

# Upcoming changes to Monash waste service: **Findings from the community consultation**

Prepared by City of Monash



# Community consultation

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To identify potential barriers for households with a fortnightly rubbish collection, and how residents could be supported through the transition to the new waste service, an 8-week community consultation period took place between 30 January to 25 March 2022. There were four components to the consultation:

## Market Research

Focus groups and a telephone survey was conducted to collect statistically representative feedback from the Monash community.

## Face-to-Face Engagement

Pop-up stalls and Zoom sessions allowed residents to chat to a member of the Sustainable Monash team directly to ask questions and share their feedback.



## Community Survey (opt-in)

All Monash residents and rental property owners were invited to complete a community survey to share their feedback.

## Direct Feedback

Residents were also able to share feedback via email and phone. Questions could also be posted via the Shape Monash project page.

## Note:

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This report includes a summary of what we heard from residents via face-to-face engagement activities and direct feedback, as well as analysis of the open text comment fields (from residents with individual bins) and survey responses from residents with shared bins and rental property owners collected through the opt-in community survey.

Comments and questions received through these mediums were randomly selected for inclusion in this report, to represent the different types of feedback. Some comments may have been edited slightly to remove any personal details and/or information that could be used to identify an individual or group of people.

### **Definitions used in this report:**

- In favour = happy that the change is taking place
- Positive = somewhat supportive of change, but still have some concerns
- Opposed = does not want to see the change take place
- Negative = somewhat unhappy about the change

## Market Research: **Focus groups and telephone survey**

Market research conducted and analysed by JWS Research.

Refer to **Monash Waste Research Report** for the results.



# Community Survey: Residents with individual bins

Data analysed by JWS Research

Refer to **Monash Waste Research Report** for the results.

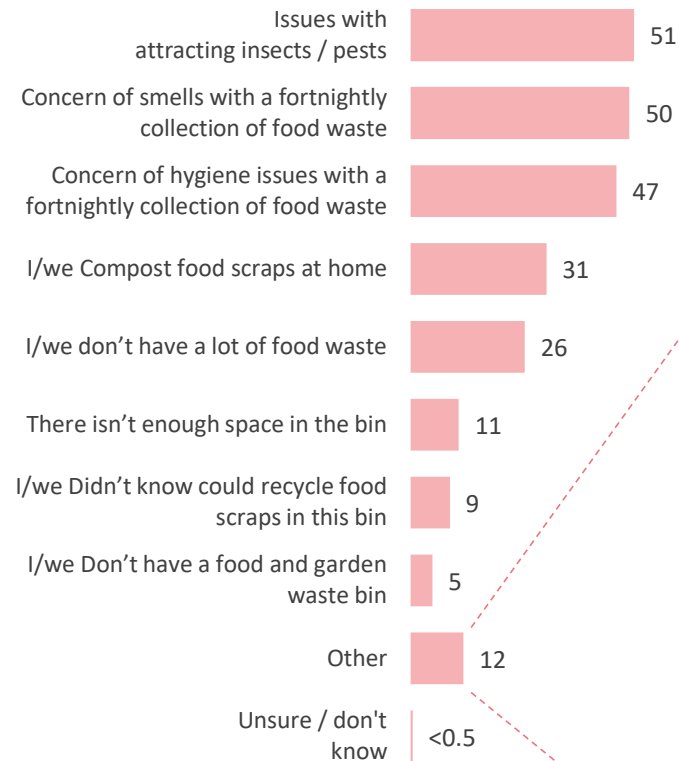


# Community Survey: **What we heard from residents with individual bins (open text analysis)**

Prepared by City of Monash



# Why residents don't put food in the green bin



Reasons why food scraps are not put in green bin (%).  
Above results taken from JWS analysis report.

Other reasons for not putting food in the green bin include:

- Time / effort required to separate waste
- Use an insinkerator
- Don't have a lot of garden waste
- Don't like putting food loose in the green bin
- Not enough room for another bin

"Separating food scraps is a very inconvenient activity"

"Time involved with splitting the rubbish"

"Our food scraps go in the insinkerator rather than the green bin."

"Not enough time to sort out food waste and regular waste?"

"Takes extra time while cooking"

"We have an installed an insinkerator that breaks down most of our food scraps."

"We don't have enough garden waste to cover food waste and hygiene smell and issues."

"Insinkerator is the best no smells no flies and no need to go out everyday"

"I do not have garden waste very often - maybe once a month"

"We don't have green waste to put in between food scraps. If we put food waste directly into green bin without plastic, the bin will smell and it's gonna be greasy and hard to clean."

"I live in a unit and only have a small courtyard with no grass clippings. Placing food scraps into garden bin will only attract insects and pests!"

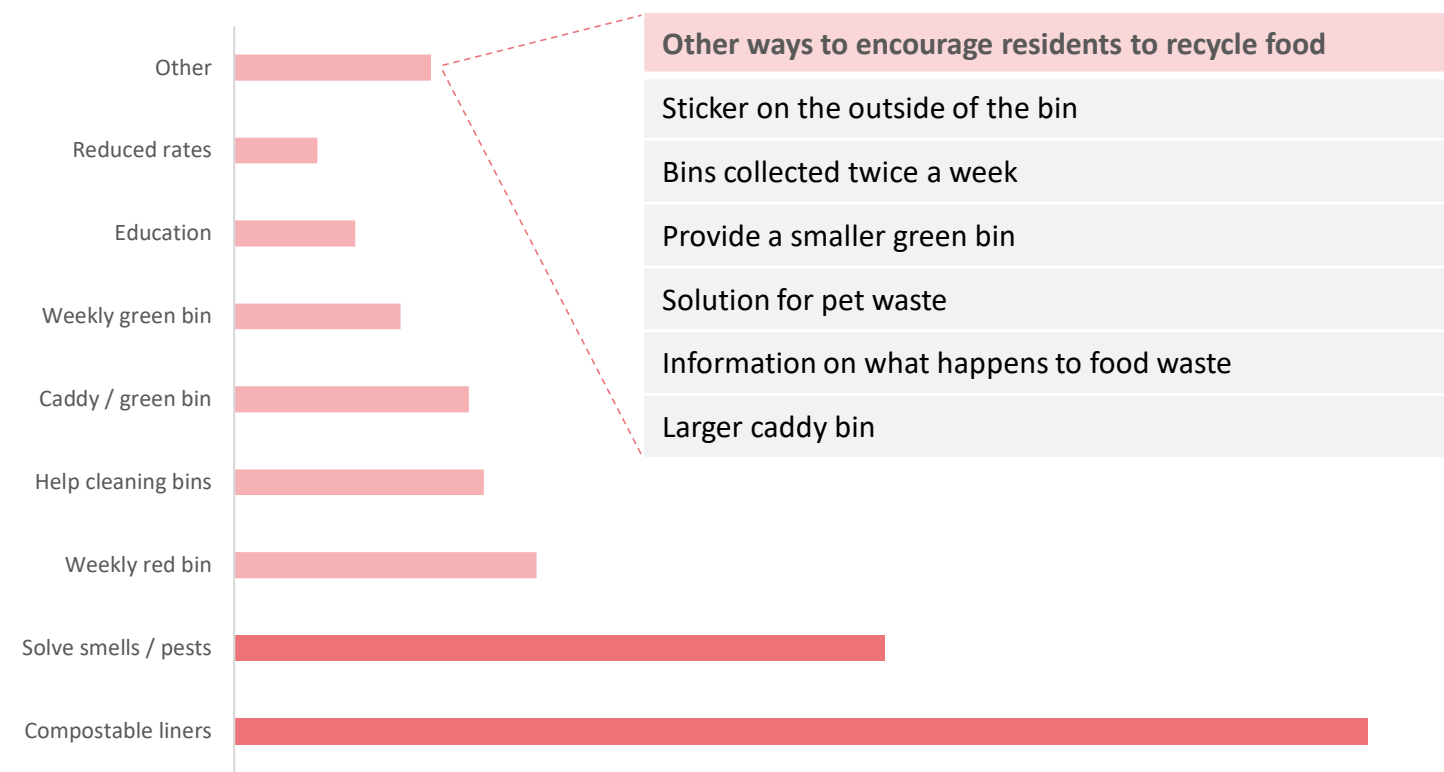
Don't want to put the food and waste without compostable bin liners

There is nowhere for us to keep a food scrap bin inside our house

"We don't have room for the caddy in our tiny kitchen"

# What would encourage residents to recycle food in their green bin?

- Of those not currently putting food in their green bin, providing compostable liners and helping to solve issues with smells and insects were amongst the top suggestions that would help residents recycle more food.
- Some responses mentioned the weekly collection of green bins would help. Survey respondents also indicated a lack of knowledge or understanding of what food can go in the green bin, as well as wanting help with cleaning the bins.



Responses to the survey question "What would encourage you to put food scraps in your food and garden waste (green lid) bin?" categorised into main themes.



# What would encourage residents to recycle food in their green bin?

"Weekly collection would help, but would still be concerned about smells, insects, etc. given that green bin waste is not meant to be wrapped in plastic garbage bags as per the red bin waste."

"Knowing we can put food scraps in the green bin? I wasn't aware that we could put food scraps in the green waste bin."

"Understanding what different types of food scraps I can put in my green bin"

"Council to provide bin liners for free"

"I have big lawn and lots of green in the backyard and all around house. Currently one green bin is not enough at all not even for weekly collections. If I had two green bins for free and collected weekly then I probably would."

"Can we please get the food scraps bin delivered into our property? Currently we have none."

"My main issue is that I wouldn't know how to separate the food scraps"

"[Green bin] Collection weekly. We get maggots in our bins when the scraps sit there for 2 weeks in the sun over summer."

"We tried it - didn't work. Horrible smell and lots of bugs/creepy crawlies. Requires too much effort for busy full-time working people to maintain a clean bin. We agree it's a good idea...perhaps a smaller bin for food scraps???"

"If we are provided, free of charge, compostable bags because putting food waste directly into the green bin causes awful smells and I believe hazardous in handling. The bins will need washing every time they are collected and this is a big ask for anyone to do."

"I think the bins would need to be redesigned or an acceptable sealable bag be provided (we would not be happy to spend a large amount buying them ourselves) that food waste can be collected in. The current flip lid, whilst great for the trucks, is inadequate for containing loose waste that smells or attracts insects"

"If I can put plastic around the food to keep my bin clean and free from smell"

"Sticker on the outside of bin"

"Weekly collection and a separate small bin to the one provided for compost scraps. I am talking about the small green and black bin provided for inside the house. "

"If we were provided with compostable bin liners for the indoor food bins as it would be so much easier to remove food waste and replace the bin liner. Other councils have got this right - we haven't."

"The idea is good in principle, and it would potentially reduce the development of methane gas in landfills. However, the current green lid bins provided by Monash Council do not have an air inlet / outlet moulded into the bin. In order to provide air (i.e. oxygen) that is necessary for the decaying process you have to leave the lid open with a brick or piece of wood. This attracts flies, ants and maybe possums in the case of meat and bones leftovers ..."

"Council should provide bio degradable plastic bag for food waste. ONLY in this scenario, I will put food waste into the green lid bin."

"A separate food scrap bin that is collected weekly and a regular bin cleaning service to maintain the cleanliness of the bin. I don't understand how merging food scraps and green waste can be effectively recycled. Food scraps should be disposed separately, while green waste can be mulched."

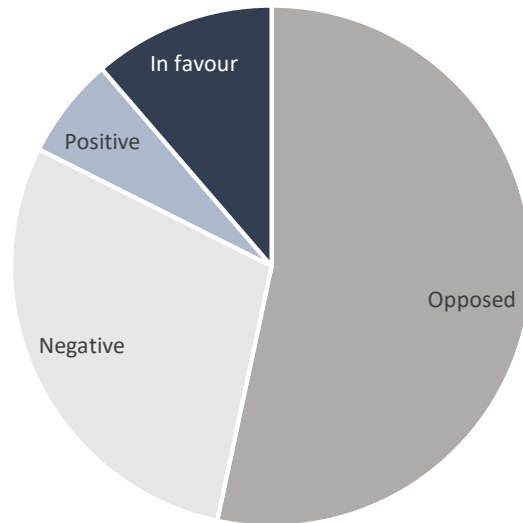
"We have so few food scraps so we won't need to change the way we dispose of them"

"Training to all household members."

"More detail about why this decision is a benefit"

# Open feedback from residents

- 986 survey respondents provided feedback for Council to consider through the open comment field in the community survey.
- The majority (59.8%) of open feedback was considered negative or opposed towards the change, whilst 12.8% were positive or in favour. These comments were categorised as such, based on statements made in relation to the change.
- The remainder were deemed not suitable to categorise as they did not express positive or negative feelings about the change.



Responses to the survey question "Is there any other support, or feedback, you would like us to consider?" were categorised based on the feelings expressed by survey respondents in their open comment. Figure excludes comments that were not categorised.

"This is a great initiative, let's do more of these please! Great result!!"

"I think this is a really positive change that is forcing people (even myself) who want to do something positive for the environment but might be too set in our way"

"I am very supportive of this initiative. I believe weekly collections will improve hygiene and reduce the smell of food waste. I would be more willing to put food scraps in the green bin knowing that it won't stay in the bin for up to 2 weeks."

"It is a good idea to make this change. However, in less than 6 months to do all these changes without enough time for education and iron out issues can be devastating to many."

"I would urge the council to strongly consider NOT proceeding with this policy. Our rubbish bin is hardly large enough to cater for a large family and serviced on a weekly basis. Moving to fortnightly will only result in overflowing bins, attracting vermin and birds making a mess of bins with lids that cannot be closed."

"As long as everything is clear and understandable and makes sense - we are happy."

"I love that the green bin is finally being collected weekly due to the smell and flies but I want the red rubbish bin to also stay as a weekly collection."

"This change doesn't make sense."

"I live in a block of units and there isn't any space for more bins, our bin area is already packed and our red bins are overflowing every week"

"Please take into consideration, that we as renters, don't have much options in relation to number of bins"

"I'm already using all the recycling options available and my red bin is still full. I know I won't have enough space in my small red bin if it is not collected for 2 weeks"

# Open feedback from residents

"Shouldn't have to pay to upgrade red bin to larger size."

"Under the proposal I simply won't have enough room for my waste. I can't afford to upgrade my red bin. I will need to use the bins of my neighbours or council parks to dispose of my waste"

"Would like yellow lid bin to be collected weekly. Or a second yellow bin be available. We are a large household and our yellow bin is always overflowing"

"I think rather than forcing it on us you should encourage people to reduce, re use and recycle. Although I like your idea it is not practically possible with the amount of rubbish we collect even after recycling and running a work farm and a composting station."

"If you are going to make this change you should support households by either providing larger red bins free of costs and providing bin liners free of costs. we already pay significant council rates and any further costs on us is ridiculous."

"This feels like a standard Monash council issue where the decision has already been made and opinions are not taken into consideration. If we receive a reduction in days of collection will there be a rate reduction as well? If we have to deal with a fortnightly collection, will you provide a larger bin at NO extra cost."

"You really need to get a soft plastic recycling service, not rely on supermarkets and a glass recycling bin. Also you need to work closely with the supermarkets on educating community so they don't throw the reusable supermarket bags in the recycle bin because the claims on their bags confuse people. E.g. A recycle sign on Woolies bag gives the impression it's recyclable."

"Glad to see you are considering support for household who need a lot of bin space. My parents used to live here. Both were incontinent and used a lot of incontinence product. The bin was always full then and thus change would have been hard. Maybe the info you provide on nappy services could include aged care options?"

"I would like to know where an extra bin is going to go on my small townhouse property. I would also like Council to consider the motivation of people to keep their green / food waste bin clean and hygienic and provide a service to clean them after emptying / pick up"

"Offering a quarterly bin cleaning service for the green bins would greatly help this initiative. Cleanliness is a major factor for most households with this change in schedule. Weekly cleaning is too costly but a quarterly clean might be achievable"

"Will residents benefit by council offering us free bags of compost for our gardens ... You get it for free from us, so can we get free bags of mulch in return for helping you?"

"Change must apply to all residents including those in apartments and with shared bins. Everyone must reduce waste generation. Larger capacity compostable liners are needed."

"Others put inappropriate rubbish into my bins regularly. I see neighbours putting rubbish into wrong bins regularly..."

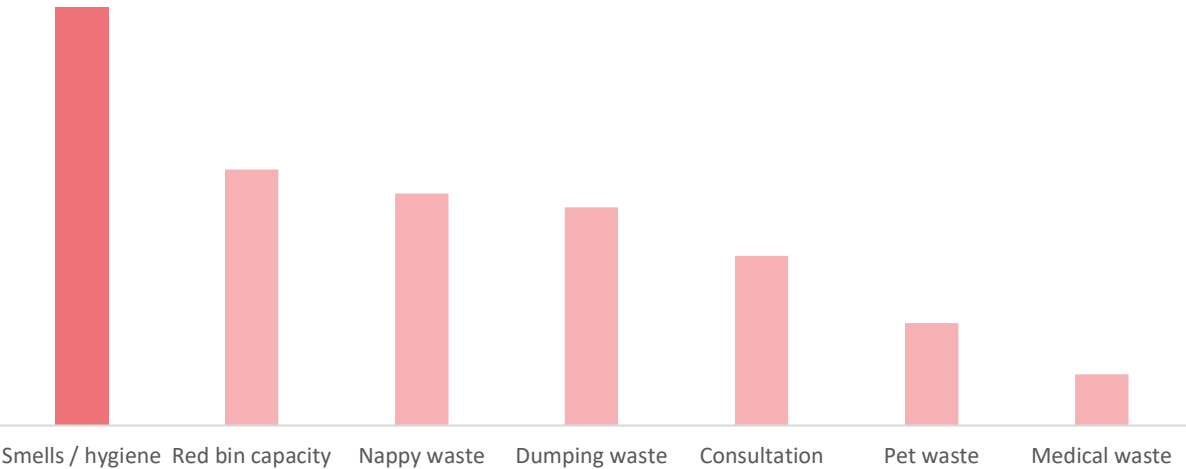
"We put most of my food scraps in a compost tumbler. You should be offering more discount to purchase them and advise residents about the use. We are also concerned about a house in our street ... there is at least 6 people living here and the amount of rubbish they produce is disgusting. The bin lid is never closed properly so rubbish ends up everywhere in the street."

"I'd like to have the purple bin for glass recycling"

"Consultation with the community before this decision was made would have been better. Have they considered the varied ways in which food is prepared in various households? Is it really viable to put scraps into the green bin? Are all food scraps able to be composted? I hope the support material comes to us well in advance so we can prepare for this change."

# Concerns raised through the community survey

- Smells and hygiene issues were one of the biggest concerns raised through the open feedback – especially related to nappy waste - followed by the red bin being full each week.
- There is also concern that a fortnightly rubbish collection may result in dumped rubbish or litter.
- Feedback relating to the decision being made prior to community consultation, as well as concern about increased costs, was also raised.



Responses to the survey question “Is there any other support, or feedback, you would like us to consider?” which raised concerns regarding the change were categorised into common themes.

“We have two major concerns ... (1) hygiene and smell issues, and (2) not enough space in our bin. We would need to request a larger red bin.”

“Even with using the bin liners insects are a huge problem in the bins”

“This new concept may lead to people dumping rubbish. It could get very messy”

“Both pet waste (smells) and room in the red lid bin are my concerns with fortnightly collection. A fortnight’s worth of dog poo in summer is going to be pretty gross”

“I think it is going to encourage people dumping rubbish elsewhere in the community.”

“We both work from home which produces more waste by default and we care for a disabled incontinent adult which causes an enormous increase in waste ... We already pay extra rates for a 240l bin so are very concerned about this proposed change to waste collection”

“I get that this is a good initiative. But I'm not sure that the products available to me will make this easy. And I really don't like the idea that you are going to pull this and then charge me extra to deal with the outcomes of your decisions.”

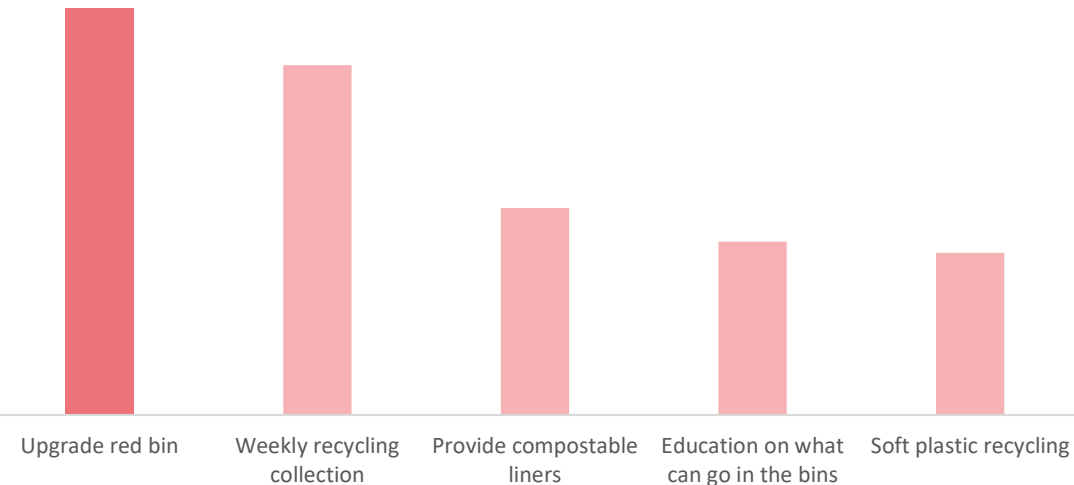
“Please consider that households may have family members that have chronic illnesses or disabilities which generate a lot of medical waste which can't be disposed of any other way. This is despite being environmentally conscience and aware. We feel that it would be unfair to expect us to purchase a larger bin and unhygienic to only be collected fortnightly.”

“We have a family of six. We use cloth nappies for three of our children during the day and disposable nappies at night time. We recycle all soft plastic waste through redcycle. We use the green bin for all food waste. We try to buy food with less packaging and avoid single use plastics. Even with these measures our red lid bin is more than half full some weeks. I would be disappointed if we had to pay for a larger bin, given that we are already trying so hard to reduce waste.”

# Suggestions provided through the community survey

There were five themes that appeared through the open text comments in relation to how residents could be supported through the change:

- Provide a larger red bin, either for free or at a reduced cost
- Collect the (yellow) recycling bin weekly
- Provide residents compostable liners
- Increase education on what can go in household bins
- Increase access to soft plastic recycling



Responses to the survey question "Is there any other support, or feedback, you would like us to consider?" which provided suggestions were categorised into common themes.

"Council should be providing compostable liners free of charge to Monash homeowners like the Glen Eira city council ... This will encourage us to put food scraps into the green bin with the assurance that the bin will not be smelly whenever the lid is open."

"I would like the council to provide bigger bins to accommodate for large households. There are a lot of other waste that is not food scraps or garden waste related, therefore bigger rubbish bins would help resolve the issue. Thank you for your consideration!"

"We don't need anything. Maybe schools will be a way to help spread the good news about this plan and how to make it work"

"Information on the best type/brand of compostable bag to use."

"Your charge for larger bin is too expensive!!!"

"A really good education leaflet or video showing people how to compress their rubbish, especially boxes and plastic bottles. Starting with the schools would be good and the children take the challenge home to the parents."

"Please keep collection weekly"

"Provide people with larger regular bins to allow space for fortnightly collection"

"Would be good to have after hours drop off for cardboard"

"My main issue is with packaging and recyclable plastic/materials. They have numbers on them and most of the time I'm not sure if it can go in the recycling bin. I end up either putting it in the recycling bin or the landfill bin. It'd be good if there was more clear information on this recycling, and even better if it could all just go in the recycling bin."

"Council to introduce bins for collection of soft plastics, especially help for those who don't physically go to supermarkets."

"Ideally, both red and green bins should be collected weekly. Some meat/fish/prawn food waste will be put in plastic bags at red bin"

# Community Survey: Findings from residents with shared bins

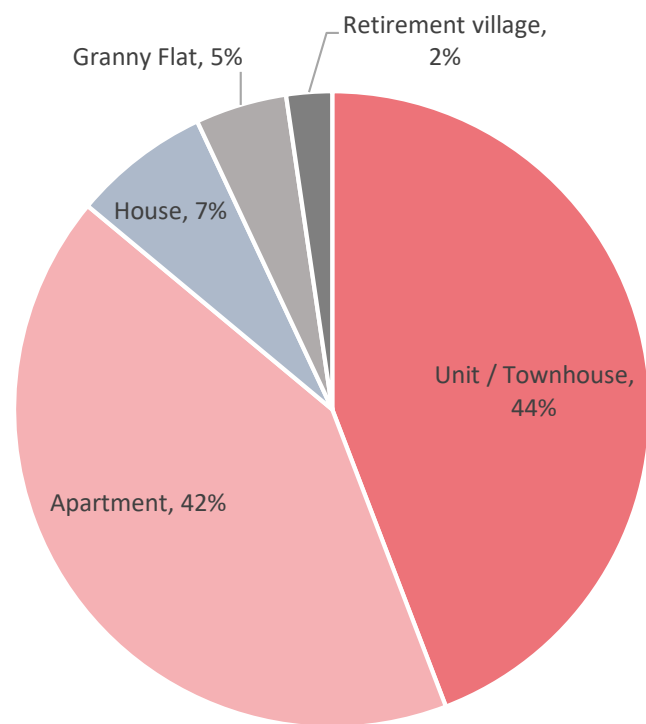
Data analysed by City of Monash

*Note: service change does not  
impact these residents*



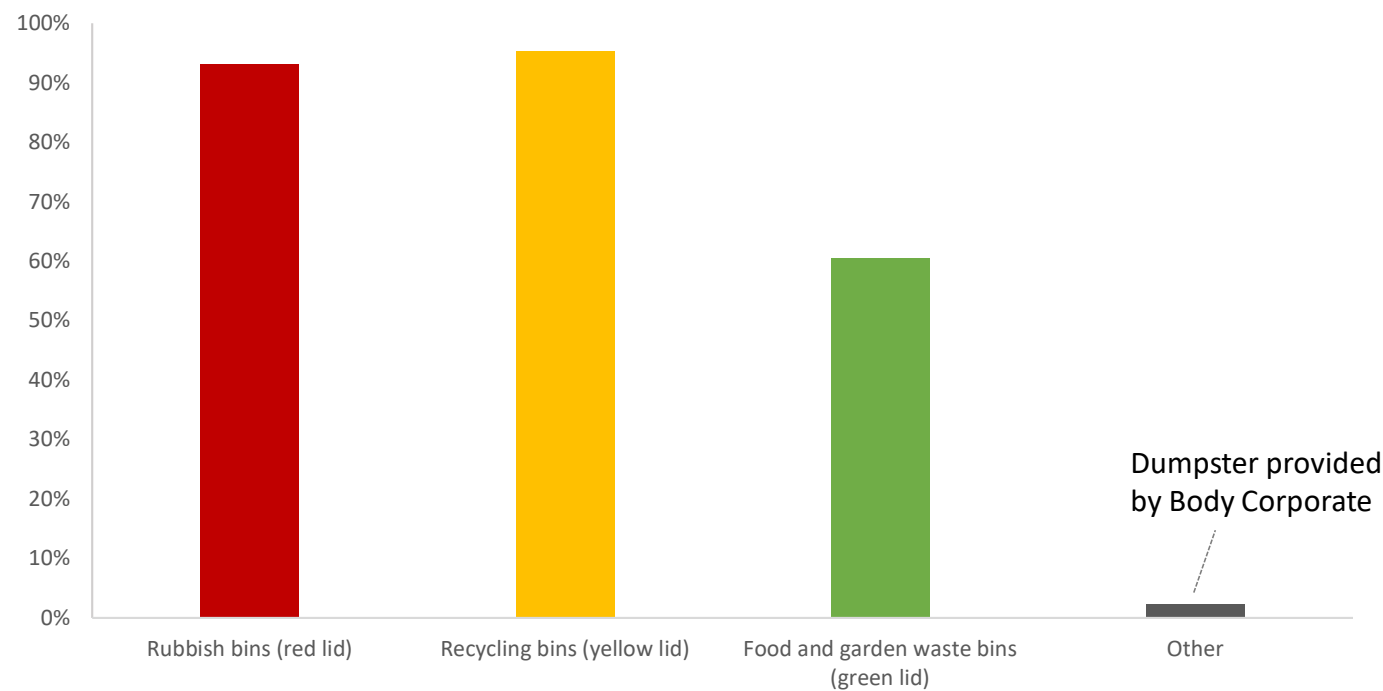
# Overview: Findings from residents with shared bins

- 43 survey responses were received from residents with shared bins
- Majority of responses were from residents living in a unit or townhouse (44%) or an apartment (42%).
- Almost all respondents have a red or yellow bin. Just over half (60%) have a green bin.



**Property type**

Survey question: Which of the following best describes the home you live in?



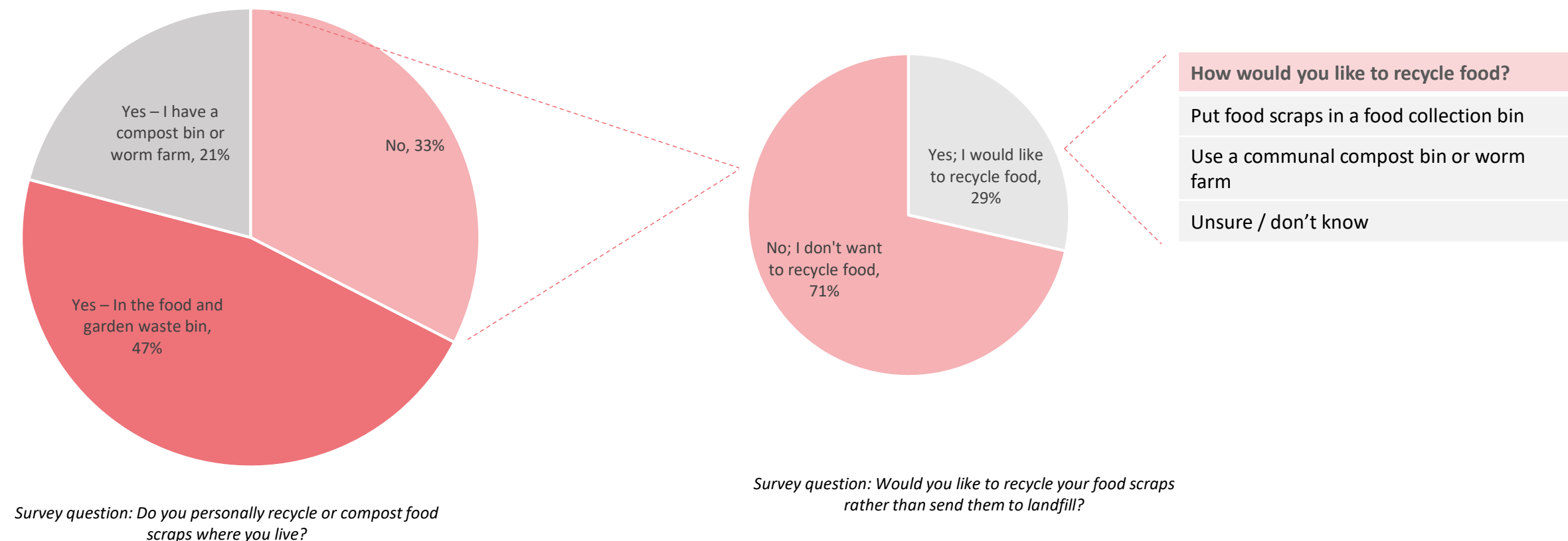
**Bins available**

Survey question: What bin(s) do you have available where you live to dispose of waste?



# Methods of recycling food

- Most of the respondents are recycling food, either in their green Council bin (47%) or a compost bin or worm farm (21%).
- Of those not recycling food, only 29% would like to. The preferred way to recycle food was putting food scraps in a food collection bin or using a communal compost bin or worm farm

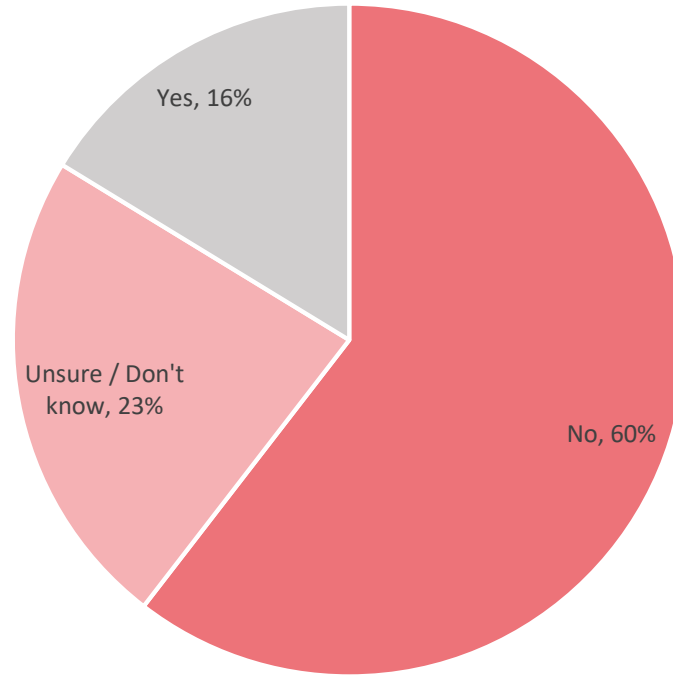




# Would renters pay for additional bins?

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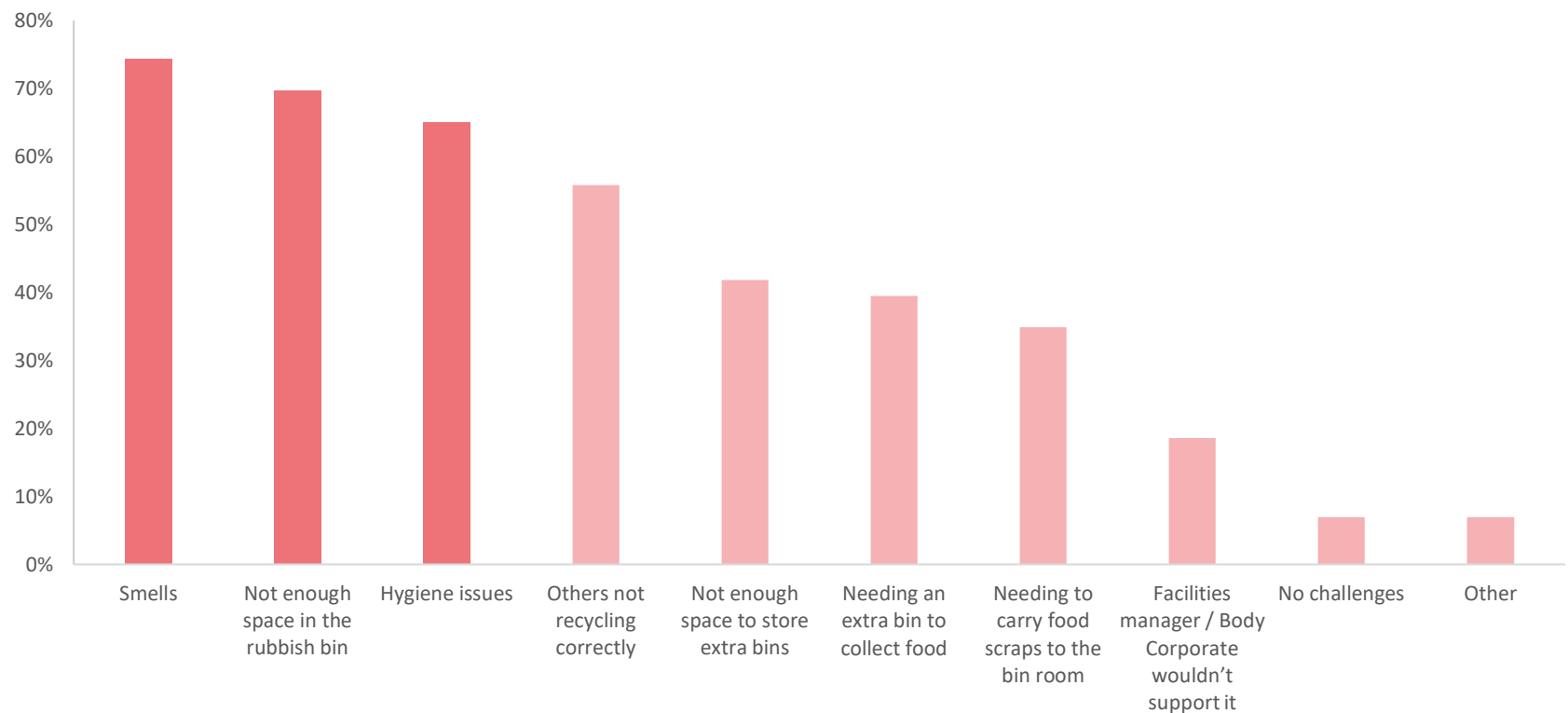
- Just over half of respondents said they wouldn't be willing to cover costs for additional bins through their rent.
- 16% would pay if extra bins were needed, and 23% were unsure.



*Survey question: Additional bins can often be arranged to support waste disposal needs, however there may be costs associated with this. If additional bins were needed where you live, would you be willing to cover these costs in your rent?*

# Concerns with a fortnightly rubbish collection

- Smells, not having enough space in the rubbish bin and hygiene issues were the top concerns if a fortnightly rubbish collection was introduced. This is followed by concern about others not recycling correctly.
- There are some concerns about needing an extra bin, or needing to carry food to a bin room, as well as not having the support of the Facilities Manager or Body Corporate to be able to recycle food.



*Survey question: Assuming you were able to recycle food scraps, what is the main challenge you anticipate if rubbish bins were collected every two weeks where you live? (Multiple options allowed)*

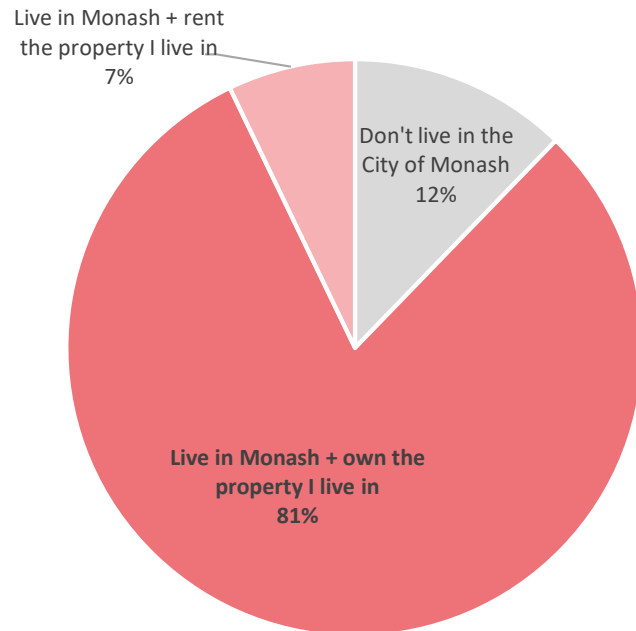
# Community Survey: **Findings from rental property owners**

Data analysed by City of Monash

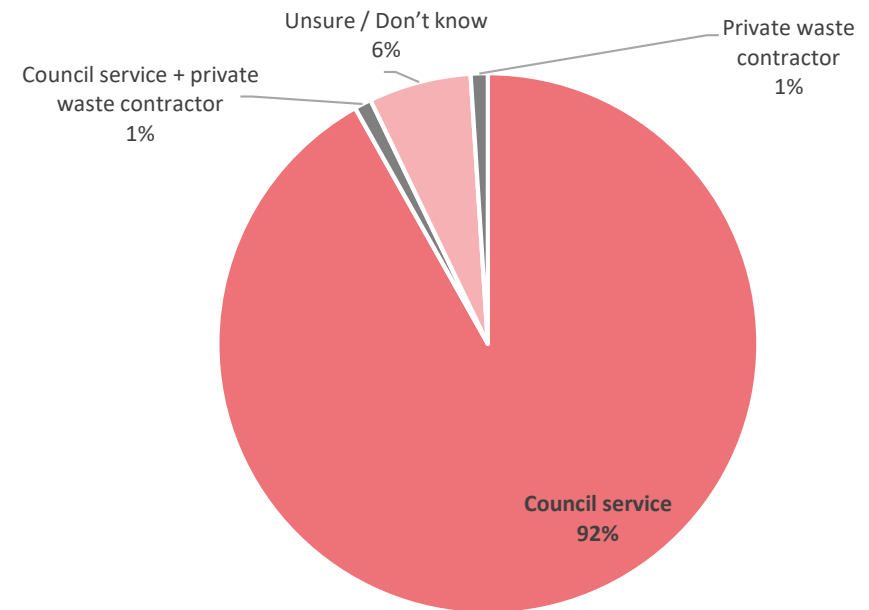


# Overview: Findings from rental property owners

- 196 survey responses were received from rental property owners in Monash. The majority of responses (88%) were from residents living or renting in Monash. The remaining 12% don't live in Monash.
- 92% of the rental properties are serviced by Council. 1% have a combined service between Council and a private contractor, another 1% are fully serviced by a private contractor. 12% of property owners aren't sure who collects the bins.
- 51% would support additional bins at their rental property, if the tenants were willing to cover the costs.
- Most responses (88%) from property owners who own 1-2 rental properties in Monash



Survey question: Which of the following applies to you?

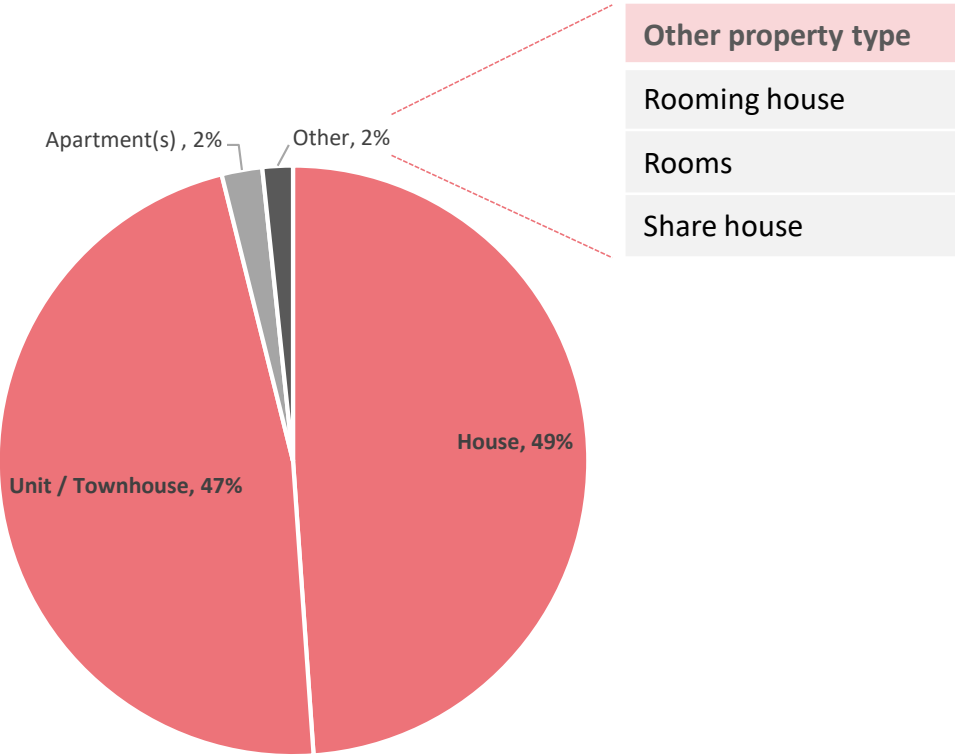


Survey question: Who collects the bins at your rental property?

# Of the rental properties serviced by Council:

## Property type

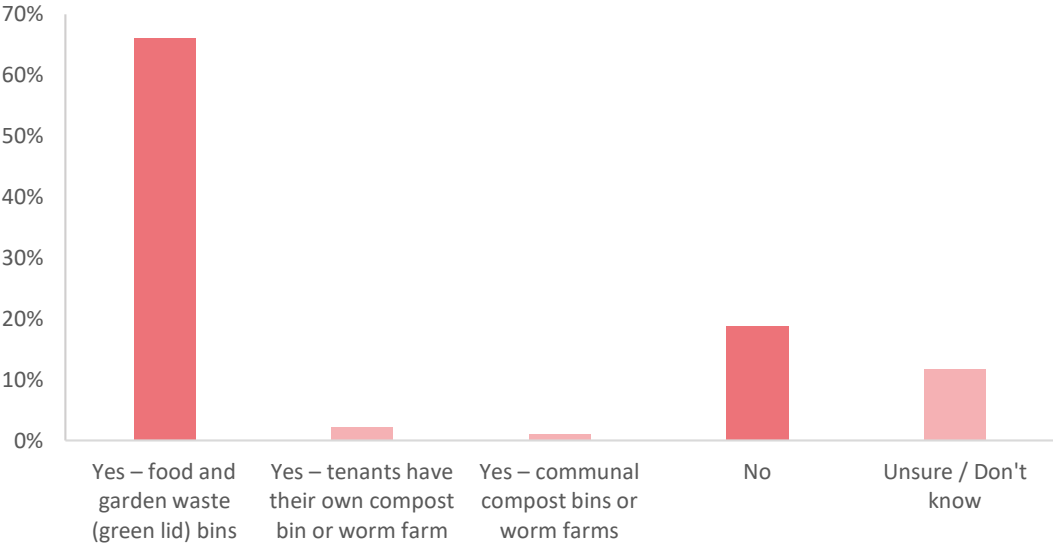
Almost all (96%) are either a house or unit/townhouse



Survey question: What type of rental property do you own in Monash? If you own more than one property, please answer based on your primary rental property.

## Access to recycle food

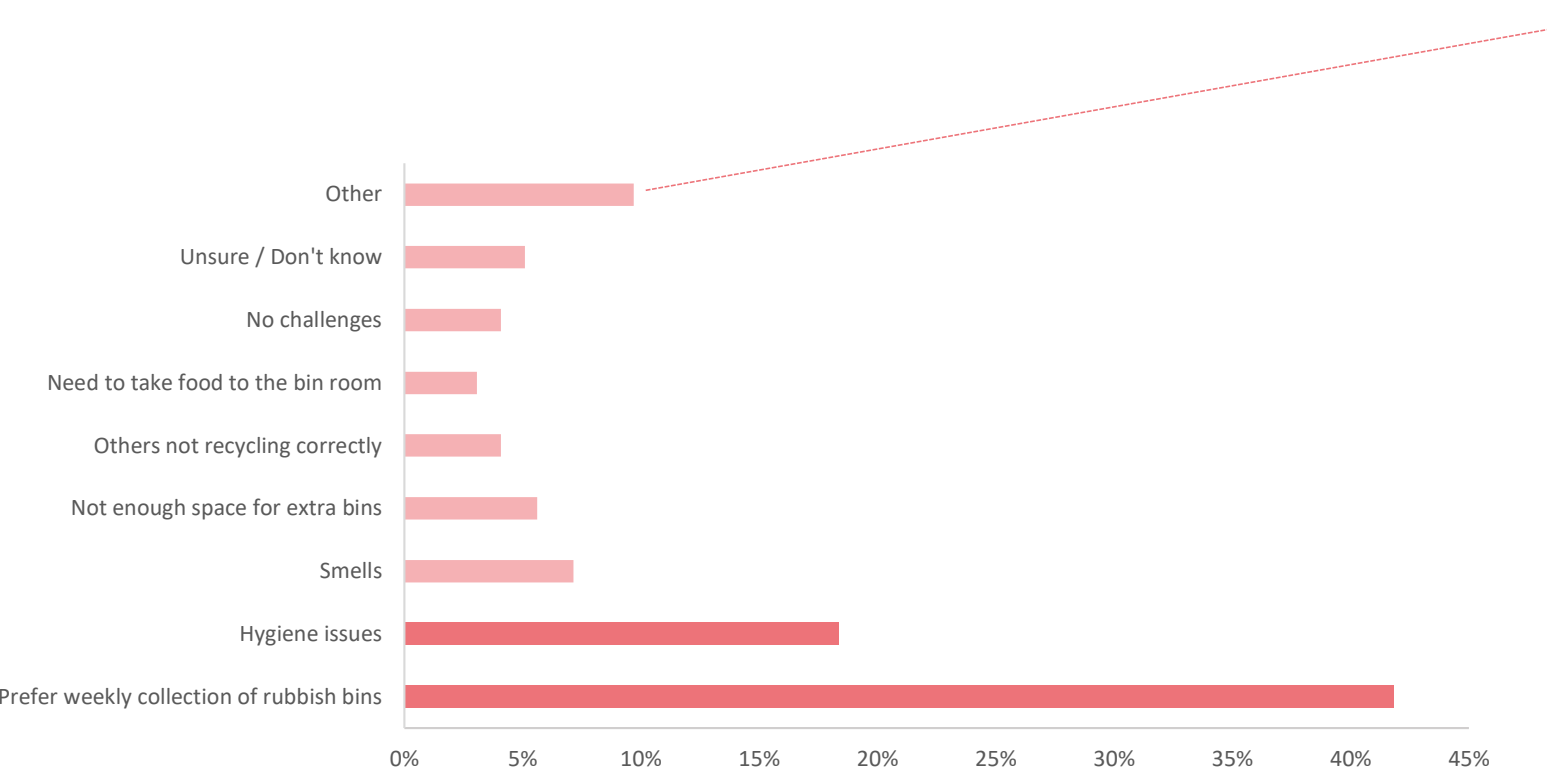
69% have the ability to recycle food either through a Council green bin, compost bin or worm farm



Survey question: Do you provide options for your tenants to recycle their food waste?

# Concerns with a fortnightly rubbish collection at rental properties

- 42% of respondents would prefer a weekly rubbish collection at their rental property.
- Hygiene issues and smells from a fortnightly rubbish collection were the top concerns, followed by not having enough space on the property to store extra bins and other properties or tenants not recycling correctly.
- 4% of respondents indicated there wouldn't be any challenges for their rental property.

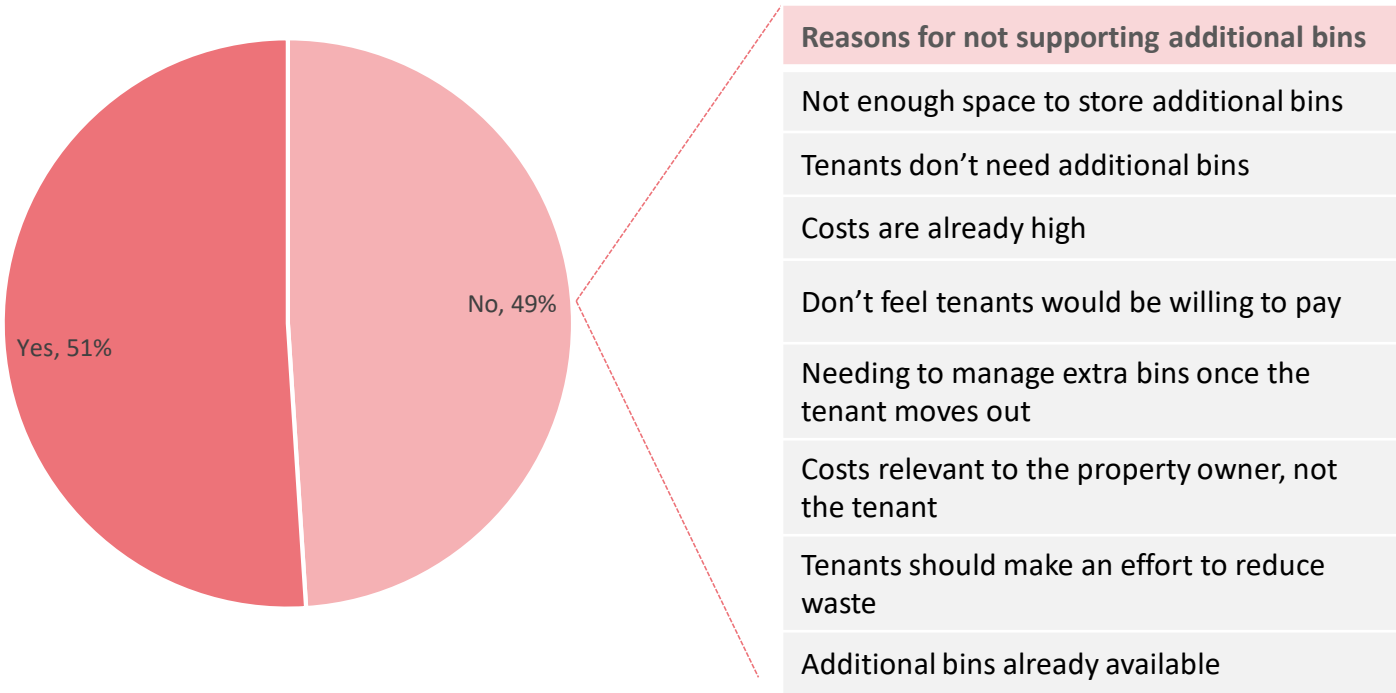


Survey question: Assuming your tenants were able to recycle food scraps, what is the main challenge you anticipate at your rental property, if rubbish bins were collected every two weeks?

Examples of other feedback heard
“Tenants in general don't care. Potentially they will throw all their rubbish in the green waste bin instead of the rubbish bin. It is not their property, they don't care. The landlords will be penalised for the tenants wrong doing.”
“The capacity of rubbish collected won't meet the tenant's requirements.”
“They will dump rubbish at council locations as their needs will not be met. Or worse still, they will insist on me going private for collections and this will cost a lot for them and me.”
“Tenants won't bother to recycle green waste.”
“The tenants live in an apartment. They have no capacity to compost because they do not have a garden. All the bins are housed in a single location and there have already been issues of people NOT using the bins correctly. ... In my experience, some residents just do whatever suits them rather than for the greater good...”
“I explain everything to tenants but still few people don't do it”

# Providing additional bins at rental properties

- 51% of respondents said they would support additional bins at their rental property, if tenants were willing to cover the costs.
- The top reasons for not supporting additional bins were due to not having enough space to store extra bins, additional bins already available at the rental property and needing to manage the extra bins once tenants move out.
- Some property owners were also unsure whether tenants would be willing to pay for extra bins or see it as their responsibility to cover the costs. There was also concern about having to increase rent following COVID impacts.



Survey question: Additional bins can often be arranged to support waste disposal needs, however there may be costs associated with this. If your tenants needed extra bins to manage their waste, and they were willing to pay, would you support additional bins at your rental property?

"No tenant will pay extra for their waste and we landlords will be lumped with their bill. That will become a landlord extra cost."

"it's my cost, not theirs"

"Already paying for extra bins"

"Are they willing to accept a higher rent?"

"They don't need extra bin"

"There is no space at the property to accommodate additional bins. Also waste bins don't look nice."

"if there is no change then there is no problem"

We all benefit by adjusting to change

"I don't think they would need additional bins, if they use the green bin for food scraps"

"Concern is the tenant moves away. How would the extra bin be managed."

"Don't want to increase rent on my tenants"

"Tenants need to make a concerted effort to reduce their waste ... Having an additional bin doesn't support my environmental philosophy."

"Additional bins do not resolve the hygiene factor"

# How can Council help property owners to support tenants with their waste disposal needs?

"Tenants are not going to follow the new waste collection rules. We landlords have no control over what goes inside our tenants rubbish bins. Don't penalise the landlords for their tenants not following the new rules. What are we supposed to do? Become the rubbish bin police and watch them what they throw in their rubbish and green waste bins?"

"Leave rubbish collection as is!"

"You need to provide bigger bins"

"Keep it the same as it is. The amount of rubbish produced will be the same. It will simply sit in the bin for two weeks and there may not be enough space for two weeks. This may well lead to people dumping their 'overflow' into other people's bins."

"If the rubbish will be collected every fortnight, I would expect the council fee will be reduced to justify this change. Also, I'm very concerned that tenants will just dump rubbish in the park or just on the street."

"I don't agree with this proposal and the way it has been decided"

"The tenants need to be door knocked and be advised that Council wants you to conform."

"Pick up yellow bins weekly"

"They won't keep their bins clean and there will be problems with the neighbours due to smells and insects. This is not a good idea."

"For families that need a larger red bin from the change due to special circumstances such as kids using nappies, council should upgrade the size of red bins at their own cost"

"Feedback on incorrect usage"

"Its hard to compost in apartment without proper garden. I don't know how to support them..."

"The bins storage area are not far from the bedrooms, if the smell issues cant be addressed, the tenants won't cooperate"

"Providing education/resources on recycling food into the green bin and not placing food in landfill bin."

"Educational pamphlet"

"Support packs to label bins and advise pickup schedule and what is allowed in each bin; fridge magnet info stickers on bin dates and what goes in each bin."

"Educate the residents of multi-units of their rights and responsibilities regarding rubbish collection. It is difficult because in a number of cases the residents will be tenants who have a lower level of care regarding the requirements of a council because they can just move and leave issues for the landlord to fix."

"Tenants will not pay for extra bins they struggle enough as it is ... you would need to pay them a visit and chat with them to ever change their habits"

"Give them larger bins for rubbish at no extra cost."

"Bigger bins given to houses with multiple people renting"

"Green waste collection only required fortnightly, at most, since tenants don't bother to recycle or compost green waste. Tenants require weekly recycling bin collection and or weekly general waste collection. Recycle bin gets filled up fast due to packaging from home deliveries"

"This is a very tricky issue with tenants. I have seen as it is, rubbish being thrown into recycling bins. Illegal dumping after end of every tenancy. Any assistance to tenants, please be aware that even if this current tenant is willing to pay for extra bins or services, ultimately it is the landlord who will be made to absorb the cost ... Please do not burden landlords with extra cost to service the cost of living for the tenants. Landlords themselves have more than enough costs to pay."



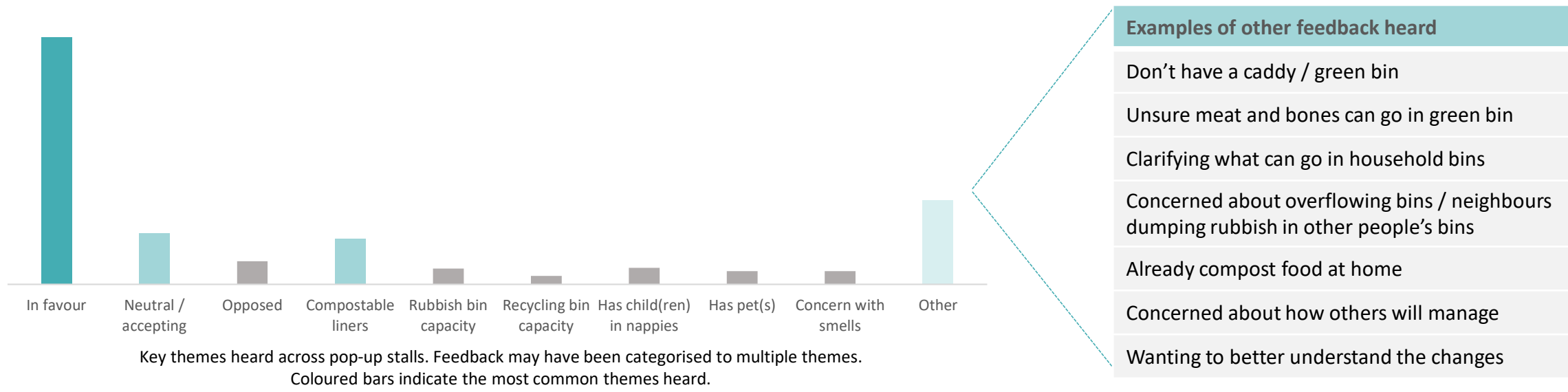
Face-to-face  
engagement:  
**Overview of feedback  
received via pop-up  
stalls and Zoom sessions**

Summary prepared by  
City of Monash



# Pop-up stalls

- Pop-up stalls were held at various locations allowing the community to talk in-person with a member of the Sustainable Monash team. The stalls also provided an opportunity to hear from residents who may not have otherwise provided feedback to Council on the change.
- 29 pop-up stalls were held across 18 locations. The list of locations and dates of the stalls are provided in Appendix #
- Total of 1,517 residents spoken to across all stalls
- Feedback was recorded from 54% of interactions
- Majority of residents spoken to indicated they were either supportive or willing to accept the change. There was interest in learning more about compostable liners and what can go in the recycling and food and garden waste bins.
- Concerns related to how full red bins are currently, neighbours using other peoples’ bins and what to do with nappy waste, pet waste and medical waste were also heard.



# Zoom Q&A and community information sessions

- Zoom Q&A and community information sessions were available for residents to talk directly with a member of the Sustainable Monash team and ask any questions they had about the change.
- 16 sessions in total were delivered (12x Q&A sessions + 4 community information sessions). Dates and attendance for each session are provided in Appendix #
- A total of 55 residents attended across all sessions
- The community information session was facilitated by an independent consultant from Capire Consulting Group.
- The sort of questions raised during the sessions varied, however common themes included concern of smells from both red and green bins, how to dispose of nappies and pet waste, increasing education and whether residents could get a larger red bin or smaller green bin

Others in the community will struggle, resulting in overflowing bins and dumped rubbish

Will more bins be made available in public spaces?

The bigger bin is difficult to move

I feel that residents who have practiced sustainability by reducing waste to landfill are being punished.

I suggest giving compostable bags so that residents know what they are and develop a habit of using them to help with smell.

All food in the green bin is smelly – how do we manage this?

I'm supportive of food bin being weekly. Recycling collected weekly might encourage more people to recycle.

What do we do with nappies and pet waste?

I'm concerned about the ongoing smell caused by placing dog litter, cat litter and packaging from meat into the garbage bin

Education is needed across all industries – a tradesperson used our bins and put the wrong items in the bin

Lid colours should be the same across all councils. Stickers on the bins would help to identify which bin to use

We are family with children in nappies. The thought of fortnightly rubbish freaks me out. I'm not sure how we will manage.

Can we get a larger red bin / smaller green bin?

Make educational material available in other languages

What has been the main issues experienced by councils that have already introduced this system?

# Pop-up stall locations and dates

Location	Suburb	Dates	Residents spoken to (approx.)
Glen Waverley Library	Glen Waverley	12/02 + 15/02 + 23/02	38
Clayton Library	Clayton	14/02 + 22/02	60
Mount Waverley Library	Mount Waverley	16/02 + 24/02	42
Oakleigh Library	Oakleigh	17/02 + 21/02	40
Wheelers Hill Library	Wheelers Hill	18/02 + 25/02	24
Oakleigh Central Shopping Centre	Oakleigh	18/02 + 19/02	73
Monash Aquatic and Recreation Centre	Glen Waverley	19/02	79
Mulgrave Farmers Market	Mulgrave	20/02	60
Monash University (O' Week)	Clayton	23/02	440
Brandon Park Shopping Centre	Wheelers Hill	25/02 + 26/02	94
Waverley Gardens Shopping Centre	Mulgrave	4/03 + 5/03	89
Oakleigh Recreation Centre	Oakleigh	5/03	37
The Glen Shopping Centre	Glen Waverley	11/03 + 12/03	143
Bunnings store	Notting Hill	12/03	143
M City Shopping Centre	Clayton	18/03 + 19/03	95
Glen Waverley Parklet	Glen Waverley	21/03	17
Pinewood Shopping Village Parklet	Mount Waverley	22/03	10
Mount Waverley Shopping Centre Parklet	Mount Waverley	23/03	33

# Dates and attendance at Zoom sessions

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Session Type	Date of session	Attendance
Q&A	Wednesday 9 February	3
Q&A	Thursday 10 February	0
Q&A	Tuesday 15 February	0
Q&A	Wednesday 16 February	3
Q&A	Friday 18 February	2
Q&A	Monday 21 February	4
Q&A	Tuesday 22 February	1
Q&A	Thursday 24 February	0
Community Information	Wednesday 2 March	4
Community Information	Tuesday 8 March	4
Q&A	Wednesday 16 March	2
Community Information	Thursday 17 March	13
Q&A	Friday 18 March	4
Q&A	Monday 21 March	0
Q&A	Tuesday 22 March	1
Community Information	Wednesday 23 March	14

Session Type	Total Attendance
Q&A	20
Community Information	35

Note: Attendance = residents only (Monash staff, Councillors and facilitator excluded from totals).

## Definition of session types:

**Q&A** = 30 minute question and answer session via Zoom. Attendance limited (max. 8).

**Community Information** = 1 hour via Zoom. No attendance restrictions. Short presentation delivered followed by question and answer session.

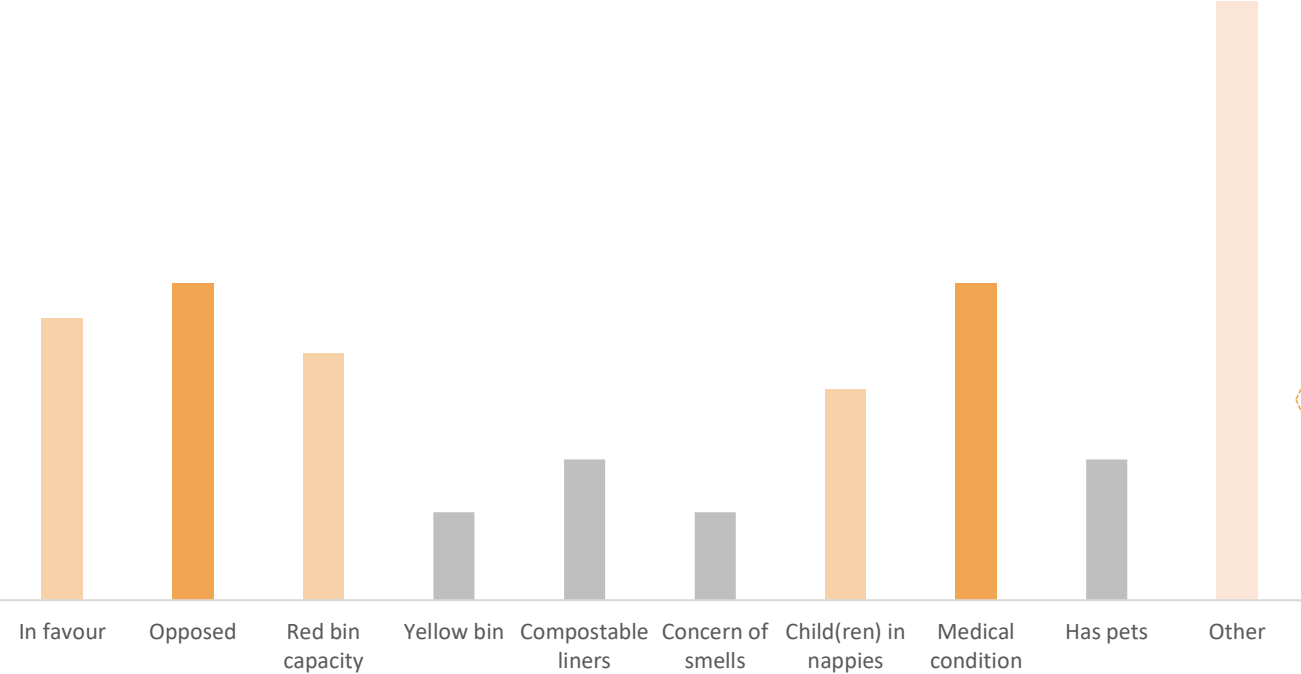
# Direct Feedback: **What we heard via phone, email and Shape Monash**

Summary prepared by  
City of Monash



# Phone calls from residents

- Over 4,000 phone calls related to waste services were received during the community consultation period. Approximately 10% were directly related to the service change; 125 of these were directed to the Sustainable Monash team for further follow-up.
- Feedback was somewhat consistent across several themes, although a slightly higher response was seen from individuals opposed to the change and households that have someone living with a medical condition



Key themes heard via phone. Feedback may have been categorised into multiple themes. Coloured bars indicate the most common themes heard.

### Examples of other feedback heard

- Never received a kitchen caddy
- Concern about rats/vermin
- Unhappy decision was made without community consultation
- Wasn't aware food could go in green bin
- Tried recycling food in green bin but had maggots
- Don't agree with having to pay for bigger red bin
- Concerned about how others will manage the change
- Won't work at rental properties – tenant don't sort their waste correctly
- Onus is on individuals to do the heavy lifting – will rates be reduced?
- Unable to wash green bin due to medical condition

# Email feedback

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- 135 emails were received during the consultation period in relation to the service change
- Feedback was varied with residents sharing their support for the change, as well as concerns with a fortnightly rubbish collection. The main concerns were in relation to nappy waste, pet waste and waste resulting from medical conditions.
- Some residents also expressed their disapproval towards the change being made prior to consultation from the community.

"I would like to congratulate City of Monash for taking a great step towards sustainability by having plans to introduce red bin collection to be fortnightly from August 2022. However, while this is a great initiative, myself and other family residents have grave health concerns due to overflowing red bins from nearby accommodations."

"I have a major concern that emptying our individual red lid rubbish bins fortnightly is not an appropriate time frequency ... Unfortunately for several years I have personal health issues [resulting in medical related waste]. If red lid rubbish bins are changed to a fortnight pick up, then I believe I will have an overflowing bin that sometimes in hot summer conditions will become very smelly."

"Just a short note to advise that we fully agree with your decision to proceed with the revised rubbish collection system."

"Can you please advise which compostable bin liners will be acceptable to be placed in the green waste bin."

"I would just like to say that I think the proposed changes to the red and green bin collections is an excellent idea."

"Now that you're collecting more from residents and producing more compost, will you be offering that back to residents?"

"I dread to think about hygiene standards when certain household waste is collected only per 2 weeks as not everything can be recycled"

"I do not want pay for extra or larger bin as I pay Council rates and such the payment of extra or larger bins should be covered by the rates. This is very unfair on us and very costly as well. Please reconsider your changes for extra or larger bins."

"Why are rubbish bin pick ups being changed to fortnightly? When is this expected to start? Why was the community not consulted?"

"I agree with your plan only if you reduce the rate. If not, no way."

"This is a laudable initiative. Why wait till August? Could have commenced earlier. Congratulations anyway."

"Love it. Bring it on. I only put my red bin out every 6 weeks anyway."



## Email feedback (cont'd)

"I would like the council to note that I strongly object to our general waste changing from weekly collection to fortnightly collection. I see this measure a cost effective way for the council to save money, without thinking of the impact it will have on the homes in it's municipality."

"With the pending change to the red bin collections we've changed our habits and are now making a real effort to sort out our waste. The problem is that we fill up the yellow bin usually within the first week. I appreciate that you might not be in a position to do weekly yellow bin collecting, but would you consider a complimentary additional yellow bin for households that need it?"

"I was wondering if there is a detailed list of the food items that can or cannot go into the green bin? I'm often very confused as to what can go in. I think it would help us, the residents of Monash, a lot if the council could provide a comprehensive list of the common items that can go into the green bin, both food and non-food items. I find the list on the current green waste caddy quite insufficient."

"I'd really like to see recycling collected weekly. As many are now working from home we have more packaging that needs to be recycled. I am often making extra trips to the tip for recycling I cannot fit in our bin."

"I'd like to voice my concern over the change to fortnightly red bins. We have a baby in nappies and while we can reduce the smell by disposing of poo in the toilet, we simply cannot reduce the volume of waste. Our red bin is always full each week and nappies are the biggest contributor. We simply could not cope with a fortnightly collection."

"While I am pleased that the food and garden waste bins are changing to weekly collection, I am unhappy about the rubbish bins only being collected every two weeks. Though I understand the need to reduce landfill, this change will make absolutely no difference to how much my household puts in the rubbish bin. I am very concerned about the smell and hygiene factors due to pet waste and kitty litter remaining in rubbish bins for 2 weeks."

"I am writing to express my displeasure at the announced changes to waste collection services ... Our family disposes of very little food waste (we eat it!) but our 120L bin is pretty full each week. If moving to a fortnightly collection then we should expect a 240L bin upgrade to be provided free of charge as the total volume of waste collected will not be changing. Or if moving to fortnightly collection the fee charged via rates should be reduced (at least halved) to enable people to pay for a larger bin if required ... Personally I would prefer to keep the smaller bin and have it collected weekly to avoid smelly bins, particularly as we have a dog"

"I suggest that for a small fee, Council has a contracted bin wash truck, which will wash bins left on the nature strip after rubbish collection ... If I was going to wash my bin, I would probably hose it out in the driveway, very unhygienic and environmentally unfriendly. Does something like this already exist."

"When garden waste goes weekly, I would like to know if we can place pet waste in garden bin if we use compostable liners?"

"Can you provide me with further information regarding disposal of pet waste please. I have an indoor cat and a dog. I make reducing waste a priority and I'm looking forward to councils changes."

## Email feedback (cont'd)

"Thanks for the opportunity to comment on the new collection plan. I wish it was happening sooner, as my garden bin is always full but I need more with all this seasonal overgrowth. I tried the little food scraps bin, but it was damaged on collection the first time, and my big garden bin was covered in moist waste! So now I compost my food waste in my own compost bins."

"We use nappies and our bin is very full every week. I understand you're in charge of implementation of a program to fix this issue. Please inform how this said program will work and resolve this issue."

"Hope this message will find you well. Great to know the green bin will be a weekly collection. Reduce land fill waste enormously. Since the campaign for the kitchen waste started when I encountered last year March after my arrival in Australia, I was in great joy that this campaign is an environmental issue. A bold step to reduce our pollution to our mother planet. A very great job to all our men and women in Monash city council working for a nature conservation for our next generation. May we request if this campaign can be commence as early as possible? Coz August month is quite a bit of time and before then, red bin still a big burden to the landfill. Your prompt attention and kind consideration will be highly appreciated. Thank you very much."

"I believe that the timing of the proposed change to the collection of red rubbish bins to fortnightly is unfortunate. After two years of lock down people would not have had a chance to purchase at normal levels, thus less waste. I am a one person household and my red bin is mostly no more than half full each week, but I have allowed neighbours with larger households, when their bin was overflowing, to put their excess rubbish into mine. I believe that an additional further study should be made outside of this unusual time when everything has come back to normal"

"We are very concerned and disappointed about the changes to red bin collection ... We are a large (5 person) family, all children are under 12, one in disposable nappies. We have multiple pets. I work from home full time and one member does have medical condition requiring sharps disposal. We are always overfull despite recycling on both red and yellow bins ... we have striven to use the red bin as little as possible but it fills to overfull most weeks and this will push us over the edge and will potentially be unsafe."

"I am very diligent about my recycling. I also collect all my soft plastics and take them to the supermarket (hopefully they're disposing of it properly). I love that the green bin will start to be collected weekly but I would also like to point out that my yellow bin ( a large one) gets over full and we don't have room to get another bin. Is there any way we could suggest that also gets collected weekly?"

"Thank you for your recent letter regarding food and garden waste. I live in an apartment building ... If our owners corporation and building manager are happy, can the City of Monash provide food and garden waste bins for our building that Council can collect weekly? We could locate these in the bin room, provide all residents the opportunity to use them, and put them out for weekly collection. If this is possible I can discuss with relevant stakeholders in the building, and now is a good time to have this discussion following the letter that has been sent out."

# Questions asked on Shape Monash

- Residents were able to post questions on the Shape Monash project page during the community consultation period.
- A total of 108 questions were received from 78 individuals. Questions were in relation to understanding the change, in particular why the change was made without initial community consultation, as well as what can go in the recycling and food and garden waste bins.

“Why not put used pizza boxes (labelled as recyclable) in recycling bins? Will Monash Council ban such boxes or is recycling just substandard in Monash? This is very unclear. Why isn't Council making waste sorting and recycling at home simpler and easier? Or does Council deliberately encourage complexity to allow improved revenue sources from non compliance?”

“On what facts did Council base assumption that all residents have lots of food wastage & no food waste composting and NEED more collections of green bins. Did Council actually do a real survey to residents about food scraps quantities and whether food scraps are composted. If council did it must be a very small sample size. The bin audit done by council would not show if composting is used but council assume a weekly collection of green bins is needed for food waste collection which for many residents is absolutely wrong. (Just look out how many green bins are put for collection fortnightly now.)”

“How much money is being saved by Council by the halving of rubbish collections? Will this result in a reduction of rates?”

“I like many don't need more Green Bin collections. Can we opt out and get reduced Yearly Rates? My evidence for this is looking at the number of houses that don't put out green bins every fortnight.”

“I currently pay \$228.40 yearly for a larger red rubbish bin. Will this large bin still be collected weekly once this change happens? If not will Council reduce the cost by half (to \$124.20) in line with the reduced red bin collections decreed by Council? Please reply clearly to my question and not try to tell me I am paying for increased green collections which I don't want don't need and do NOT currently pay for. (I recycle my food waste in my garden already)”

Can cardboard be placed in green bin? A lot of packaging comes with cardboard and recycle bins are too small. cardboard breaks down. As you mentioned previously pizza boxes and paper can be added to green waste bins. Can you confirm recyclable cardboard boxes can also be added? If not then please explain why you allow paper and pizza boxes only.

“On average what percentage of green bins are collected fortnightly? My assumption is if a green bin is not put out every fortnight then it is highly likely a weekly collection would not be of benefit? If Council has accurate facts on this can they publish it? (Not small sample of statistically insignificant data please but real facts). If not then how can they assume residents NEED more frequent collections of green bins.

“I have hundreds of photographs and negatives that I no longer want to keep. Some are very old, some more modern. Can they go into the recycling bin? What to do with old books, can paper backs go into the yellow bin and can the pages from hard backs go there also? These books are not suitable to give to anyone as they are very dilapidated or technical books and outdated.”

# Questions asked on Shape Monash (cont'd)

"Will Council have a program to assist the elderly, disabled and frail putting out red bins fortnightly that will twice the weight? Not sure if Council currently have a program but it is likely to either need to be ramped up substantially or introduced once the "halving of red bin collections" is imposed on Monash residents in August."

"Recycling bins are easy to fill. Often I need to dispose of cardboard other ways. I know of many residents who wet the cardboard or cut it into small pieces to fit the recycling bins. Can I have my recycling bin collected more frequently and the green bin collected less often, which is rarely filled and only put out monthly for me. Was this option even considered?"

"Will Council be asking ALL residents directly through a survey or referendum to vote for this as is often done for major changes. All residents will be affected to some extent. When will the residents be asked? My bin will be too heavy to take out fortnightly."

"Should food waste be put direct into the green bin or should it be put in plastic bags and then in the green bin?"

"Question in good faith: is there any reason why this change (and others like it) couldn't be run as a short trial? Set some key metrics / objectives, give opportunity for council & residents to measure the actual impact and provide feedback throughout, and share a report on the findings publicly before any changes are made permanently? I'd love to see council initiatives like this run as trials / experiments, with any permanent decisions based on real-world data & observations. Thanks"

"Hello. I do think that it is such a great idea! To me, people who are complaining just don't realise how much waste can harm the environment. I don't see how it difficult to put food scraps into a separate bin... anyway! My question is for apartments, is there a way for you to talk to Body Corporate to organise weekly green waste collection with them? Thanks and good work! Do not be disheartened by what the people complaining say :)"

"City of Boroondara is giving out free compostable bin liners to the residents, will City of Monash do the same?"

"Are we allowed to use public bins to dispose of all the rubbish that won't fit in the red bins?"

"Smelly baby nappies, even wrapped up, waiting for up to 2 weeks for collection? Can we put these into the green bin also? Dog waste? Maybe EVERYTHING can go into the green bin to be collected weekly & we won't need a red bin any more!"

"I have disabilities and don't drive. How am I supposed to take big cardboard boxes, batteries and other items that you say can't go into the green, red or yellow lid bins for recycling? Am I supposed to pay taxis to take me to the supermarket or other recycling depots to recycle my waste? I have no one to do this for me and it would cost me a fortune in taxi fares, to do all that you're asking of council rate payers. The idea is good, but more consideration needs to be taken for disabilities etc."

"How do you clean the big green bin? I understand that the small kitchen bins are easy to clean. But what about cleaning the big green bin? Compostable liners don't contain any juice, and we barely have any garden clippings to "line" the bin with. I do care about the environment and have done my part from cloth nappies to composting green waste. But sticking my head in the bin week after week to scrub out sticky scraps and risk contamination from meat juices is not something I'm prepared to do. What's your advice?"

"I know I can take polystyrene to the municipal waste station, or dispose of small amounts in my red bin. However, polystyrene is bulky. I would appreciate it if a cage could be left in my area on some regular basis, within a reasonable walking distance so that I could deposit my household collection of polystyrene in it. Or, maybe polystyrene could be put in a special bag (so it did not break up and co-mingle with the recyclables) and be put in the yellow bin."

# Questions asked on Shape Monash (cont'd)

"I once received warning letter from Monash Council that my bins were overfilled and rubbish were all over my natural lawn strip. I was puzzled as my bins were never overfilled. One night, I caught my neighbours living opposite from me dumped their trash into my bin. Bulky pizza boxes and glass bottles were conveniently dumped into my Red Bin. I knocked on their door and told them I got warning letter from Council because of his behaviour. Now even more worried that my red bin would be abused."

"If the new plan comes through in Aug. to switch the red lid bin from weekly to fortnightly collection, will the council offer free upgrades from 120L to 240L bins? What of the costs associated with red lid bins? Why are they not going down if the bins will be picked up once a fortnight instead of weekly. Would the council be providing free compostable liners or is this another extra cost for residents? Given the rodent issues around Oakleigh, I feel this change will attract even more rodents"

"We are a household of 5 adults which create enough rubbish to fill a small red bin each week. What are we to do with excess rubbish we will generate each week? Why are you cutting our service by half when we need a weekly service?"

I think if residents could order and/or receive monthly compostable liners FREE OF CHARGE, this would be a great incentive because:

1. Waste is neatly packed in the liner/less mess/potentially less odour
2. Residents don't have to pay extra money, and would assist a change in behaviour to encourage more recycling.

"Originally Red Bins were 240L, if council wants to collect it fortnightly all residents should be offered a 240L red bin at no charge. The smell will be bad enough but at least we will not have overflowing bins everywhere causing a significant health hazard. Most people are very good at seeking to minimise waste and use the green and yellow bins but 120L for general waste is not large enough for fortnightly collection for any more than single person households."

"Does that mean meat/bones, cooked food, and spoilt etc go in the green bin? If the answer is yes, do we bag them or not?"

"As a lot of companies are moving towards sustainability we receive more 'compostable' food packaging, coffee cups etc. I worry if these go in the yellow recycling bin they will be removed for landfill as they are assumed to be normal coffee cups, but they will not break down in our small home compost and aren't eligible to go in the green bin at the moment. Would Monash consider allowing compostable packaging in the green bins?"

"In what world does council believe halving the collection rate will magically halve how much rubbish households produce? This plan makes a massive assumption that at least 50% of everyone's red bin rubbish is food waste. The only way this works is to upgrade everyone's 120L bins to 240L for FREE to compensate for the change, else it reeks of an easy money grab by council. What modelling/evidence does council have showing this solves all the problems without creating new ones for households?"

"Will residences be provided with a green waste caddy?"

"My wife and I are concerned about the dog poo being in the red bin for two weeks - even with weekly collection it is very smelly even though in a bag."

"Can we put food scraps in a plastic bag and place it in the green bin?"

"What is the timeline for the introduction of a separate glass recycling (purple lid) bin?"

"I don't have any issues with putting in food scraps into the green bin. Unfortunately my red bin is filled every week and if the council was to change to fortnightly, you should give us rate payers a bigger bin at no extra charge. By changing it fortnightly with no change to the bin size, it's encouraging people to use other people's bins or throw their rubbish into the green or yellow."