

ATTACHMENT 1 – HWT COMMUNITY SURVEY

Community Survey Methodology

1. A comprehensive community survey was identified as the most appropriate method for gathering both qualitative and quantitative data on the trial user experience, preference, satisfaction and acceptance. Owing to the significant change in service, an initial 3-month adjustment period in the new service model preceded the community survey.
2. The community survey was conducted during September and October 2019, using the online survey platform 'Survey Gizmo'. Paper copies of the survey were also available to any resident who wanted one, although none were requested.
3. Residents were invited to participate using a broad range of existing trial communications channels including the monthly direct mail, the electronic newsletter and the trial Facebook group. A separate, Council branded, reminder letter was also sent to all properties in the trial area.
4. Supporting the above approach, Council also employed a research agency to conduct face to face door knocking within the trial area. This approach enabled Council to target residents who were both engaged and disengaged with the service across multiple platforms and communications channels.

Qualitative Feedback – Collection Frequency

5. As part of the community survey, respondents were invited to provide additional information through open text field responses. This adds significant detail, understanding of the opportunities, challenges and insights into the community experience. Items of significant notes from this include the following:
6. There is considerable dissatisfaction some survey responses in relation to the fortnightly garbage collection as they prefer a weekly collection.
7. While a key focus of the trial is to encourage waste minimisation, consideration should be given to a formal bin upgrade program. Bin size upgrades are only available in specific circumstances such as large household (6 or more), medical condition or multiple children in nappies. Options for a temporary bin upgrade should be considered and a formalised system put in place to facilitate and manage this.
8. Many residents also report dissatisfaction with the fortnightly recycling bin collection. Changes in what can and can't be recycled have the potential dramatically impact the volume of material that will be disposed of in both the general waste bin and the recycling bin. Many residents reported their general waste bin now under more pressure owing to the change in what can be recycled it may be necessary to put additional items in the garbage bin. Others report that the recycling bin is under pressure due to the fortnightly collection. This could be resolved by providing a larger recycling and garbage bins to residents with larger families to provide the capacity to cope with a fortnightly collection. This will continue to be monitored to better understand community needs.

Qualitative Community Feedback – Other Issues

9. Overall the community are supportive of a HWT model of segregated collection for the various recycling streams. The glass and FOGO service appear to be appropriate and easy to use, although with some specific user experience consideration already outlined above. The fortnightly recycling collection is less well accepted but this appears to relate to a lack of capacity and will be greatly impacted, and so dependent on any, potential changes in the domestic recycling industry.
10. The fortnightly general waste collection is not well accepted with the current 80l capacity limitation. Options for increased capacity may resolve some of this dissatisfaction. However concerns regarding capacity to dispose of nappies and odour associated with nappies may remain a concern even with larger bins. A reusable nappies program should be established to support residents with children in nappies to reduce their use of disposable nappies or replace them altogether. A temporary bin upgrade programs should also be established to support those who are unable or unwilling to move to reusable nappies. *There is an opportunity for Council to explore providing a separate nappy collection service for families with infants if this should become a major barrier for a HWS roll out across the municipality.*
11. Contamination from passers-by is also a recurring theme, as well as contamination by others within the same MUD. Strong partnerships with compliance would provide opportunities to manage this behaviour. Specific MUDS education programs are required along with potential financial repercussions for building managements/ body corporates who fail to ensure waste is presented in a compliant fashion. This should be supported by a comprehensive tools and education collateral such as move in packs, move out packs, bin room signage, translated documentation, lease specifications and other similar MUD specific tools.
12. A recurring trend in feedback from residents focuses on confusion with the changes to what can and can't be recycled, particularly plastics. There is a significant misunderstanding in relation to the plastic identification code as an identifier for something being recycled. Residents also have significant difficulty accepting that many plastics items are not recyclable. Specific education tools and resources addressing plastic recycling would be very beneficially.
13. An A-Z of items, including which bin to place them in, would be beneficial, particularly as a magnet. Specific education tools for MUDS would also aid in increasing engagement in these properties.
14. The development of effective tools to assist and support the community to understand the various recycling stream and the use of the recycling infrastructure will be a major focus as it is important for a successful roll out of a HWS.
15. Many engaged residents want to see more being done about packaging and waste reduction. Future engagement strategies should consider this and industry advocacy projects. The release of the State Government Circular Economy Policy in December 2019 will provide further guidance for future actions required within this area.