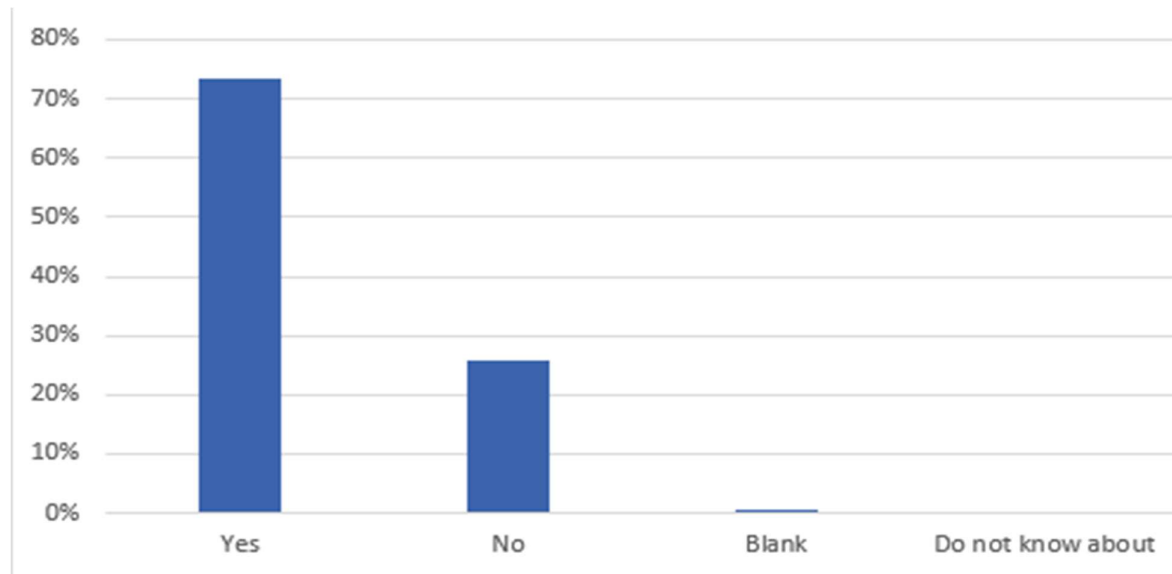
Not all residents use the bundled branch service, but of those that do 82% are very satisfied/ satisfied with the service, 12.5% neutral, and 5.5% are very dissatisfied/ dissatisfied

Composting

Of the survey respondents who live in Knox 43.5% indicated they did not compost at home or use a worm farm. The awareness of the compost rebate amongst residents could be improved (60% of residents who did not compost did not know about the rebate, and 41% of residents who composted did not know about the rebate).

Hard Rubbish

Q: Have you used the hard rubbish collection service in the last 12 months? (607 responses)

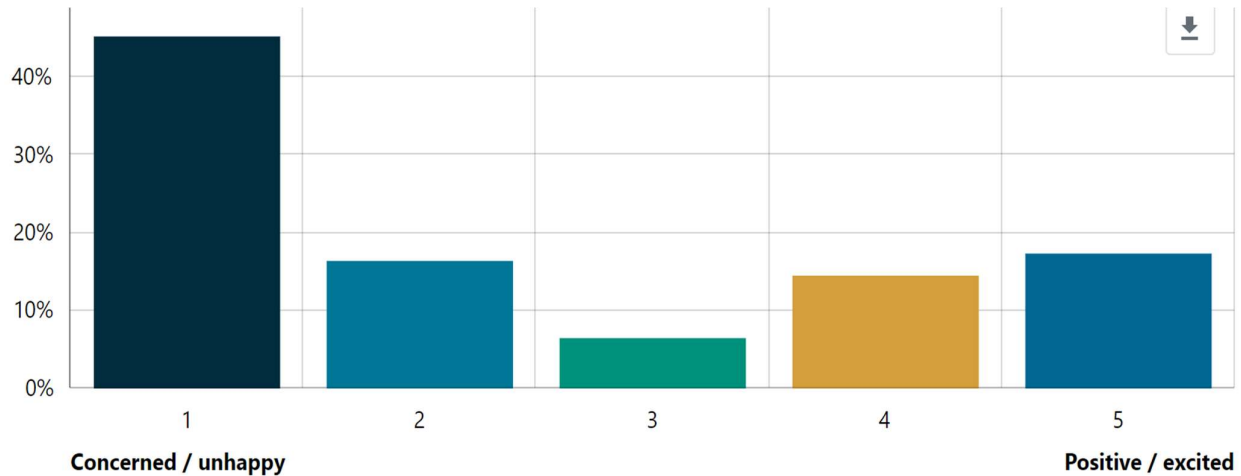


Of the residents using the hard waste collection service 80% are very satisfied/satisfied, 12% neutral and 8% very dissatisfied/ dissatisfied

What you told us – Future waste services

Food and garden bin service

Q: How do you feel about the switch to a food and garden bin, and fortnightly rubbish collection?
(634 responses)



Survey participants were asked a range of questions on their particular concerns on the introduction of the food and garden bin service, the responses below are shaded to represent the majority of responses:

	Not concerned	Not concerned - Neutral	Neutral	Concerned	Very concerned
Smell/hygiene/pest issues putting food in food and garden bin	16.69%	16.69%	8.27%	19.24%	39.11%
Smell/ hygiene/ pest issues collecting food scraps in my kitchen	22.43%	15.96%	7.27%	18.48%	35.86%



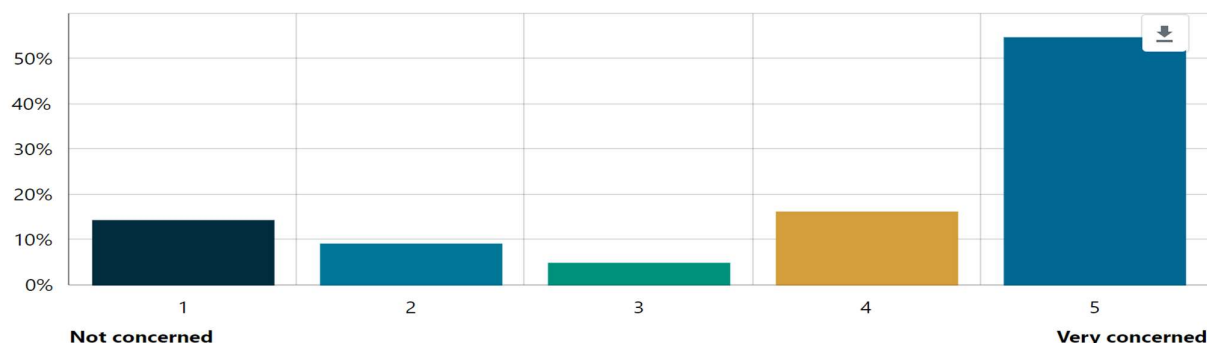
Outside bin odours/concerns

Concerns regarding odours/ hygiene/ attracting vermin by placing food in the food and garden bin was identified by the majority of respondents. A number of residents also discussed issues around the odour and vermin issues, however with food waste continuing to be collected weekly (just from a different bin), the comments seem to relate to potentially odorous waste remaining in the rubbish bins fortnightly.

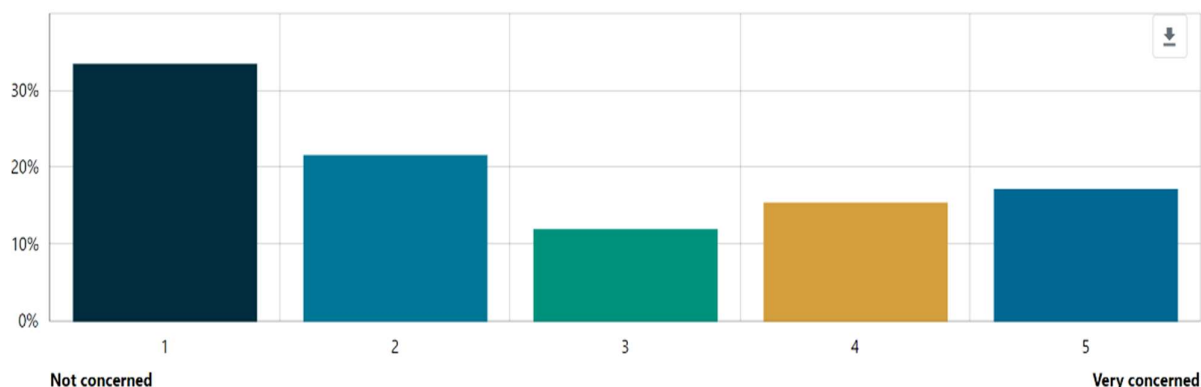
Food scraps in kitchen

Responses about collecting food scraps in the kitchen varied considerably from the highest response very concerned (35.86%) to the second ranked response not concerned (22.43%). Some respondents included additional comments about limited space in kitchens/apartments to separately store food scraps.

Q: How concerned are you there will not be enough room in your rubbish bin for a fortnightly collection?
(636 responses)



Q: How concerned are you there will not be enough room in your food and garden bin for a weekly collection?
(632 responses)



For large families provide a large bin but at no extra cost.

Concerned about this - not enough room, smelly nappies sitting there for a fortnight.

With the amount of domestic rubbish we would probably need a larger bin!!

We are a large household and will have garbage lying around. As a large single-income household, paying for an extra bin is not ideal.

Education for people who currently rely on their weekly rubbish collection and are worried about it overflowing - educating them on how to reduce their waste generation.

Great idea. Due to recycling and composting, I only have a bread bag full of rubbish in my bin each week.

I'm absolutely against it! Leave it how it is!!

I'm concerned about neighbours placing additional excess rubbish/recyclables into other people's bins.

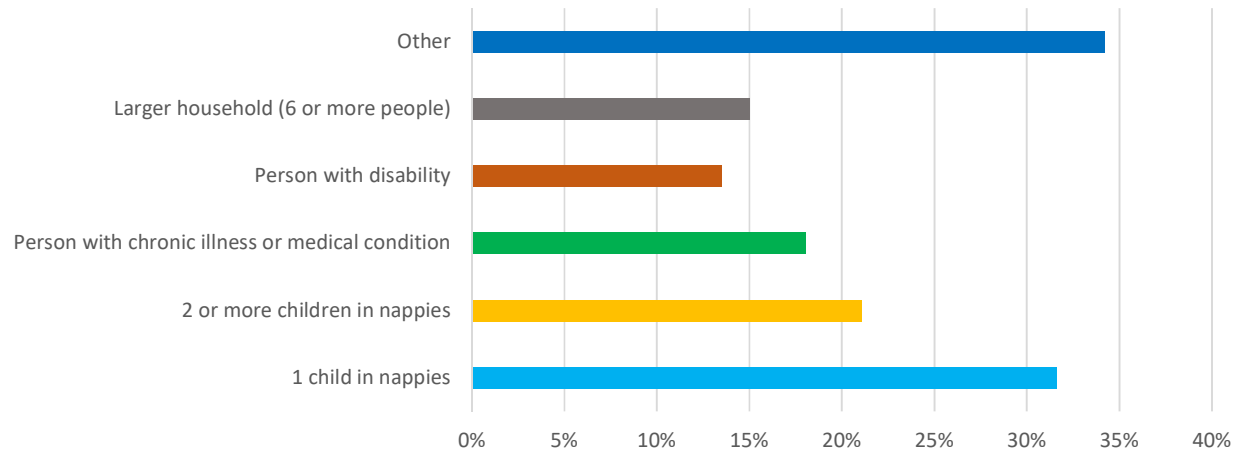
This is concerning for me as my rubbish bin is always overflow. Not often with food scraps.

I think there needs to be a crossover period for 3-6 months to get people ready before the general rubbish is fortnightly.

Excellent decision! Just wish we did not have to wait until 2023.

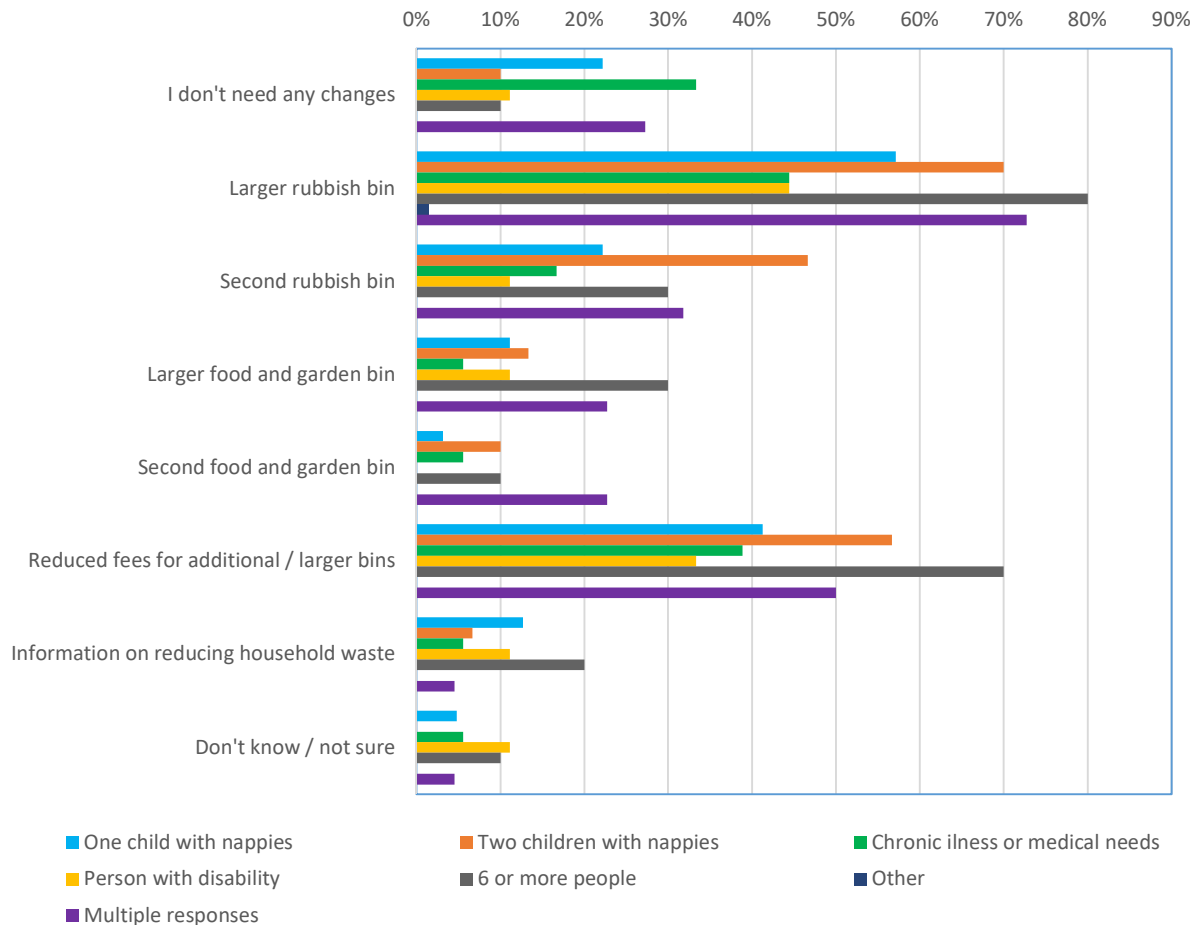
Keep weekly rubbish!!

45% of respondents who live in Knox indicated having specific or additional waste needs ranging from children in nappies, medical needs and other (366 responses including multiple selections). The groups identifying as having additional waste needs are further broken down, and grouped into their preferences for support (with other broken down further below):



NB. Other was 87% Multi-unit development, 9% sanitary/incontinence needs, 4% pet waste

Of those respondents selecting additional waste needs, when asked what changes would help manage those specific waste needs (512 responses, including multiple selections):



Glass service

The majority of respondents (58%) supported an extra bin for glass only, however 39% of respondents would not use a community drop off point.

A considerable number of responses to the question queried the overall need for another bin, are unsure where they would find the space for another bin, and instead suggested what is essentially a container deposit scheme (*'reintroduce the cash a can/bottle initiative'*). This suggests a lack of awareness of the Victorian Government run container deposit scheme set to start in 2023, with the separate glass bin being in addition to this.

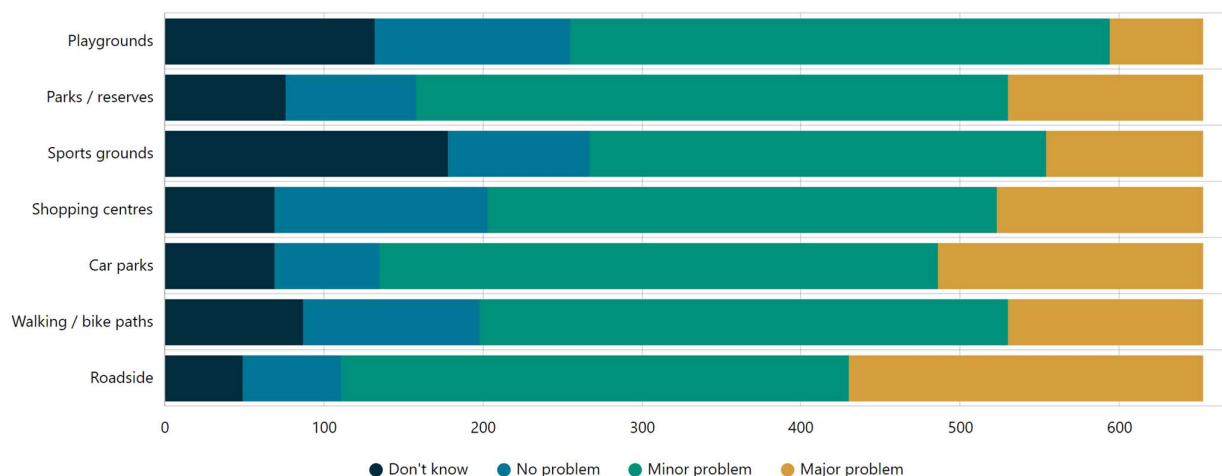
When asked to prioritise the most important to least important considerations when planning for the future of the separate glass service, the overall rankings were:

1st	Easy to use/ organise
2nd	Regular schedule collection from my property
3rd	Low cost to me
Lowest	Send less to landfill

Litter

The areas identified as having the major litter problems include roadside (34.05%), car parks (25.46%), shopping centres (19.79%), walking/bike paths (18.71%), parks/reserves (18.71%), sports grounds (15.03%), playgrounds (8.9%).

Q: Do you think litter is a problem at any of these places in your neighbourhood?



Waste Education

The survey included questions about waste education requirements for recycling, hard waste, composting, detox your home, hard to recycle items and overall how to reduce waste.

For each topic the majority of respondents responded to 'I know enough'.

The topics residents requested a lot more information were:

- Detox your home (28.33%)
- composting (18.38%)
- hard to recycle items (17.01%).



Topics residents indicated they would like a few tips on were:

- hard to recycle items (29.93%)
- how to reduce waste (29.93%)
- Detox your home (27.65%)
- recycling (25.09%)
- composting (18.04%)
- hard waste (17.18%).

