



# FOGO

## Food Organics Garden Organics Community Feedback Report



## 1. Summary

As part of Council's Waste Management Strategy 2013-2023, Glenorchy City Council (GCC) surveyed the community on a proposal to introduce a kerbside FOGO (Food Organics Garden Organics) service.

1339 survey responses were received with 90% of the community stating that a FOGO collection in Glenorchy was either important or very important. Surveys were received from right across the municipality with more than 900 responders providing comments for and against the service, highlighting either why they wanted the service or concerns they have in relation to its introduction.

The comments received have been reviewed and issues the community raised will be addressed as part of the development of a detailed business case. These include:

For and against the service	Opting out of the service
Cost	Communication and education
Bin size	Smell
Frequency	

In summary there is significant support for the provision of an affordable FOGO service. The main concern from residents was in relation to detail around the service as per the following comment:

"Yes, frequency, bin size, and cost please"

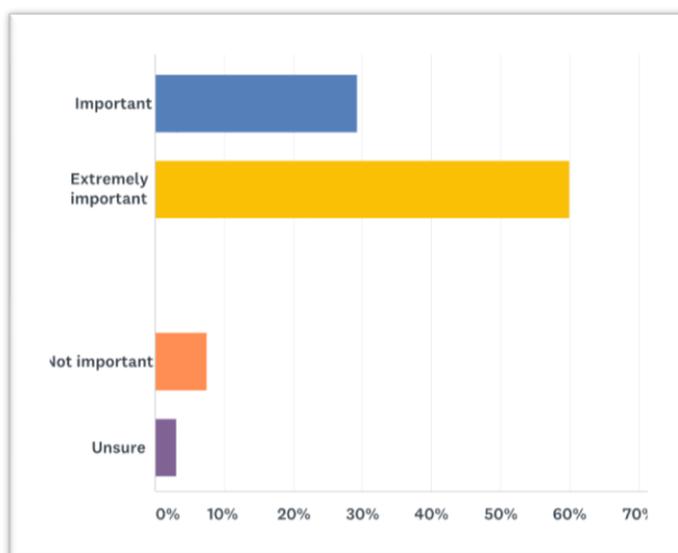
This report does not answer these questions but reflects what we heard from the community. The detailed business case will need to answer these questions and address the issues raised by finding an appropriate balance.

## 2. Community Engagement

A survey was conducted (online and hardcopy) during November 2018.

Respondents were asked the following questions:

1. How important do you think a FOGO collection would be for the Glenorchy municipality?



2. If a FOGO collection service was introduced, residents would have an extra bin for FOGO waste. Would any of the following issues be a concern for you, regarding getting an extra bin?

- Difficulty moving the bin to and from the kerbside (5% or 67 responses)
- No space for storage of the bin on the property (6% or 76 responses)
- Lack of kerbside space to place the bin for collection (8% or 102 responses)
- No, none of the above (86% or 1156 responses)
- Do you have any other comments on the possible introduction of a FOGO waste collection? Eg. Frequency of collection, bin size, cost. (summary only of responses included in this report)

3. Please indicate your type of dwelling (ABS figure in brackets)

- House - 90% or 1201 responses (80%)
- Unit - 9% or 117 responses (19%)
- Flat / Group home - 5 responses (1%)
- Other - 1% or 16 responses

4. Are you.....

- The owner occupier of the dwelling (83% or 1115 responses)
- The owner but do not reside in the dwelling (2% or 27 responses)
- Renting (13% or 173 responses)
- Boarding (2% or 24 responses)

5. How many people occupy the dwelling?

- 1-2 people (50% or 675 responses)
- 3-4 people (39% or 518 responses)
- 5 or more people (11% or 142 responses)
- Unsure, I am the owner but do not reside in the dwelling (4 responses)

6. Please indicate the suburb of the dwelling? (ABS figure in brackets)

- Austins Ferry / Granton - 7.4% (7.6%)
- Berriedale / Chigwell - 9.8% (10.2%)
- Claremont - 10.8% (16.8%)
- Collinsvale / Glenlusk - 3.5% (1.8%)
- Derwent Park / Lutana / Moonah - 21.3% (18.3%)
- Glenorchy - 23.5% (23.8%)
- Goodwood / Dowsings Point - 2.4% (2.5%)
- Rosetta / Montrose - 12.5% (10.5%)
- West Moonah - 9.1% (8.7%)

7. What is your age group? (ABS figure in brackets)

- 16-24 – 1.6% (8.7%)
- 25-34 – 22.9% (13.4%)
- 35-49 – 35.5% (18.7%)
- 50-59 – 16.4% (13.6%)
- 60-69 – 12.9% (10/9%)
- 70-84 – 9.8% (10.2%)
- 85 and over – 0.8% (2.5%)



The information was distributed via the following:

• Glenorchy Gazette	• Multicultural groups
• GCC website	• Community Houses
• Display in GCC foyer	• Community Gardens
• 435 Glenorchy Matters Community Panel members	• Jackson Street Landfill tollbooth – copies distributed to customers
• Aldermen – shared on Facebook pages	• Disability groups
• Special Committees of Council	• Health services
• Denison MP’s – to share with community networks	• Special interest clubs
• All GCC staff	• Sporting groups
• Various community groups	• Youth Services
• Schools in the Glenorchy municipality – to share with parents and staff	• Glenorchy Action Interagency Network (GAIN)
• Childcare centres in Glenorchy municipality	• Youth Action Network (YANG)
• LINKAGES Network	

Information was placed on the GCC website, in the Glenorchy Gazette and in the GCC foyer.

### 3. Discussion of Issues

#### 3.1. For and against the service

90% of residents in the 1339 surveys received indicated that a FOGO service was important or very important, indicating significant support for the service.

Those for the service indicated a number of reasons in their comments including:

- Service provided in most other Councils
- Improved environmental outcomes
- Reducing the waste to landfill
- Ability for Council to then ban backyard burning
- Service should be standardised across all Councils
- Cheaper alternative to a trash pack service
- Replaces regular trips to the landfill
- Helps people clean up their yards

COMMENTS:

“Brilliant! I have always wanted one, garden massive so this would be extremely beneficial!”

“Please start as soon as possible”

“Fantastic initiative that will encourage residents to consider the environment and think before throwing things out”



“It is about time that the Council adopted this strategy as many Councils, Australia wide, already have this in operation!”

“We encourage Glenorchy Council to introduce the FOGO system. At our previous address we had a green waste collection and it was the bin that was most used”

Those against the service indicated several reasons in their comments including:

- Additional cost
- Council should be focused on core business
- Smell
- Crowded footpath space
- Room to store the bin

COMMENTS:

“No I don’t want it”

“Why not have a weekly (*general waste*) collection service instead (*of a FOGO service*)?”

#### Business case assessment

While there is strong community support for a FOGO service the business case will need to address the issues and concerns raised by the community.

### 3.2. Cost

While most residents want a FOGO service, they want this service to be affordable. Many indicated in the survey that either they can’t afford an additional cost or that due to the recent rate rise that residents should not have to pay any additional costs. Some residents indicated a willingness to pay a fee as long as it was minimised, while other residents indicated significant benefit and a willingness to pay more to replace the expense of green collection or trips to the tip.

The survey statistics included 88 or 7% of respondents who did not want to pay an additional fee, 39 or 3% of respondents who were willing to pay a minimal fee, and 24 or 2% of residents who were willing to pay anything.

The cost of a FOGO service includes the provision of bins, kerbside collection, transportation, disposal of material, education and administration. Some respondents indicated that Council should benefit from the sale of compost material and that reductions in general waste to landfill should also provide savings.

COMMENTS:

“I pay \$2.50 a week at present for green waste collection so I’ll be ahead.”

“Someone will be getting money from the sale of the compost product, but I’m assuming it’s not the residents”

“How does this affect the current cost of my general waste bin if 50% of my waste is being re-directed”

“We just had a huge increase in rates, so it would be unfair to charge too much, a lot of people cannot



afford it, but need it”

“We would love to see this go ahead, given our recent increase in rates one would think there would be *(no)* additional cost!”

#### Business case assessment

Council will undertake a detailed analysis of costs as part of the development of the business case. This analysis will look at the most cost-effective way of delivering services including optimising bin size and collection frequency, and the competitive tendering of the collection and disposal of material. Council is also working with neighbouring Councils to look at how we can do things together to save costs.

### 3.3. Bin size

Introducing a third bin was highlighted as an issue for residents in respect to how much food and organic waste they would generate, where the bin can be stored, and how easy it would be to move.

The standard FOGO or green kerbside service across Councils in Tasmania is a 240L bin (same as the standard recycling bin in Glenorchy). This was reflected in the survey where 12% or 156 residents indicated that they wanted a 240L bin while 5% or 58 people indicated a preference for a smaller 140L bin (same as general waste).

In the comments some residents highlighted that smaller bins were better for small units or blocks without a lot of garden and areas to store bins. Residents also indicated that the larger 240L bins were more difficult to move, especially for elderly residents. Some residents identified the ability to reuse the previous 140L recycling bins.

Respondents who supported larger bins did so based on providing enough capacity for green waste especially during spring and autumn periods. They also identified that a 240L fortnightly service would keep the costs down and, in some cases, allow residents who have opted for a 240L general waste bin to reduce this to a 140L bin.

#### COMMENTS:

“Biggest bin possible, especially if incorporating garden waste”

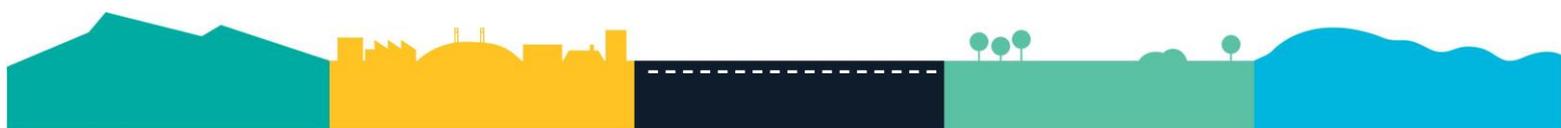
“I support the 240L bin size, with the option to include tree branches up to 3 inches”

“We could drop our household bin back to 140L if above proposal came to be”

“To keep costs down for ratepayers / Council *(could use)* the previously used recycle bins (140L)”

#### Business case assessment

Council will consider the community responses in assessing the size of bins for the service. This will include consideration for having options for different sized bins for different types of residents and/or options for residents to request a change in bin size. Bin size needs to consider the amount of waste generated and the size of bin also has impacts on both the cost and frequency of the service (fortnightly or weekly).



### 3.4. Frequency

Most residents recognised that a fortnightly service would suit them best and wanted Council to focus on an affordable service.

In the survey 8% or 104 people commented that they would like a FOGO bin service collected every week, 16% or 209 people stated that they would like a FOGO bin collected every fortnight and 3% or 42 people mentioned that they would like their FOGO bin to be emptied monthly.

Several people mentioned that the service would be used less in cooler months as they would not have the same amount of green waste as in Spring and Summer. They requested that Council consider a more frequent service in the summer period.

Another issue raised by the community was a request that Council consider not having all the kerbside bins picked up on the same day. Some commented that general and recycling bins should be on the same day and green waste be on alternative weeks. This was to minimise the number of bins on the footpath and allow flexibility with the disposal of food waste.

Some residents were keen to see a more frequent weekly service and identified that most of their waste was organic. Others were less keen on a weekly service due to the expected higher cost. A monthly service was proposed as a good replacement for trash packs and tip runs while keeping the costs down.

#### COMMENTS:

“Suggest that the collection be on a different day than the others so not too many bins outside at any one time.”

“Fortnightly collection during cold months but weekly collection during warm months.”

“It would probably not be practical to have a fortnightly service in every season, may be a waste of resources in winter, in spring and autumn there would be more green waste to dispose.”

#### Business case assessment

Council will consider the community responses in assessing the frequency of service and will need to find a balance between a higher level more expensive weekly service and a less frequent lower level of service. The future direction of Councils in other parts of Australia is moving towards a more frequent weekly FOGO service and a less frequent monthly general waste service. These services are in areas where there are significantly higher costs to disposal of waste to landfill.

### 3.5. Opting out of the service

Some residents requested the ability to opt out of the service. These residents were mostly from larger rural blocks or do their own composting.

Kerbside services are generally a one in all in service as they rely on sufficient volume to make it affordable for everyone. Higher density urban areas assist with subsidizing the services of lower density rural areas. This provides Council with some flexibility to consider allowing opting out in some areas.

Some of the residents in rural blocks argue that they have current composting and that they are not as constrained by their disposal method as those that live in higher density areas. A 240L FOGO bin for example is not likely to meet all the needs of a 2-4 hectare hobby farm.



Out of the 1339 people that answered the survey, 4% or 48 people requested in their comments that Council offer residents the ability to opt out. 7% or 88 respondents indicated that they currently compost and while some of these also wanted to opt out, most used it by way of example of their understanding and support for FOGO.

#### COMMENTS

“We have a rural property, with chickens and our own compost bin, so we don’t need a FOGO bin and I would be upset if our rates were to go up. I’m hoping that the rate increase is only for those that opt to have the FOGO bin.”

“There needs to be an opt out arrangement for those who do not need it. I live on a hectare and do all of my own recycling of green waste and food waste. I would not expect to pay extra for a service I would not use.”

“If council are to go ahead with this warm and fuzzy green initiative it should be optional for rate payers to participate or not”

#### Business case assessment

Council will consider the community responses in assessing the ability to opt out of the service and develop a policy to address this issue.

### 3.6. Communication and education

The community identified the need for ongoing communication and education in the survey through the number of questions in the responses and with concerns raised regarding current practices.

For FOGO to be successful contamination needs to be minimised so that the compost generated is a trusted and high-quality product. This will encourage the community to buy it back creating a circular and sustainable economy.

Some of the respondents thought that a lot of work would need to go into educating the community in terms of what goes where and having both a carrot and stick approach in getting the community to use the right bin.

#### COMMENTS:

“I do not think they would be used properly. Looking on our bin days, people do not care what bin they use.”

“Coordinate with a high level public waste education program.”

“The big issue with Glenorchy is so many residents do the wrong thing with disposing of rubbish. The amount of recycling bins I see overflowing with normal rubbish is appalling.”

“I feel that some people - not all - will not adhere to all the regulations of this FOGO and could include other waste material”

“Many people need more education on recycling let alone FOGO”



### Business case assessment

Council will assess the requirement for an education and communication plan as part of the any rollout of a FOGO service. Other Councils put considerable effort into providing a FOGO service including ongoing compliance audits, use of websites and social media to distribute information. Customer service staff would also provide a vital role to help the community adopt a potential new service.

### 3.7. Smell

A small number of residents identified smell and pests as an issue and recommended that Council provide a more frequent weekly service, not provide the service at all, alternate the FOGO and general waste services, or provide kitchen caddies with liner bags.

Smell and pests are generally not an issue with Council's current fortnightly general waste service due to Tasmania's generally cool climate. Councils alternate general waste and FOGO services so that residents can dispose of smelly foods on a weekly basis. Other alternatives include providing liner bags and wrapping food waste in newspaper.

#### COMMENTS:

"Would need to be frequent collection if including food waste due to smell and pests"

"We would need a non-aerated caddy without a liner"

"As it is organic, weekly collection would ensure that already stinking bins improved"

### Business case assessment

Council will consider the frequency of service as part of the business case. Consideration will also be given to whether Council provide kitchen benchtop caddies with liners or encourage residents to wrap food waste.



## 4. Other Issues

### **How can Council help residents (including pensioners) who are struggling to pay rates?**

Council aids a range of rate payers including holders of Centrelink or Department of Veterans' Affairs Pensioner Concession Card, Centrelink Health Care Card, and Repatriation Health Card 'Gold Card', endorsed War Widow/Widower or Total or Permanent Injury (TPI).

Council also assists through the provision of several payment terms. For further information please contact Council's customer service team on (03) 6216 6800.

### **Tips for when the weather turns for the worst?**

- If your bin is only part full then consider waiting until the following pick up.
- Consider putting kerbside waste out in the morning before 6am.
- Put your general waste in bags before you put them in the bin.
- Reporting serious litter problems to Council.
- Plan to bring your kerbside bins in as soon as they are collected.
- DO NOT fill your bin with water as this will cause problems for the truck picking up the waste.

### **Will Council introduce a hard waste collection?**

Council has previously considered the introduction of a hard waste collection but decided not to proceed due to the high cost of providing the service. Hard waste collections take considerable resources to organize and require substantial manual handling.

Other Councils have also found that most of the waste that the community throw out during a hard waste collection goes into landfill. Council's strategy will focus on initiatives that encourage reuse, diversion and separation of waste so that waste does not go to landfill.

### **Will Council provide free tip passes for general and green waste?**

Council does not currently provide free tip passes. Council will consider this as part of the annual process for setting fees and charges. Council as part of the business case for a proposed FOGO service are considering using events as part of communication and education. Council will consider the option of a free green waste day at the landfill as part of promoting FOGO.

### **Can Council provide help to elderly citizens to move bins?**

Council do not generally aid elderly citizens to move bins. Council do provide a driver to collect service for some residents. Conditions apply, please contact Council for further information on (03) 6216 6800.

### **When could Council start a FOGO service?**

Council will further detail the timeframe to start a FOGO service as part of the business case. If approved at the March 2019 Council meeting, Council would target the roll out of a service sometime during the 2019/20 summer period.



### **Where will Council dispose of the FOGO material?**

Council will request tenders for both the collection and disposal of the FOGO material. There is currently no composting facility operating in the south of the state. The proposed generation of FOGO material from the City of Hobart and Glenorchy is an opportunity for a new business to be created. Composting facilities currently exist at Oatlands and Dulverton.

### **Can Council increase the size of tree branches in the FOGO service?**

The exact specification of what material can go into the FOGO bin will depend on the bin size and the contracts entered in to with service providers. Council will provide further detail in the business case and as part of the communication material if the proposed FOGO service goes ahead.

### **How much green waste do we generate?**

According to household kerbside bin audits an average household waste bin includes 60% food and garden organic waste.

### **What is the problem with food and organic waste going to landfill?**

Organic matter fills up void space and without diverting the waste the landfill will fill up faster leading Council to look at more costly alternatives.

Organic matter in the landfill breaks down generating greenhouse gasses. By implementing a FOGO service organic matter is separated and diverted to a composting facility where it can be turned into products that can be reused.

### **How does Council operate kerbside bin services in multi-unit developments?**

Most multi-unit developments in Glenorchy have shared waste and recycling bins, collected weekly. New multiple dwelling units must address the requirements of the Waste Services Policy as part of the regulatory approvals process.

Shared services provided by Council are generally calculated at one 240L general waste bin and one 240L recycling bin to be shared by a minimum of three units. The number of bins provided will be determined by the number of units. Bins are to be stored in a secure bin enclosure area within the property boundary.

As part of the business case Council will assess the requirement for FOGO services in multi-unit developments.

### **Does Council provide kerbside services to commercial businesses?**

Council's kerbside household contract does not provide waste services to large commercial premises and they do not have a waste charge attached to their rates. Smaller commercial properties may request and be provided at the discretion of Council's Waste Services Department.

Kerbside bins if approved will be collected fortnightly and may only be used for domestic type waste and recycling. Owners of commercial properties with an approved council waste service may discontinue the service at any time. Council will then request that the bins are returned to Council and the waste charge will then be removed from the rates notice.

