

Waste Circularity Plan Engagement Stage 1

Independent Report of Community Feedback



Produced for



≈ October 2022 ≈

Using this document

Kismet Forward was engaged to conduct community consultation and prepared this *independent* report based on feedback received through a survey, community pop-up sessions and a dedicated workshop.

Discretion should be exercised in making decisions based on the data in this report.

While significant effort was made to reach a broad range of individuals, those who participated self-selected. As with all consultations, the feedback is subjective and not always consistent. For these reasons, while we have endeavoured to accurately reflect the feedback, the report is not *necessarily* an accurate representation of broader community or stakeholder opinion.

The report does not provide recommendations or opinions of the Kismet Forward team. No formal statistical analysis or fact-checking of data has been undertaken.

Kismet Forward does not accept responsibility for any third party's use or reliance on this report.

Photos were provided by Frankston City Council.

Abbreviations and terms used

FAQ	Frequently Asked Questions (Fact Sheet)
FCC	Frankston City Council
FOGO	Food Organics and Garden Organics
FRRRC	Frankston Regional Recycling and Recovery Centre
MFC	Mini Frankston City (engagement panel)
Participant	A community member who participated in this consultation
Respondent	A person who responded to the survey



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Kismet Forward provides specialist advice and support in community engagement, facilitation, conflict management coaching, program logic, strategy, evaluation, training and project management.

Further information can be found at www.kismetforward.com.au

Acknowledgement of Country

We acknowledge that this consultation took place on Bunurong Country.

We recognise their unique ability to care for Country and their deep ongoing spiritual connection to it.

We honour their Elders, past, present and emerging and extend this respect to all Aboriginal and Torres Strait Islander people.



Reconciliation is used with the permission of Bunurong artist Glenn Shaw.

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Executive Summary

In 2020, the Victorian Government released *Recycling Victoria: A new economy* as the government's 10-year policy and action plan for waste and recycling. In this document, the Government recognised the significance of the waste issue and outlined a broad suite of reforms to improve the recycling system and transition the current economy towards a circular economy.

Council's Waste Circularity Plan will outline how FCC will achieve the Victorian Government's target for all councils to divert 80% of waste from landfill by 2030.

This consultation utilised several processes to engage the community and generate feedback on managing waste:

- A community survey (262 responses)
- An online community workshop to help interpret the survey results (17 participants)
- 3 community pop-ups (22 attendees).

As prioritised by survey respondents, the 3 most important initiatives for the Waste Circularity Plan were *Clothing/Textile Recycling*, *Reusable Nappy and Sanitary Item Rebates* and *Composting Support*. Workshop respondents commented that the life stages of residents dictate these initiatives.

Most survey respondents use *Hard Waste Collection* and *Clothing Donation Services*. *REDcycle Soft Plastics* (at Supermarkets) is used by a little over half of the respondents. Workshop participants felt that these 3 were the most convenient, understood and free waste services.

Suggestions to reduce contamination included clear information and engagement opportunities, incentives, assisting with 'proper use' of bins and understanding community issues and motivations.

More than two-thirds of survey respondents preferred an 80L kerbside bin for glass. There was substantial commentary about the financial and other impacts of the proposed glass service, particularly from people who have little glass waste.

Almost two-thirds of respondents were aware that food contributes significantly to household waste destined for landfill, and most knew that food scraps could go directly into the FOGO bin.

Support for flipping weekly garbage and fortnightly FOGO collections was less emphatic, with 53% supporting the collection change. The key issues of concern included odours and vermin, the volume of material generated, hygiene and the likely cross-contamination of bins with waste that is overflowing from the correct bin. Particular problems were noted for large households and families with children in nappies.

Workshop participants highlighted the need for evidence-based waste policies and communication of the need for change. There was broad support across the consultation for better education about Circular Economy initiatives and, at the base level, what items are suitable for each of the collection bins.

1. Introduction

Project background

The challenge of managing waste is being experienced by public authorities around the world. Victoria's limited landfill capacity is pushing State government and local councils to develop solutions that deliver sustainable approaches and move away from relying on landfill.

Councils in Melbourne's southeast will be substantially affected by the expected closure of the Hampton Park landfill as early as 2025. This will require councils to transport waste to other landfills across Melbourne.

Landfill presents many challenges, including limited availability, cost, pollution, odours and greenhouse gas emissions.

Frankston City Council (FCC) has opted to take a proactive approach to waste management and examine the opportunities presented by the emerging circular economy, which seeks to avoid, reuse and recycle waste.

The development of a Waste Circularity Plan follows Council's consultation in mid-2022 on Advanced Waste Processing. The Plan will outline how FCC will achieve the Victorian Government's target for all councils to divert 80% of waste from landfill by 2030.

Context

In 2020, the Victorian Government released *Recycling Victoria: A new economy* as the government's 10-year policy and action plan for waste and recycling. In this document, the Government recognised the significance of the

waste issue and outlined a broad suite of reforms to improve the recycling system and transition the current economy towards a circular economy.

Recycling Victoria includes four important new targets which influence FCC's approach to waste management:

1. Divert 80 per cent of waste from landfill by 2030, and an interim target of 72 per cent by 2025.
2. Cut total waste generation by 15 per cent per capita by 2030.
3. Halve the volume of organic material going to landfill between 2020 and 2030, with an interim target of a 20 per cent reduction by 2025.
4. Ensure every Victorian household has access to food and garden organic waste recycling services or local composting by 2030.

Achieving these targets requires Council to develop a range of waste circularity initiatives for the community.

The purpose of this report

This independent report was produced by community engagement consultants Kismet Forward. It details the consultation approach and captures the feedback received across the different consultation methods.

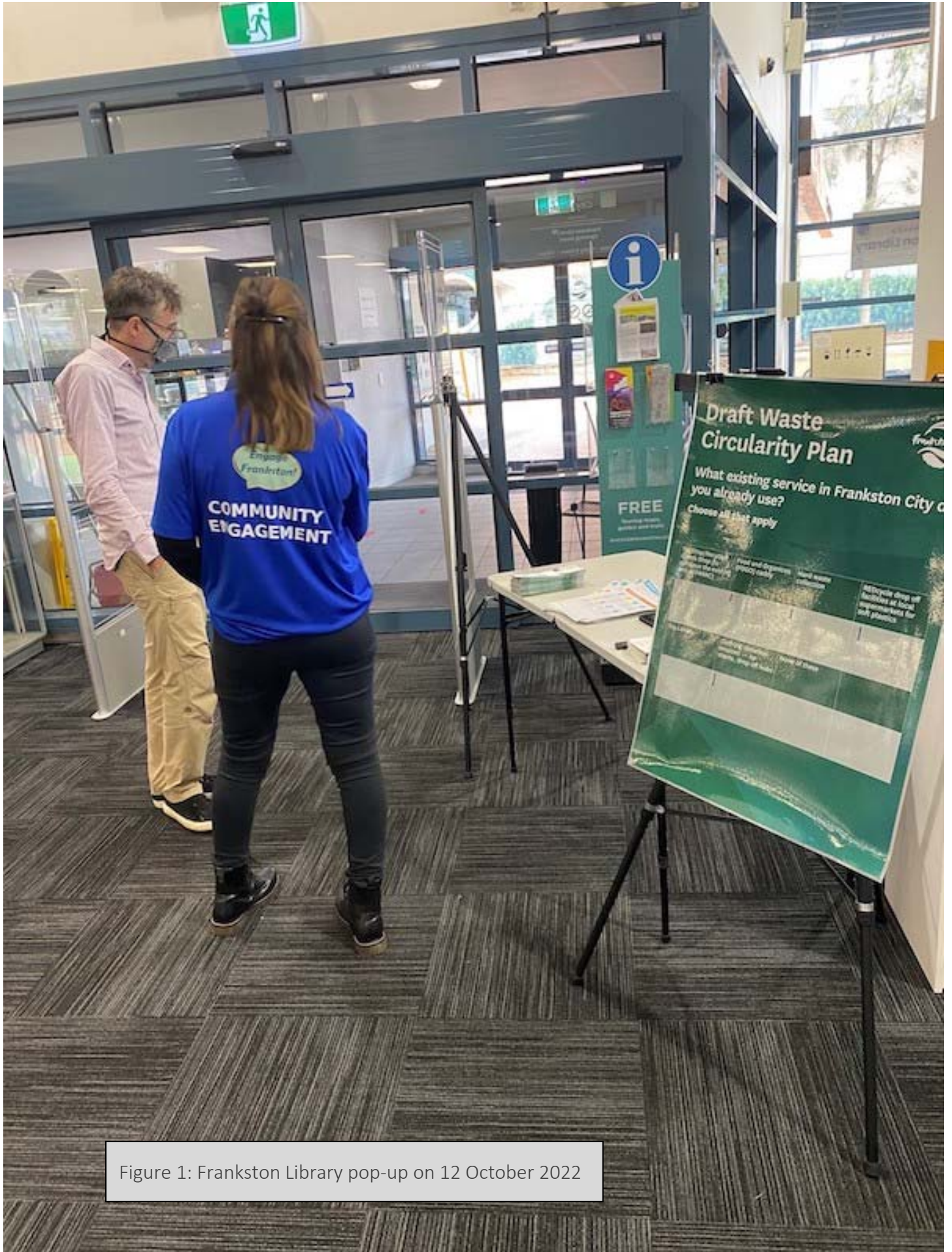


Figure 1: Frankston Library pop-up on 12 October 2022

2. The Engagement Approach

Council told us it values the input of local communities and is committed to providing meaningful opportunities for the community to have their say in managing waste.

Council added that this feedback would enable the development of the best Waste Circularity Plan that addresses Council's obligations while reflecting local needs and aspirations.

Engagement objectives and scope

The objectives of this engagement project were to:

- Involve the community in the development of the new Waste Circularity Plan.
- Raise awareness of the upcoming changes to Council's waste services.
- Facilitate a shift in residents' behaviours towards waste generation and a circular economy.
- Build capacity for ongoing support to the community for transition across kerbside waste and recycling to 2030.

The consultation process sought feedback on waste management, kerbside collection services, a separate glass service and food and garden organics collection (FOGO).

Engagement opportunities

Frankston City developed a specialised approach to achieve the engagement objectives and get feedback from as many community members as possible.

The engagement period ran from 9 September to 17 October 2022. The following activities enabled 367 people to contribute feedback:

- Targeted social, electronic and print media campaigns and print advertising throughout the engagement period kept the community informed of progress and promoted opportunities for consultation.
- A dedicated Engage Frankston web page was published on 9 September, including a series of FAQ fact sheets for waste and glass collection services.
- An online survey via the Engage Frankston web page was open from 9 September – 17 October.
- An online workshop was held on 5 October. Participation was invited from Council's Advanced Waste Processing panel, Mini Frankston City and the community.
- Community pop-ups were held in Langwarrin, Frankston and Carrum Downs on October 11, 12 and 14.
Pop-ups were also planned for the Mayor's Picnic Day (17 September), Pets' Day Out (9 October) and in Seaford (13 October). All were cancelled due to inclement weather.

Website

The project webpage was accessed through the Engage Frankston platform administered by Council.

Engage Frankston webpage

The Engage Frankston webpage (shown below) served as the gateway to the project webpage. It provided a brief introduction and link to the project webpage.



Last updated: 06 Oct, 2022

Creating a Waste Circularity Plan!

Get involved in the development of our Waste Circularity Plan! Let us know what you need to reduce the amount of waste sent to landfill. Closes 5pm on 17 October 2022.

[Learn more →](#)

Waste Circularity Plan webpage

The project web page included information about the following:

- The need to manage waste differently.
- The circular economy concept and examples of initiatives to achieve it.
- Proposed changes to glass recycling services.
- FAQs for waste and glass.
- Links to relevant documents and Waste Circularity Plan timelines.
- Information on and access to opportunities for the community to provide feedback, including an online survey, an online workshop and pop-ups at council facilities.

The page was visited by 825 people and was viewed 1551 times. The page was followed by 75 people.



Online survey

A survey was launched on 9 September on the Engage Frankston web page. Its closure was extended an additional week to 17 October to compensate for the cancellation of the Mayor's Picnic and Pets' Day Out.

Screenshots of the survey are included in Attachment A.

262 survey responses were received.

Online community workshop

The workshop was designed to generate feedback to help Council interpret the interim results of the Waste Circularity Plan community survey and to delve deeper into the survey questions.

It was held from 6:30-8:30pm on 5 October 2022.

Community members were invited to participate in the workshop through the Engage Frankston web page and membership of Council's previous Advanced Waste Processing panel and Mini Frankston City (MFC).

All participants were offered a \$40 voucher for sustainable products from Roving Refills Frankston as an incentive to attend.

A total of 44 RSVPs were received, and 17 people attended. All participants were asked to complete the online survey before participating in the workshop.

Process

The workshop was conducted on Zoom and facilitated by Jennifer Lilburn. As detailed in the agenda (Attachment B), participants were asked to provide feedback on a series of questions focussing on the interim results of the online survey as of 30 September, when 149 responses with 178 ideas had been submitted.

Community pop-ups

Council officers held a series of pop-ups at council facilities around the municipality to maximise the survey's reach and provide access for people who are less comfortable with digital platforms.

These were arranged after pop-ups planned for the Mayor's Picnic and Pets' Day Out were cancelled.

The pop-ups were held at the following locations between 11:30am - 1:30pm:

- Langwarrin Customer Service Centre on 11 October.
- Frankston Library on 12 October (see Figure 1).
- Carrum Downs Library on 14 October.

The library sessions were held at the same time as the library Storytime sessions to catch passing community members.

Participants were guided through paper copies of the survey, which were later entered electronically by Council staff. Poster displays were provided to explain the development of the Waste Circularity Plan.

22 people engaged directly with the pop-ups.

Social media

Social media was responsible for referring 59% of the visits to the project webpage.

Council published three posts on Facebook about the consultation on 13 and 30 September and 10 October. Engagement totalled 144 likes, 125 comments, 17 shares and 313 clicks on post links. (see Figure 2). A LinkedIn post generated 101 interactions, 5 comments, 2 shares and 44 clicks through links.

An Instagram post on 30 September and 9 likes but no comments.

Electronic and print media

An advertisement was included in the Frankston City News in September 2022.



An article was also included in Council's online newsletter (e-news) in September.



Notes regarding this report

This report includes some verbatim comments (shown in *italics*) to demonstrate the range and level of sentiment expressed. Some minor grammatical and spelling fixes have been made.

Some respondents provided information relevant to the project but not necessarily to the question asked. All comments have been consolidated under the appropriate theme in this report.

Social media feedback was largely consistent with survey responses. Additional points made in social media have been included in this report.

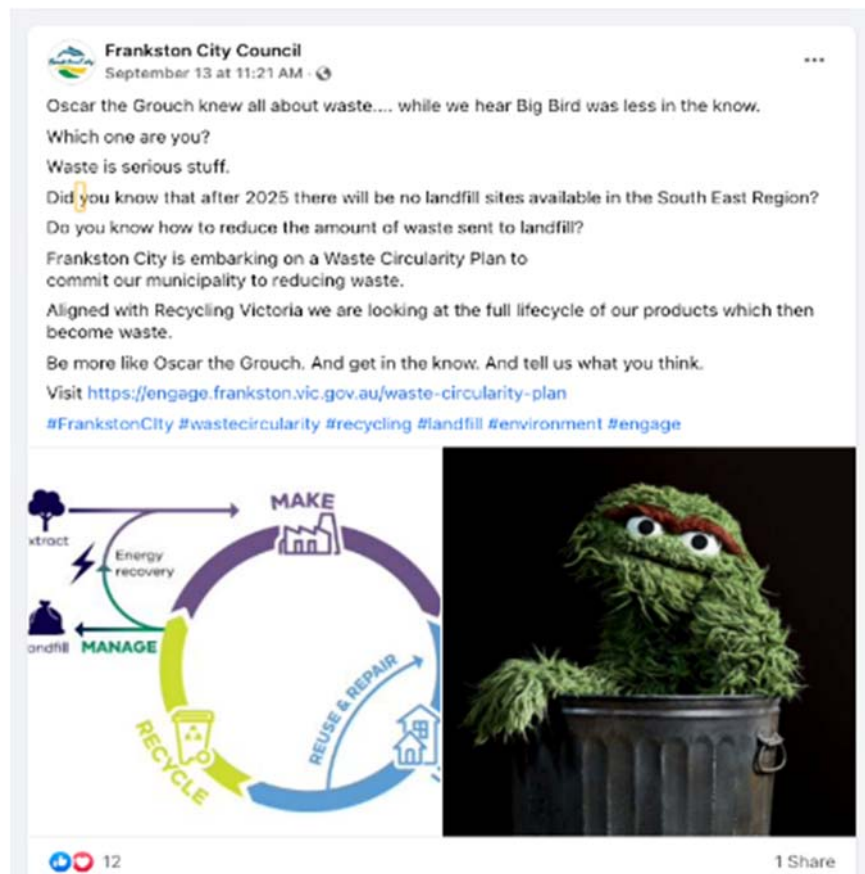
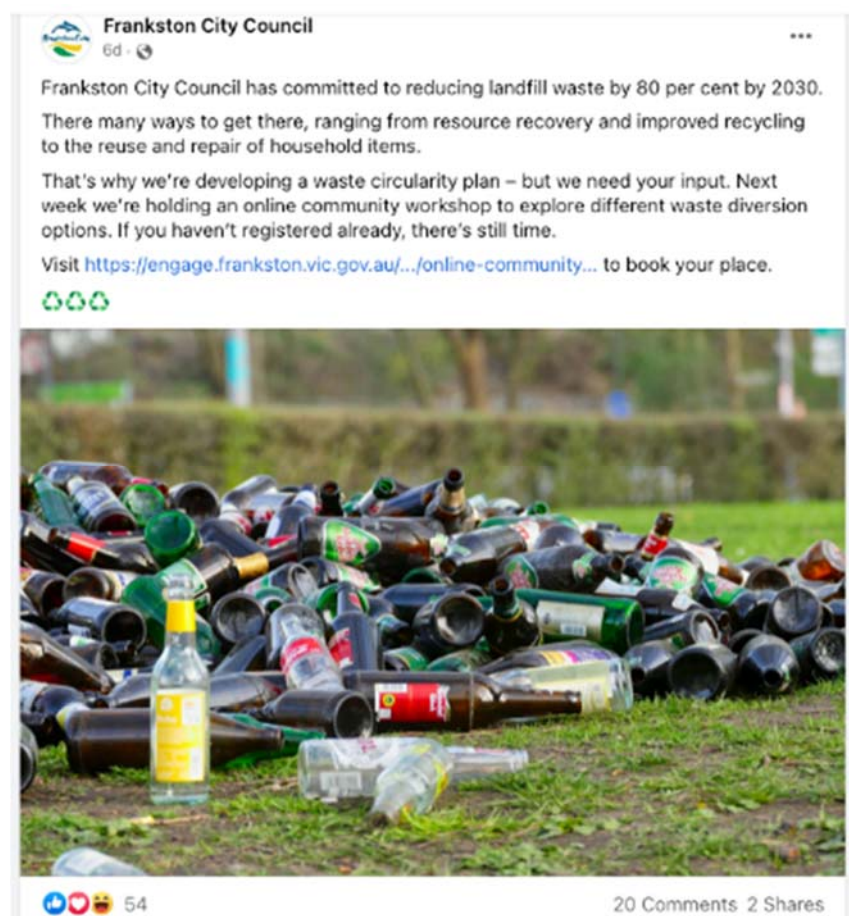


Figure 2:
Facebook posts
on 13 and 30
September



3. Who contributed feedback

Two main groups contributed feedback within the Frankston City community:

- Those who completed surveys either online or in person at community pop-ups, and
- Participants in the online workshop.

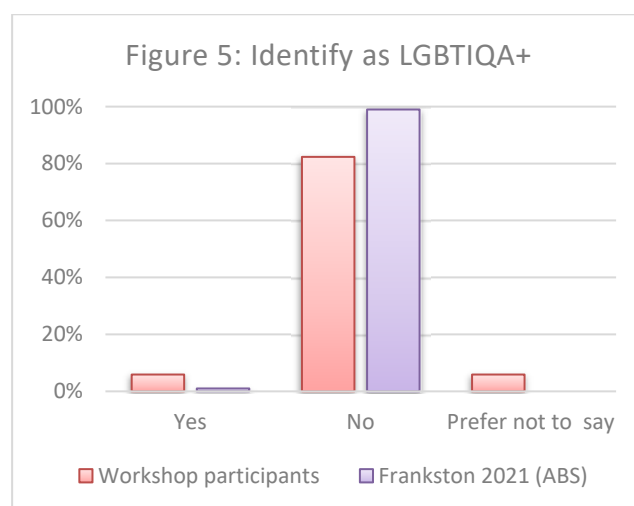
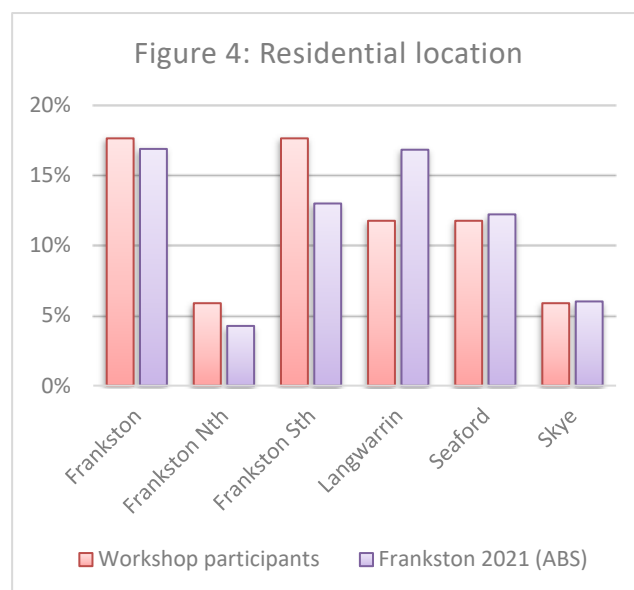
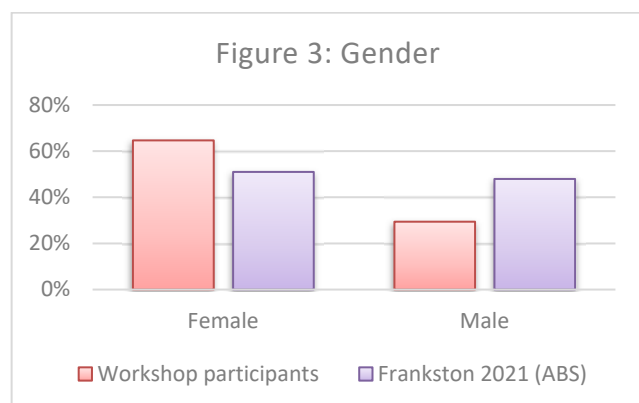
Personal information was not collected from respondents through the survey process.

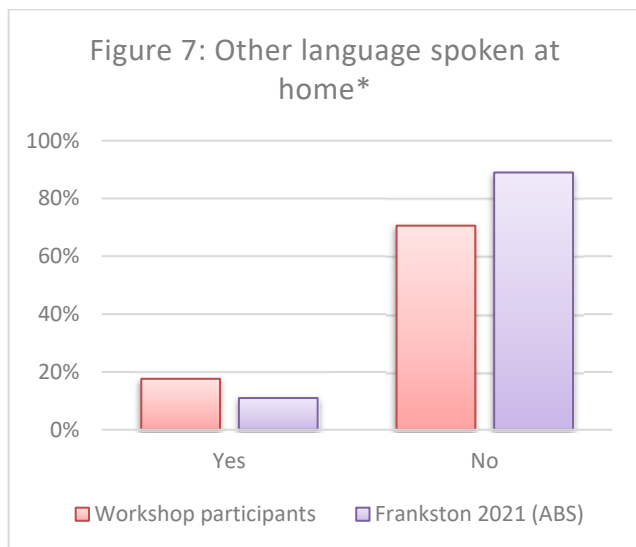
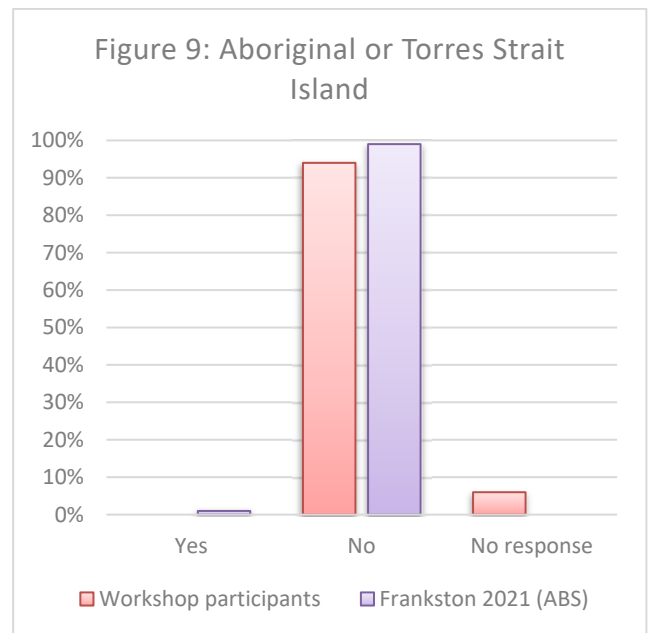
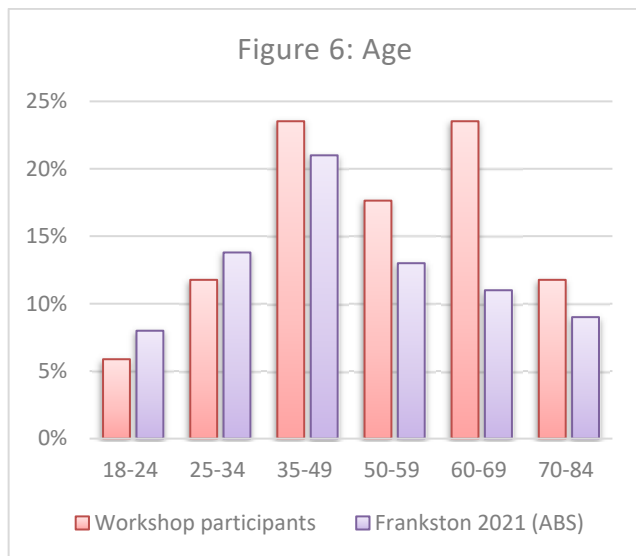
Workshop participation

The workshop was open to all members of the community. Participation was not managed to achieve representation of the municipality's demographics.

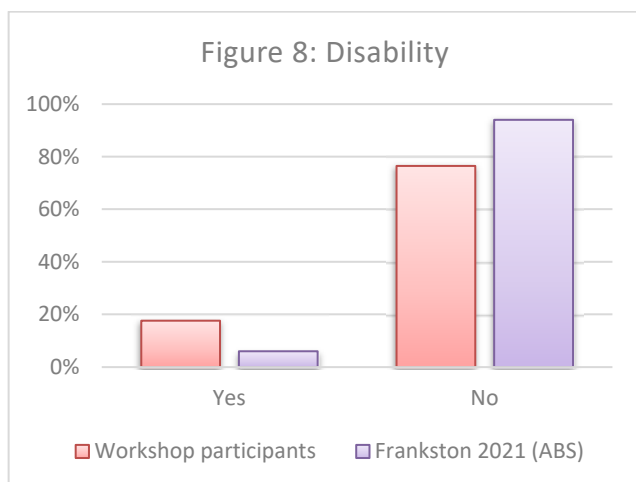
The 17 workshop participants were asked to provide personal information anonymously. Figures 3-9 show participants typically lived in Frankston South, Frankston, Seaford, or Langwarrin. Most were female, aged 35-69, not identifying as LGBTIQ+, speaking only English at home, were without disability, and were not Aboriginal or Torres Strait Island people.

Comparisons of each demographic attribute with municipal data from the 2021 ABS Census are also shown in Figures 3-9.





*Census data identifies Culturally and Linguistically Diverse Communities and is a broader measure than languages spoken at home.



4. What we heard

Waste Circularity Plan priorities

Workshop priorities

Workshop Q1: What is the most important matter you would like the Waste Circularity Plan to tackle?

As an introductory exercise, workshop participants identified the priority issues for the Waste Circularity Plan to address. These fell into five broad categories (with the number of contributors in brackets):

- Reducing waste and pollution - including reducing waste at the source. (5)
- Changing the approach - including using evidence, the involvement of industry and business, and moving away from a linear economy to a circular economy. (3)
- Improving participation through incentives, free green bins and uptake of existing services. (3)
- Better recycling with fewer items to landfill and less contamination. (3)
- Education and engagement beyond those already interested in waste or waste circularity. (2)

Priority initiatives

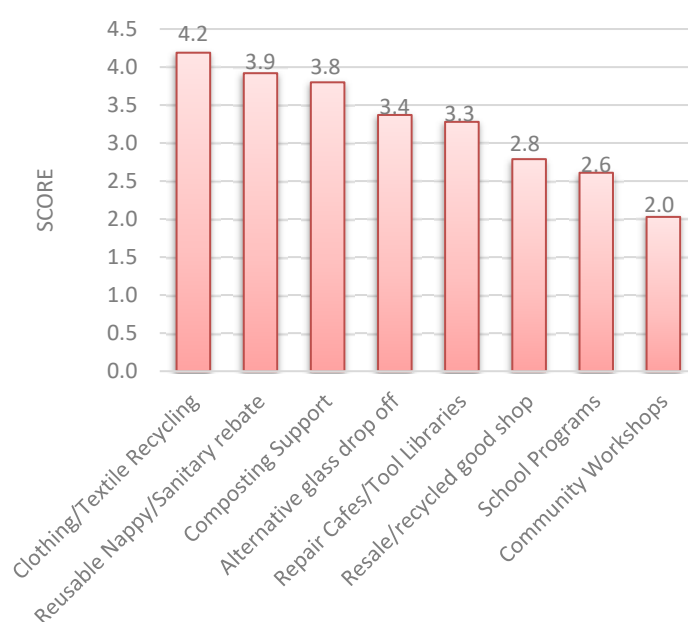
Survey Q1: Which 4 initiatives would you most like to see become priorities in the Frankston City Waste Circularity Plan?

This survey question was closed, asking respondents to rank their top 4 preferences from 8 options. 262 responses were received.

The priorities shown in Figure 10 are displayed according to the score they received through The Hive survey platform analysis.

This score considers the proportion of respondents who included each initiative in their top 4 priorities. A higher score means more respondents gave an initiative a higher preference.

Figure 10: Survey respondents' priority initiatives (score)



Clothing/Textile Recycling achieved the highest priority score of 4.19, followed by the *Reusable Nappy and Sanitary Item Rebate* at 3.92 and *Composting Support* at 3.80.

These top 3 results were within a 9% span, with a 14% drop in score to the fourth priority, *Alternative Glass Drop-Off*.

The interim survey results were downloaded on 30 September for workshop participant review before the 5 October workshop.

The interim results were quite similar, except for the top 2 initiatives. The *Reusable Nappy and Sanitary Item Rebate* initiative scored 4.22, marginally higher than *Clothing/Textile Recycling* at 4.21.

Workshop Q2: Were the (interim) results surprising?

Participants were somewhat surprised at some of the interim results. Points raised included:

- The priorities reflect a respondent's stage in life, e.g. whether they use nappies.
- Recycling and donating clothing was considered commonplace across the municipality.
- Participants found the interest in nappies surprising and noted this category also included sanitary items. It would be helpful if these could be separated for future consideration. It was also noted that COVID-19 may have increased the use of disposable nappies.
- The recognition that lifestyles and expectations have changed. While there is a tendency towards a "throw-away society" in some areas, there is a greater effort to minimise waste in others.

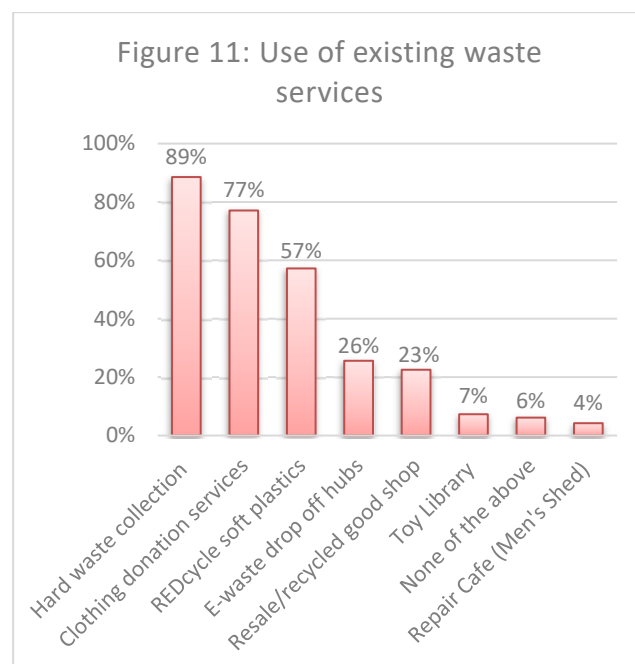
Use of existing services

Survey Q2: (Many waste) services already support a circular waste economy in Frankston City. Which do you already use?

This was another closed question; survey respondents could select as many of the 7 options as appropriate. See Figure 11; 262 responses were received.

Survey respondents provided clear feedback about the existing services they use. A vast majority of respondents use *Hard Waste Collection* and *Clothing Donation Services*. *REDcycle Soft Plastics* (at Supermarkets) is used by a little over half of the respondents.

Significantly fewer respondents use other options.



The interim results discussed at the workshop were consistent with the final results.

Workshop participants were interested in discussing *Hard Waste Collection*, noting it is the most commonly used service in Survey Question 2. Still, it was not provided as a choice in Survey Question 1. Council officers noted that *Hard Waste Collection* is not considered a circular waste initiative. This point was challenged by several participants who had observed '*recycling and reuse*' at hard waste collections.

Participants noted opportunities to improve hard waste collection and scavenging opportunities and behaviour to align with a circular economy. Council agreed to provide further information about hard waste collection issues.

Workshop Q3: What factors contribute to the 3 most heavily used services being so popular?

Workshop participants suggested a range of ideas as to why *Hard Waste Collection*, *Clothing Donation* and *REDcycle Soft Plastics* were the most popular.

Responses fell into 4 broad themes, which included the following factors. Participants identified the most important factor (the

number of votes for each idea or theme is shown in brackets):

The top 3 services are easy and convenient (8)

- Easy to access (2)
- They are the most convenient (2)
- Doorstep service (1)
- Hard waste is easy to do (1)
- Supermarkets take soft plastics when doing online delivery (1)
- Textile shops take their old clothes back (1)

Residents know about and understand the top 3 services (2)

The top 3 are free of charge (1)

The volume of the hard waste makes it more popular (1)

Additional points from the workshop discussion included:

- The location of the Men's Shed isn't well known.
- The recycling shop should be located in central Frankston
- The clothing industry should take responsibility for packaging.

Workshop Q4: What obstacles prevent the take-up of the 3 least used services?

Participants identified 22 barriers to the uptake of the *Resale/Recycled Goods Shop*, the *Toy Library* and the *Repair Café (Men's Shed)*. These barriers fall into 5 themes, which participants prioritised:

These services are not well known (7)

- Not many people know about them (3)
- Never heard of repair cafes (2)
- Where is the repair shop in Frankston? Not advertised. (2)

The 3 least popular services are not accessible (5)

- The FRRRC shop should move to central Frankston (4)
- Not enough access or repair cafes throughout the municipality (1)

The service or model is lacking (3)

- Not a good experience of dropping off at FRRRC (2)
- The revenue model for FRRRC resale shop (1)

Their costs outweigh their benefits (0)

- Many toys are too cheap to buy, so the Toy Library is not needed (0)
- Concerns around toy hygiene (0)

Additional points from the workshop discussion included:

- There is an opportunity for dismantling products for recycling components.
- More locations for e-waste recycling are needed.
- Recycling shops should be located in convenient places. Examples included a recycling shop in Canberra, like a supermarket and a private business in the centre of Berlin. Access via public transport is important.

Education about kerbside contamination

Survey Q3: What do you think Council could do to further educate residents about contamination within the kerbside waste collection services?

A range of themes emerged from the 602 suggestions (from 235 respondents) received to this question. Numbers in brackets refer to the number of times a theme or sub-theme was mentioned.

Provide clear information and engagement opportunities (193)

- Provide clear information products about the waste services, the materials they will accept

and how to avoid contaminating the materials. E.g., pamphlets, charts, fridge magnets, games, videos, phone apps and websites (78)

- Attach information to the bin or the bin lid to explain what is acceptable in each bin and how to avoid contamination. E.g., stickers and posters (54)
- Provide more information and engagement about the bigger picture of waste and recycling, including a circular economy, why it is an important issue, how materials are recycled and the benefits of recycling. E.g., tours of recycling facilities would be helpful (40)
- Create opportunities to engage children and businesses through dedicated programs for schools and industry (21)

Provide properly detailed information on recycling and what is and isn't allowed in the bins, and take the time to educate residents with relevant examples.

Proper use of waste services (66)

- Education about the correct waste materials for each bin service, why contamination is an issue and how to avoid it (29)
- The need to make waste management easy or more accessible for people by removing barriers (15)
- What to do with materials that can't go in kerbside collection (9)

I don't even know what waste contamination means, so you could probably start there.

Explain wishcycling and the problems it poses.

Incentives and disincentives (45)

- Take a more punitive approach through greater enforcement, including bin checks, audits, fines, cautions and collection bans (28)
- Create incentives to drive better waste practices, such as rebates, competitions, awards, recycling vending machines and container deposit schemes (17)
- Rate incentives and rebates (7)
- Instal physical devices on bins, such as locks or sensors (3)
- Motivation to support behaviour change - which may require councils to work together to reach those not already interested (2)
- Punish those who contaminate, e.g. sticker bins and not empty them (2)
- People who are not interested in waste or are deliberately contaminating are not engaged - check why they are doing it and help them (1)
- Motivate via social connection (1)

Council's approach (26)

- Council needs more capacity to educate and assist the community (18)
- Council should be more progressive regarding a circular economy and lead by example (6)
- Look at opportunities to partner with other organisations and collaborate (2)

Understanding the community (22)

- Recognise differences between households with regard to their composition, dwelling, budgets and ability to physically manage bins and waste (15)
- Recognise people have different needs, attitudes and tolerances to manage waste and manage change (7)

- Educate about the costs of waste management (13) Affordability of additional waste services for Council.
- The role of contamination in increasing landfill costs to Council.

Workshop Q5: What themes were obvious in the (interim) feedback? What actions could Council take to reduce waste contamination?

In reviewing the interim survey results, workshop participants identified 38 potential actions for Council to reduce contamination. This feedback fell into 6 themes, which participants prioritised. (numbers in brackets indicate the number of votes for each theme or suggestion).

Education and engagement (11)

- Printed information is still highly relevant and asked for (3)
- Education should be on the job - involve people in the recycling process (2)
- Beach patrol - good communicator (1)
- Champions assisting with messaging (1)
- Education around not bringing waste home, how to not buy new things (1)
- Education in schools (1)
- Kids designing education material (1)
- Simplify the messaging (1)

Financial (9)

- Free green bins or increase the cost of landfill bins (6)
- User pays for landfill: pay more for bigger bins or more frequent collection (3)

Waste service and operation (4)

- REDcycle bin should be at home (2)
- Don't reduce the frequency (1)
- FOGO helps a lot (1)

Understanding the community: Household size matters (1)

Additional points raised through discussion included:

- The need for education, such as reintroducing the successful Halve Your Waste program and extending it to businesses.
- Agreement on the benefits of REDcycle.

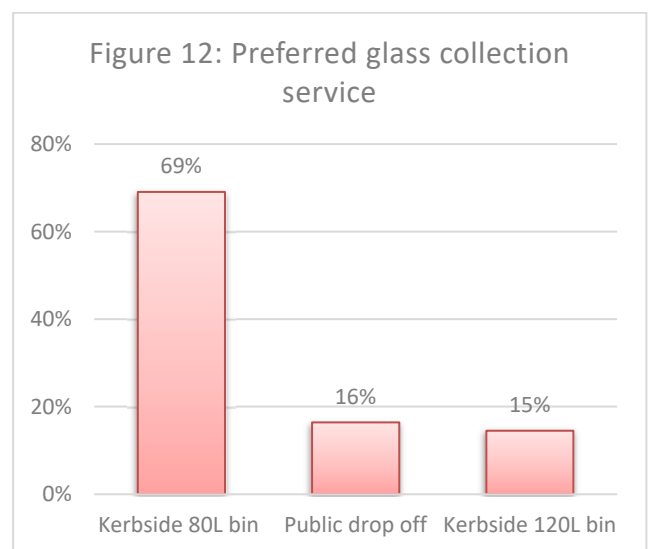
A separate glass service

It is difficult to gauge the level of support for a kerbside glass bin from survey results. While respondents were asked if they agreed with an MFC panel preference for household kerbside glass bins, no mechanism was provided in the survey for a response.

However, other responses indicate support for the proposed glass bin.

Survey Q4: Which of the following would best suit your needs?

As shown in Figure 12, the 262 survey respondents indicated a clear preference for kerbside collection using an 80-litre purple-lid glass recycling bin with more than two-thirds of respondents choosing that option.



Survey Q5: Do you have any concerns about a separate glass service? 219 people responded to this question. Of these, 86 respondents stated they had no concerns about the proposed separate glass service, while 32 explicitly stated their support. 13 explicitly opposed the proposed service.

Respondents collectively listed 376 concerns as follows:

Council's understanding of community issues and preferences (93 respondents)

- Other waste issues were a higher priority than glass, particularly soft plastic (31)
- Respondents' use of glass was very low; would struggle to fill bins (26)
- Needs differ across the municipality and that their situation (e.g. age, income or interest in waste) posed challenges (23)
- Make the glass service as easy as possible for the community (18)
- Rental accommodations or apartments create additional challenges for the space required by an additional bin, accessing the bin and whether landlords would support the use of the bin (13)

If you want the glass service to be utilised to its fullest, the service needs to be free, convenient and easy.

Impact on waste services (81 respondents)

- Glass drop-off locations are preferable to kerbside collection for low glass users and those who did not want the expense of kerbside collection, make drop-offs more accessible and expand them to include soft plastic (37)
- The glass service may impact other waste services, including the frequency and size of garbage collection, confusion for collection

days and the impact of extra trucks on the road (19)

- Concern about the impact on garbage collection frequency (18)
- Potential conflict with container deposit schemes (14)
- Consider a small container rather than a bin (6)

We use minimal glass, and I would prefer to take this to a local drop-off centre instead of another bin service.

Financial impacts (41 respondents)

- Concern about the affordability of the extra bin (27)
- Many would not use enough glass to justify the cost of an extra bin (9)
- The service needs to be free and convenient if it's to be used effectively (3)
- The service will increase costs to Council (1)

Personal impacts (47 respondents)

- The extra space required for an extra bin/ there are too many bins (36)
- The extra work involved with glass and logistical issues, e.g. lack of space to store glass before it is taken outside to the bin (7)
- Bin safety and stability (4)

Finding space for an additional bin is a genuine challenge....

Contamination (24 respondents)

- Confusion about what types of glass can be recycled and how it is treated (11)
- Options for recycling or disposing of glass that is not suitable for kerbside collection (6)

- Clarity for container lids (4)

Education and information (15 respondents)

- More education is needed about the need for, benefits of and correct methods for recycling glass (11)
- Update information material, e.g. bin stickers (3)
- Encourage and promote businesses that support recycling (1)

Other

Other issues suggested by small numbers of respondents and not covered in the themes above include:

- Improving uptake through incentives and enforcement activities, e.g. inspections or fines
- Options for people to share bins where cost or space is a barrier to adoption.
- Whether the impacts of additional trucks and plastic recycling bins offset the benefits of recycling glass.
- Concern about the number of bins on nature strips outside multi-unit dwellings.

Workshop Q6: Is a clear direction emerging for Council regarding the glass collection service?

Considering the interim survey responses, workshop participants suggested the emergence of 5 themes:

- Bin size - while the majority want the 80L bin, there should be an option for a smaller bin as many people may not use a lot of glass.
- Cost - the cost of the bin to households is unclear. Knowing will change people's minds.
- Collection frequency - the frequency needs to be confirmed, and glass may require less collection after Container Deposit Scheme comes in.
- Information - stickers on the bin.
- Understanding the rationale.

Workshop Q7: What do the interim results tell us about what Council needs to do/be mindful of when introducing the glass collection service?

Workshop participants identified issues for Council covering 7 themes and noted that several issues cut across themes. They included:

Financial

- The expense of waste services. People do not want to be charged for an extra service and, if necessary, Council should not charge much.
- Ratepayers will need to absorb the cost as it is a Victorian Government directive and not Council's choice.
- Low-income earners may be unable to afford to pay and may not need the new bin.
- Residents should understand the cost of providing the service.

Proper use and contamination

- Clarity and education are needed about the types of glass that can go into the bin.
- Provide an extra drop-off point for the glass that can't go into the household bin.
- If it is 4 weeks between collections, people may use their recycling or rubbish bins in the intervening weeks if the bin is full.
- Ensure that the glass is not contaminated and that all the glass in the bin is recyclable.

Educate and inform

- Many people don't want or believe they need a glass bin, so Council needs to be clear about why it is needed and that this is compulsory and directed by the State Government.
- Let the community know what the proposed container deposit scheme will accept.

Waste services and operation

- People should be able to opt in for a larger bin or multiple bins.
- Potentially paying more for a larger bin.

- Make sure the bin truck doesn't drop the glass.

Understanding community

- People who don't use much glass may not have enough to fill an extra bin.
- Opportunities for people to share bins.

Personal impacts

- Extra space for an extra bin.
- Odorous bins require weekly collection.

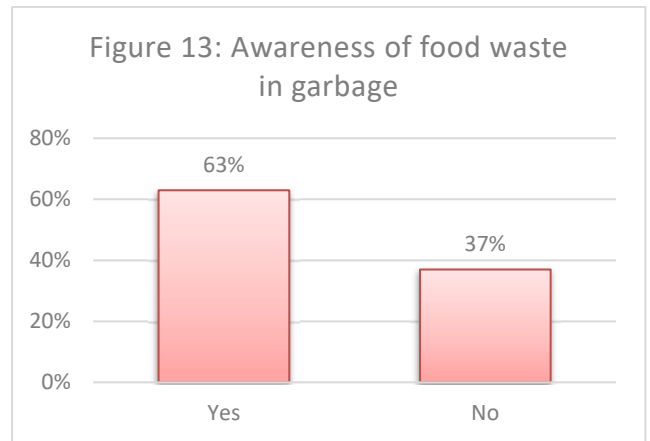
Motivation

- Reward correct usage and penalise abusers of the service.
- Offer people compost bin vouchers as an incentive.

Food and Garden Organics (FOGO)

Survey Q6: Were you aware that half of most residents' garbage bin is filled with food waste?

262 responses were received to this question, as shown in Figure 13.

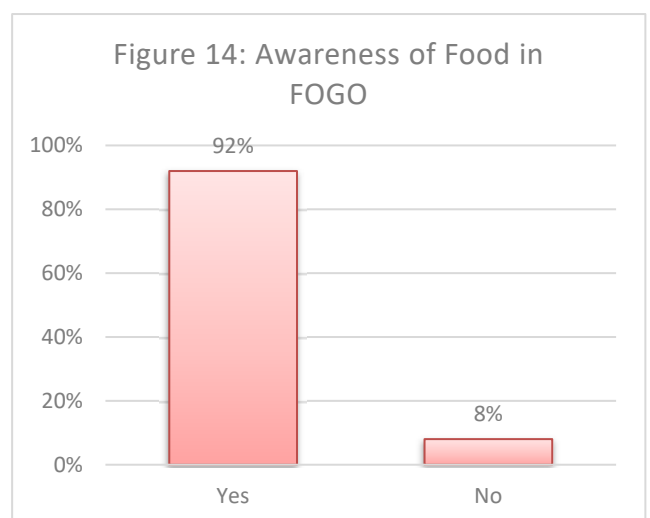


Almost two-thirds of respondents were aware that food contributes significantly to household waste destined for landfill.

While the interim survey results considered by workshop participants were similar, they showed less difference, with 57% aware and 43% unaware.

Survey Q7: Do you know you can put your food scraps directly into your garden organics bin?

262 responses were received to this question, as shown in Figure 14.



The overwhelming majority of respondents knew that food scraps could go directly into the FOGO bin.

Interim survey results considered by Workshop participants differed by one percentage point.

Workshop Q8: What specific things could Council do to increase community knowledge and participation in FOGO?

Feedback from workshop participants included the following:

Financial

- The extra cost is an issue for both residents and landlords. It acts as a disincentive to uptake; Council should consider making bins free or reducing rates.
- Council could provide free FOGO bins for residents and charge for a kitchen caddy bin.
- Council could consider a green waste charge and undertake a full review of charges. Larger bins could cost more.

Inform and educate

- Provide more information and promotion to educate people.
- Printed material suggesting green waste usage ideas and listing council services (e.g. provision of compost liners) could be sent to households.
- Candidates for elections could be required to attach waste leaflets to their candidate mailouts.

Waste services and operations

- Improve understanding of the cost of services, and that reducing waste can also reduce Council costs paid to contractors, which could reduce rates.
- Make FOGO a weekly service and the waste service fortnightly.
- Enable residents to share bins with neighbours.

Motivation

- Provide financial incentives for composting services.
- Provide incentives to people who don't contaminate their bins.

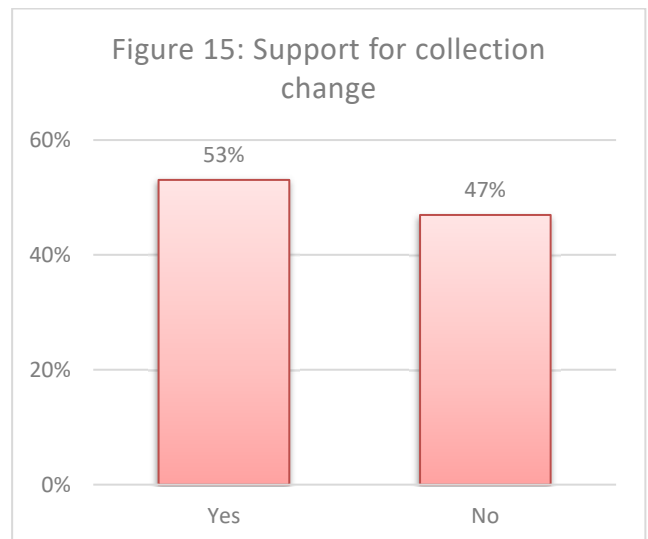
Understanding the community

- Acknowledge the demographics of the area and the proportion of financially disadvantaged residents.
- The uptake of garden waste bins - not everyone has one.
- Concerns about the smell of the FOGO bin.

Collection frequency

Survey Q8: Do you support the change (flipping weekly garbage and fortnightly FOGO collections)?

262 responses were received to this question, revealing little separation between the two response options. (See Figure 15)



Interim survey results considered by Workshop participants were reversed, with 53% not favouring the changes.

Workshop Q9: What is the general community reaction (so far) to the 'flipping' of weekly/ fortnightly garbage/FOGO collections?

Workshop participants agreed that reusable and disposable nappies present significant challenges and opportunities to flipping collection regimes. It was suggested that people who use disposable nappies could pay for an additional service.

Participants noted that the decision to flip should consider the impact on people who do not have FOGO bins. One panellist noted that flipping in the municipality where he works has increased dumping.

Participants also noted positive examples, including:

- Bass Coast Shire was identified in the Local Government Waste Services Report as the State's best recycler, with 75.8% of kerbside waste diverted from landfill.
- The FOGO system at the Barangaroo development in Sydney uses organics to produce power for the building. It was noted this might not work for Frankston Council due to the duration of composting contracts.

Workshop Q10. What are the barriers to the 'flipping'?

Participants raised the following points relevant to flipping:

- The frequency of collection is an issue for larger families. Many families can't see how their volume of waste can change. Others will be concerned about odours.
- Cost is a powerful incentive. Those who opt to flip could avoid being charged for the additional service.
- People fear change and are concerned about how they will manage. Any change needs to provide flexibility for people at the start, e.g. temporary bigger bins.
- The general community is ignorant of landfill impacts and the volume of food waste going to landfill.

- Incentives could help to manage collections differently.

Other feedback

Survey Q9: Do you have further feedback about any of the topics covered in this survey?

This section outlines the broad range of responses received to the question at the end of the survey. Perhaps due to the breadth of the possible implications of the mooted changes and the focused nature of the survey questions, the responses were often extensive and covered many issues in Survey Questions 3 and 5.

52 respondents advised they had nothing to add to this question, while 23 respondents explicitly volunteered their support for kerbside collection.

Waste services

- 111 respondents provided additional feedback regarding bin collection frequency, with 73 highlighting opposition or issues with potential fortnightly collections for all bins. The key issues of concern include odours and vermin, the volume of material generated, hygiene and the likely cross-contamination of bins with waste that is overflowing from the correct bin. Particular problems were noted for large households and families with children in nappies. Several respondents expressed concern that fortnightly collection would encourage dumping.
- 94 respondents provided feedback about waste bins. Most were concerned that garbage should be collected weekly, particularly if smaller bins were used, or that the proposed bins were too small to suit their household. However, several people expressed confidence that a small bin would meet their needs.
- 66 respondents referred to FOGO bins, with strong support for weekly collection.

- 11 were concerned about the link between reducing the level of service and reducing waste.
- Other waste service issues included the potential for different bin options, weekly recycling collection, improved access to soft plastic recycling and hard waste collections, composting and broader options for disposal or recycling of medical waste and other materials which are difficult to dispose.

We would love it if the green bin collection was weekly instead of the landfill bin. I think this is a great idea!

Understanding the community

66 respondents made points regarding the diversity of households and waste literacy in the community and whether the proposed changes to the services would meet their needs. Key issues include:

- Different habits and behaviours between households, with large families and those with young children expecting to find the changes difficult.
- The tenure and type of household, with concerns regarding rental properties and the logistical and space constraints of living in apartments. One response claimed that 33.95% of Frankston residents reside in rental properties.

Personal impacts

- 31 respondents were concerned that bins would smell or attract vermin.
- 26 highlighted issues regarding medical items, disposable nappies and other personal sanitary products.
- The build-up or overflow of rubbish or green waste was identified by 5 respondents, while 3 highlighted the need to dispose of pet waste in FOGO bins.

I don't want my child's nappies sitting in a bin for 2 weeks during warmer weather.

Financial

Financial issues were raised by 56 respondents, who highlighted:

- 35 respondents saw the potential for different options to suit different households. Some suggested those who generate less waste and need a lower level of service should pay discounted fees.
- The unknown impact of the cost of additional bins. Many people thought the additional bins should be free. In particular, the FOGO bin should be free to encourage uptake.
- The cost of different products that generate different levels of waste, e.g. disposable nappies.

Why should we pay the same for less service?

Correct use and contamination

26 respondents identified issues relating to the proper use of kerbside collection services, including:

- The proposed changes will encourage dumping in public open spaces and public bins
- Bin size and collection will lead to contamination of adjacent bins, including neighbours' bins, as people search for somewhere to put their waste.

Council approach

35 respondents saw opportunities to change Council's approach to waste. These opportunities included:

- Council leading by example, including services, procurement and policies.

- Greater focus on the circular economy across the municipality and Council functions.
- Learning waste lessons from other places
- Positioning Council to let decisions be evidence-based.

Education and engagement

- 29 respondents raised issues concerning the need to educate, inform and build capacity. Key points include the need to educate the community before transitioning to new services and building capacity for assisting people in adopting new services.
- 16 saw the need to engage and support the business transition to a circular economy.

Workshop Q11. What jumped out at you when you read the answers to the last question?

Referring to the interim survey results, participants made the following points:

- There was a discussion about the need for waste data. One participant advocated that while many of the ideas are good, it is important that they are backed up by evidence.
The actions that will give the most tonnage diversion and have the most greenhouse gas impacts should be prioritised. This would allow Council to share why certain options have been chosen.
Another panellist suggested that SMART goals would be easier for the community to understand, with Council focussing on supporting the community for maximum impact.
- While the workshop participants were relatively knowledgeable about waste and its impacts, the general community is not and requires education and incentives to make changes. There is a clear need to understand why people do not manage their waste effectively.
- There are opportunities to pressure the packaging industry to take responsibility for their products and to make people who buy

online pay extra to cover disposal/recycling costs of packaging.

- Many people do not understand the greenhouse gas impacts of landfill.

Workshop Q12. Do you have any further feedback for Council?

- One participant suggested Council establish a circular economy hub in the middle of Frankston. This could perform a range of functions and be located in an unused building in the city. It would provide opportunities for extensive waste activity and engagement.
- Educating children is important so that good waste practices become habitual. One participant highlighted household practices in Germany, where the use of many different bins is accepted.
- People should be incentivised to reduce their rates and save money by adopting good waste management practices.
- As happens in Mornington Peninsula Shire, people who repeatedly contaminate their waste should be approached.
- Pet waste can go into FOGO in other council areas.
- Council could offer bi-monthly bin cleaning.

We need a combination of exciting initiatives that a fatigued community can get behind, but in the backend, provide leadership and big picture - including data - around the biggest opportunity for impact.

Workshop Q13. Has being part of this engagement led (or is it likely to lead) to any change in how your household manages waste?

Many participants indicated that being part of the engagement positively impacted their household, although many were already highly aware of good practices. Additional points included:

- Setting a good example for neighbours.
- Recycling is only part of the bigger picture that is a circular economy and can be argued to be considered part of a linear economy. Local businesses need to be involved in the entire model if it is going to have the desired effect.
- Neighbours using others' bins is a source of irritation and affects the potential to inspect or audit bin usage.

Facilitators' observations

In consolidating the feedback, several issues emerged for the independent facilitators:

- The omission of an opportunity to respond to the glass recycling bin question appears to have skewed responses to the general questions.
- Where some respondents identify challenges owing to their circumstances, other respondents with (seemingly) similar circumstances state that they are successfully reducing waste.
- Renters can take up additional bins only where their landlord is willing to support their purchase or storage on the property. Bin provision can also financially impact tenants as the cost is passed on through rent.
- Respondents identified a broad range of initiatives and organisations that have successfully managed waste, and Council should look at these approaches.
- Many people support the status quo and appear unable to see why it needs to change. Several expressed concerns about recyclables going to landfill.
- Many people are interested in targeted service options rather than one-size-fits-all.
- Waste contamination is a significant issue causing frustration for many people who claim to do the right thing. Many point to a lack of clarity about what can be placed in bins and the impacts of neighbours filling their bins with the wrong material.

5. Where to from here

Council will use the feedback from this consultation to inform the development of the Draft Waste Circularity Plan.






It is expected that a Draft Plan will be submitted to Council in December and released publicly for further consultation with the community over February and March.

At this stage, the final Draft Plan will be considered by Council in April 2023.

Attachment A - Survey

Waste Circularity Plan - Survey

Waste Circularity Plan

 Reusable nappy and sanitary item rebate To help with the initial costs of reusable nappies and sanitary products (including incontinence items), which can be a barrier for people interested in reducing their waste and ongoing disposable nappy/sanitary item costs. <i>Maximum rebate amount and claim limit per household to be determined.</i>	 Composting Support <ul style="list-style-type: none">A rebate to help with the initial costs of purchasing and setting up a compost system (Bokashi, Worm Farming etc) at home.Compost collection from FRRRC processed from food & organics kerbside collection <i>Maximum rebate amount and claim limit per household to be determined.</i>	 School programs Increase support provided to schools around Waste & Recycling, in line with the school curriculum - including a number of free and paid incursions and excursions. <i>Maximum rebate amount and claim limit per household to be determined.</i>	 Community workshops Provision of free community workshops on topics around Waste Minimisation and the Circular Economy. <i>Maximum rebate amount and claim limit per household to be determined.</i>
 Alternative drop off options for glass Provide either a kerbside bin glass service or an alternative drop off point at the FRRRC. <i>Note this does not include State Government Container Deposit Scheme due 2023</i>	 Repair cafes/tool libraries Repair Cafés are free meeting places where you'll find tools, materials and expert help (via volunteers) to help you make any repairs to your items.	 Resale shop/recycled goods shop Expand the FRRRC Resale Shop or create a new one.	 Clothing/textile recycling service A home collection service or drop off locations (including FRRRC) for unwanted clothing & textile items to be reused.

Each of the above initiatives would reduce the waste sent to landfill. Which would you most like to see become priorities in the Frankston City Waste Circularity Plan? Required

Please choose your Top 4, by moving them from left to right

Reusable Nappy & Sanitary item rebate	1
Composting Support	2
School Programs	3
Community Workshops	4
Alternative drop off options for glass	
Repair Cafes/Tool Libraries	
Resale Shop/Recycled Goods Shop (to continue the existing one at FRRRC)	
Clothing/Textile Recycling Service	

The following services already support a circular waste economy in Frankston City. Which do you already use? (select all that apply) Required

- ☐ Resale shop/recycled goods shop (at FRRRC)
- ☐ Repair Cafe (Men's Shed)
- ☐ Hard waste collection
- ☐ REDcycle drop off facilities at local supermarkets for soft plastics
- ☐ Clothing donation services – op shops, drop off hubs
- ☐ Toy Library
- ☐ E-waste recycling drop off hubs (Civic Centre, Frankston)
- ☐ None of the above

What do you think Council could do to further educate residents about contamination within the kerbside waste collection services? Please explain Required

Separate Glass Service

In late 2021, we engaged with the Mini Frankston Community on Council's Recycling Services, including the Food Organic and Garden Organics (FOGO) Service, Co-mingled Recycling and a Separate Glass Collection.

Currently in Frankston City, glass recycling makes up 10% by volume of the kerbside co-mingled recycling service.

88% of the Mini Frankston City panel surveyed had a preference for a Household Kerbside Glass Bin. Do you agree?

You can review the [Introduction to a Separate Glass Service FAQs](#) here.

Which of the following would best suit your needs? Required

We would like to better understand what type of glass service would suit you and your living situation best.

Kerbside Collection - 80L Purple Lidded wheelie bin

Kerbside Collection - 120L Purple Lidded wheelie bin

Public drop off location – including Council's Waste & Recycling Centre, FRRRC

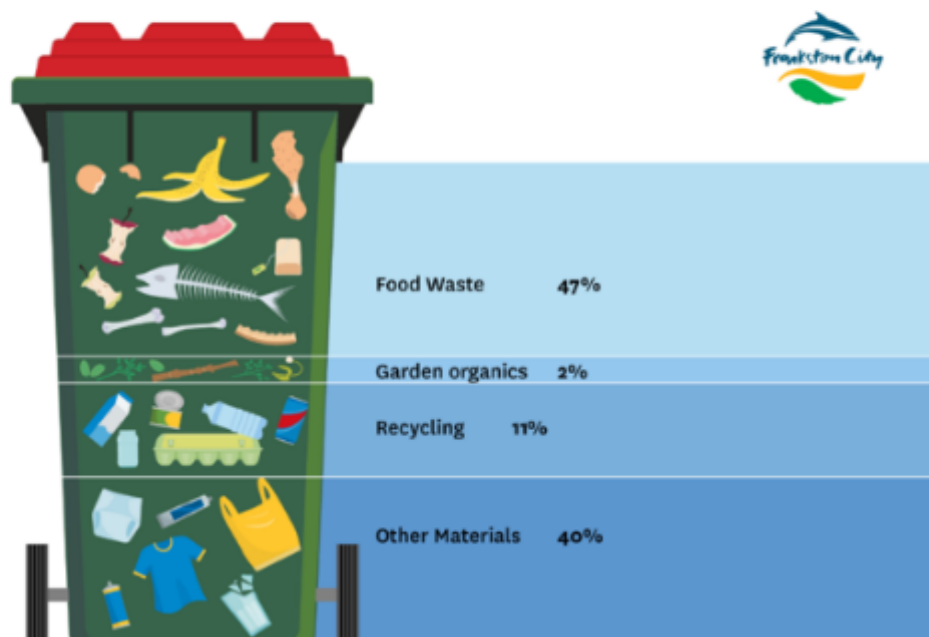
*Note: The survey outlined previous consultations about glass recycling and asked if community members agreed with the preference of 88% of MFC's panel for a kerbside glass bin. However, there was no mechanism to respond to the question.

Do you have any concerns about a separate glass service?

Food Organic and Garden Organics (FOGO)

In 2021 Council engaged with the Mini Frankston City Panel on Council's Food & Garden Waste (FOGO) Service.

78% of the Mini Frankston City panel surveyed were aware of the FOGO service, with 70% using the FOGO service.



Frankston City Garbage Bin Composition

Were you aware that half of most residents' garbage bin is filled with food waste? Required

- ☐ Yes
☐ No

Do you know that you can put your food scraps directly into your garden organics bin? Required

- ☐ Yes
☐ No

Kerbside collections – frequency

In line with the State Government's Recycling Victoria policy and its landfill diversion targets, Council's are encouraged to move towards:

- A **fortnightly** garbage collection to reduce waste to landfill.
- A **weekly** food and garden waste collection.

***Please note, Frankston City Council are **not currently** planning to make any changes to the Kerbside collection frequencies. We are only gathering information for future planning.*

Do you support this change? Required

- ☐ Yes
☐ No

Do you have further feedback about any of the topics covered in this survey? Please explain.

Attachment B – Online Session Agenda

The Future of Frankston City's Waste Waste Circularity Plan Workshop



6:20pm for a prompt start at 6:30-8:30pm
5 October 2022

Via Zoom:

Meeting URL: <https://us02web.zoom.us/j/84349772738?pwd=US9GS2xmUIQwSlhxUk9ETVBsWjc3UT09>

Meeting ID: 843 4977 2738

Passcode: 739488

Please turn on your video camera if possible.

PURPOSE OF THE WORKSHOP:

To help interpret the Waste Circularity Plan interim community survey results.
To delve deeper into the survey questions.

IN PREPARATION FOR THE SESSION:

Thank you for completing the survey.
Please review the interim survey results before we meet.

You might like to have a tablet or laptop handy – we will be using an external program (GroupMap) and an extra screen can be useful.

AGENDA (and questions to be discussed)

6:20	Log in, check your audio and camera, and connect with other participants
6:30	Welcome and Introduction (Cr Harvey and Jen Lilburn) 1. What is the most important matter you would like the Waste Circularity Plan to tackle?
6:55	Waste Circularity Plan Priorities <i>Re survey question 1 regarding the priority initiatives:</i> 2. Were the (interim) results surprising? Why/why not? We will now go into Break Out Groups. Please appoint a scribe to enter results into GroupMap.

Re survey question 2 regarding the current usage of circular waste economy services:

3. What factors contribute to the 3 most heavily used services being so popular?

4. What obstacles are preventing the take-up of the 3 least used services?

Re survey question 3 about educating residents re waste contamination:

5. What themes were obvious in the (interim) feedback? What are the top 3-5 actions that Council could take to reduce waste contamination?

We will have a 5-minute break at approx. 7:30pm

7:35 We will go into new Break Out Groups. Please appoint a scribe to enter results into GroupMap.

Separate glass service

Re survey questions 4 & 5 re glass collection:

6. Is a clear direction emerging for Council regarding the glass collection service?

7. What do the interim results tell us about what Council needs to do/be mindful of when the glass collection service is introduced?

Food organics, garden organics (FOGO)

Re survey questions 6 & 7 re FOGO:

8. What specific things could Council do to increase community knowledge and participation in FOGO?

Back to the whole group....

Collection frequency

Re survey question 8 regarding collection frequency:

9. What is the general community reaction (so far) to the 'flipping' of weekly/fortnightly garbage/FOGO collections?

10. What are the barriers to the 'flipping'?

And...

Re survey question 9:

11. What jumped out at you when you read the answers to the last question?

12. Do you have any further feedback for Council?

13. Has being part of this engagement led (or is likely to lead) to any change to how your household manages waste?

14. Would you like to contribute to future engagement activities about waste?

8:25 Wrap up, thanks and close

8:30 FINISH

Jen Lilburn (from Kismet Forward) will facilitate the workshop