



Fraser Coast Regional Council

## ORGANICS WASTE COLLECTION CONSULTATION

### COMMUNITY ENGAGEMENT & EVALUATION

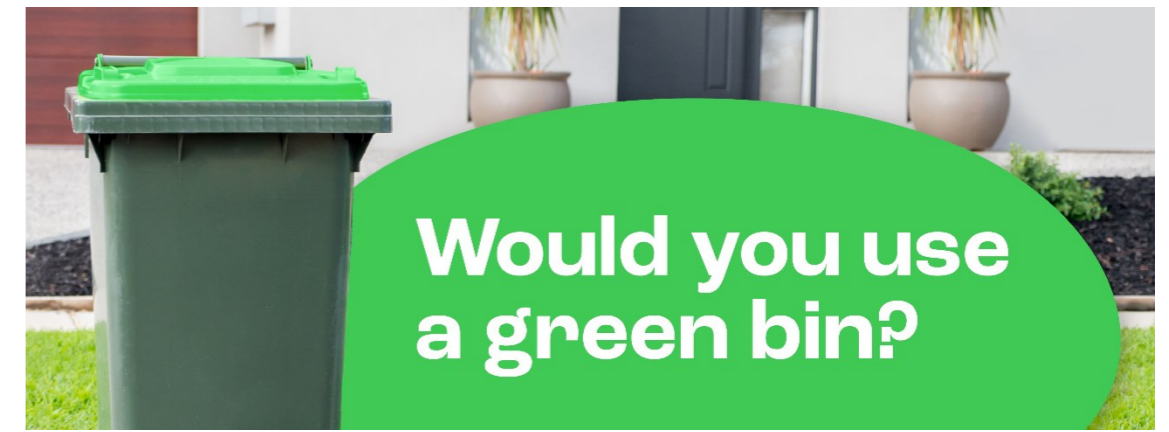
#### SURVEY – Stage 1: Community Survey, August-Sept 23

Fraser Coast Waste Services is investigating the value of introducing a kerbside organics collection service (third wheelie bin for food and/or green waste).

The Wide Bay Water & Waste Services (WBWWS) Advisory Committee has requested community consultation be undertaken to determine local residents' interest in such a service, and what types of services/options they would consider.

**Stage One** of the engagement would be to determine the appetite of the community for an organics waste collection service and to what extent.

**Stage Two** would obtain more feedback on potential services, associated costs, service frequency etc, and include more extensive engagement through workshops, forums and kiosks. Feedback from the local community will be taken into consideration prior to construction of a business case, and then, if appropriate, an organics waste collection policy.



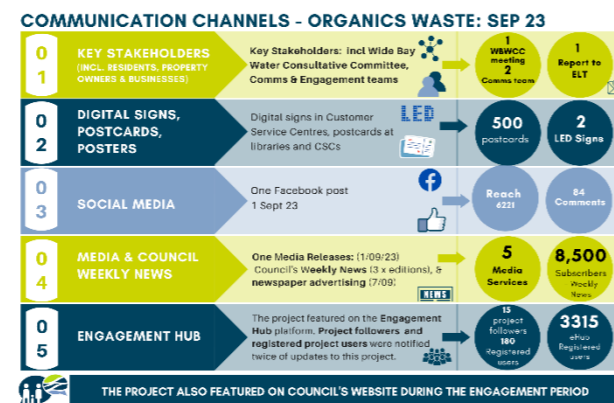
## 1. EXECUTIVE SUMMARY

### 1.1 OVERVIEW – ENGAGEMENT

Engagement occurred with stakeholders and the community from inception of the project strategy development, to implementation and operation. All stakeholders were encouraged to contribute towards the development of the strategy and will be provided more information on waste management matters including the use and operation of new services.

The community engagement occurred in several stages:

1. Community survey to gain both quantitative and qualitative insights into expectations of the policy, and what stakeholders would like to see in the policy.



2. Stakeholder workshops for more in-depth, qualitative insights. These will be held with Council staff, Councillors and the Wide Bay Water Advisory Committee.
3. A second survey with residents/either prior to or after implementation of the new organics waste service.

**Key messages included:**

1. Fraser Coast Waste is investigating community desire for an organic waste collection service.
2. Organic material makes up about half of what we throw away in our general waste wheelie bin each week. When it breaks down in our landfill, it releases methane, a harmful greenhouse gas.
3. Feedback from the community will be included in a business case developed by the Fraser Coast Waste team for the service.
4. We are seeking feedback on an organics waste collection service via a simple online survey.
5. We will consider your feedback when developing the business case/ developing an organics waste collection strategy.

### 1.2 LIMITATIONS

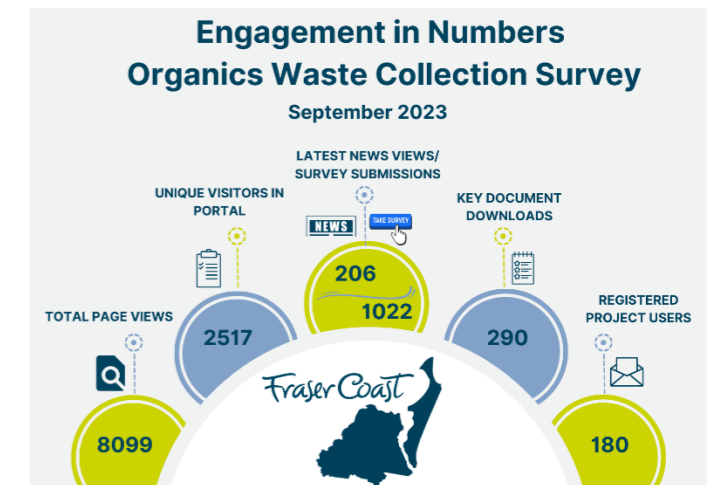
An on-line survey is going to exclude a certain demographic of our population who is either not technically confident, or does not have access to a computer or mobile phone. This was in part overcome by offering a printable survey and also an email submission option.

## 2. STAGE 1 (SURVEY) ENGAGEMENT KEY FINDINGS SUMMARY

This survey received a high response rate, with stakeholder responses providing a sample size of 1100 to provide a 99% confidence level and a 4% margin of error<sup>1</sup>, indicating that this sample represents the views of stakeholders who are interested in the possible organics waste collection service for the Fraser Coast region.

### 2.1 SUBMISSIONS

- Three hard copy surveys were received and entered into the online survey.
- 17 email submissions were received (see [Appendix 8.7](#) for details)
- Two enquiries about difficulty in logging on.
- One enquiry was made about the need to gauge the number of responses from people who identified as Aboriginal or Torres Strait Islander, and
- One enquiry was made about why the density of the free mulch had changed recently.

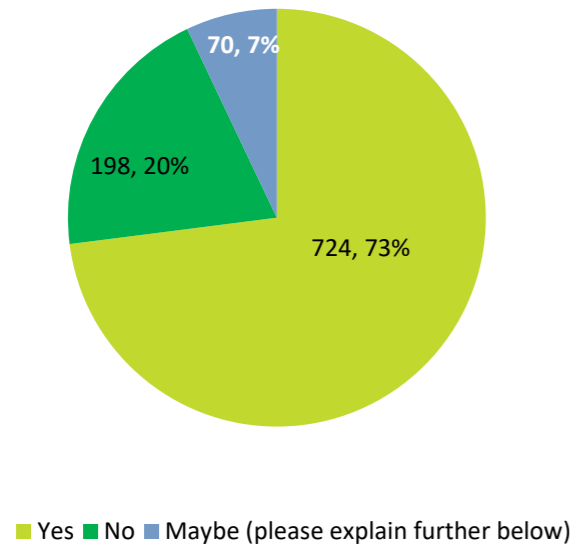


### 2.2 SURVEY FINDINGS

The responses indicated:

- the majority are in favour would use a green bin (73%)
- the majority would use a green bin even if it cost the \$85/year (32% very supportive, 24% supportive = 56%), and
- if a kitchen caddy was supplied, the majority would sort their food waste (51% very likely, 17% quite likely = 68%).

**Would you utilise an organics wheelie bin for the disposal of food and/or green waste?**



**The results from the survey are as follows:**

- The majority would use a green bin (72%), the majority would use a green bin even if it cost the \$85/year (32% very supportive, 24% supportive = 56%), and if a kitchen caddy was supplied, the majority would sort their food waste (50% very likely, 17% quite likely = 67%).
- More people would prefer not to reduce the size of their general waste wheelie bin (54% no, 46% yes), and a **definite no** in increasing the size of the recycling bin (73%).
- The most important issue in relation to FOGO is “Protecting the environment by diverting waste from landfill” (40%).

A quick glance indicates those who don't want it, or want to pay for it, live in rural areas and already deal with their FOGO themselves – many have chickens. They can see it would be great for the residential areas, but they don't want to subsidise this in their rates.

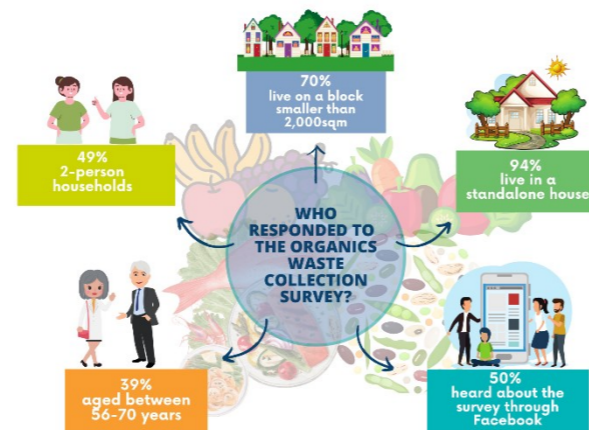
A crosstabulation analysis has been conducted to determine if there is a statistical significance between size of and block and desire to implement the FOGO waste collection, which indicates there is a correlation between the two.

**Other comments of interest were:**

- Two comments: Due to Council closing the four transfer stations, it's only fair Council should collect green waste for free (although of course those people who couldn't take it to a transfer station before would benefit more from a collection service).
- Two comments: we pay for the rural fire service in their rates, so it should be possible to exempt us from the additional bin.
- Twelve people did highlight that residents might appreciate the collection service as a convenience, as some are already paying for a private green waste bin, or it was difficult to get green waste to the transfer facility.

**Current waste practices and needs:**

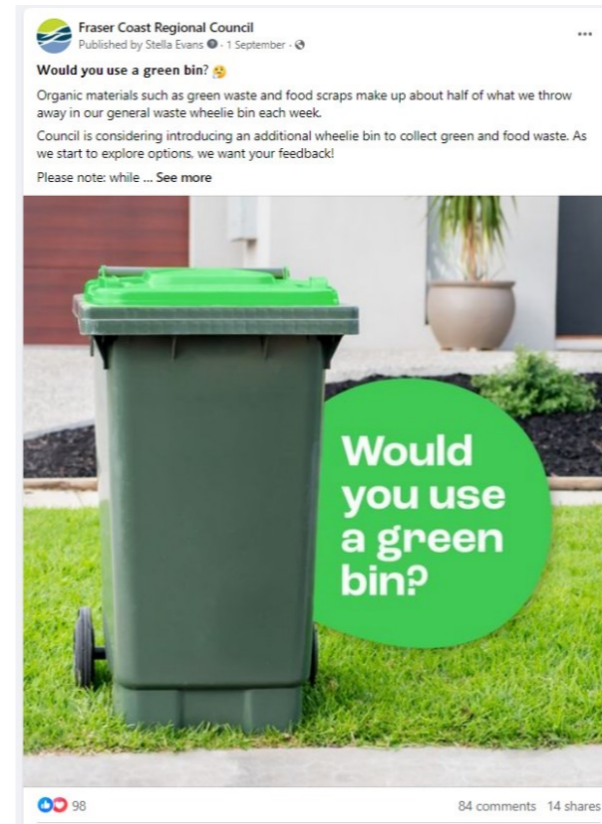
- Most people dispose of their food waste in the general waste wheelie bin (67%)
- They also dispose of their green waste in the general waste wheelie bin (60%)
- The majority is committed to recycling by sorting (67%), or somewhat committed (42%)



**Who responded**

**2.3 SOCIAL MEDIA**

Council shared the survey link to its main Facebook page once, and to its other 28 social media accounts over the period of the four-week engagement.



There were two posts to Fraser Coast Regional Council's Facebook page encouraging people to fill in the survey. Approx. 5758 people were reached across both posts, and 1429 people “engaged” with the Facebook posts, meaning they reacted, commented or shared the post. There were 100 comments and 17 shares.

Comments to the Facebook page were polarised, with some stating a ‘green bin is a no brainer’ and others stating it was a ‘horrible idea’.

The comments report generated from the Facebook post has not been included in this report for privacy reasons.

*“Supportive but we use all our green waste. Need to be able to choose”*

*“I would still compost and / or mulch small items but would love the ability to dispose of larger green waste somewhere where it can be recycled”*

**3. NEXT STEPS**

This is Phase One of the engagement process, and the results will feed into the drafting of a business case for an organics waste collection service, and into the feasibility assessment stage.

*Council rates are too high now. Another impost would be unacceptable*  
*We rarely have much in our bins now, so don't need another*  
*My previous council offered rate payers an incentive - \$100 towards a worm farm or compost bin.*  
*All of the above*  
*No need for extra bins, great idea*

<sup>1</sup> Confidence level indicates the level of confidence or certainty that the data collected for this project is representative of the entire population. Most researchers strive for a 95% confidence level, meaning that there is a 95% certainty that the results reflect the opinions of the entire population. The margin of error is a statistic expressing the amount of random sampling error in the results of a survey. The lower the margin of error, the more confidence one should have that a poll result would reflect the result of a survey of the entire population.

## 4. DETAILED SURVEY RESULTS

This survey garnered 1022 respondents, which provided a representative sample of Fraser Coast residents with a 99% level of confidence and 3% margin of error.

This means we can be 99% certain the results reflect the majority of residents, +/- 3%.

### 2.1 Summary of demographics

Questions 1 to 6, and 15 to 17 are addressed here:

The age breakdown of respondents was largely reflective of the Fraser Coast population age groups.

- The most common respondent was aged between **56 and 70 years**, with 38%, compared to the actual population age group of 24.4% according to the 2021 Census.
- The **41-55 age group** made up the second largest group with 23% compared to the actual population of 16.7%,
- followed by the **71-85 year age group** with 22% compared to the actual population of 18.4%.
- The age group of **26-40 years** made up 14% of respondents, compared to the actual population of 13.2%.

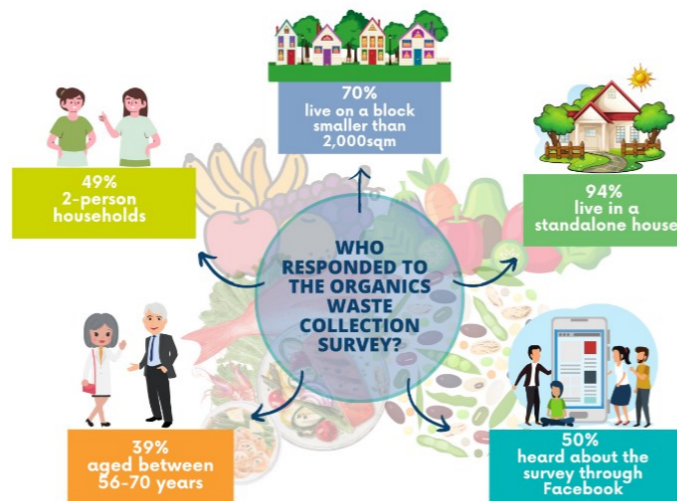
There were 4% of respondents who identified as Aboriginal or Torres Strait Islander. Aboriginal and Torres Strait Island population makes up 5.1% of the Fraser Coast population (ABS Census 2021), so this sample is a good representation.

The most common way people heard about the survey was through Facebook (50%), followed by a Council newsletter (24%) and then a news story – if we combine print, radio and TV news, this makes up 15% of the respondents.

Most respondents are committed to recycling, with 56% choosing “Very – everything is sorted and if we are unsure where to dispose, we look it up”, and 45% choosing “Somewhat – we sort waste, but if unsure it goes into the waste bin”.

Most people dispose of food waste in the general waste wheelie bin (69%), although 42% do have a home compost. Similarly, 60% of respondents dispose of green waste in their general waste wheelie bin. However, 40% take their green waste to a waste management facility.

Only 5% chose “Not at all committed to recycling”.



*“House on 50 acres.”*  
*“Over 50s lifestyle village”*

### 2.2 Summary of other questions:

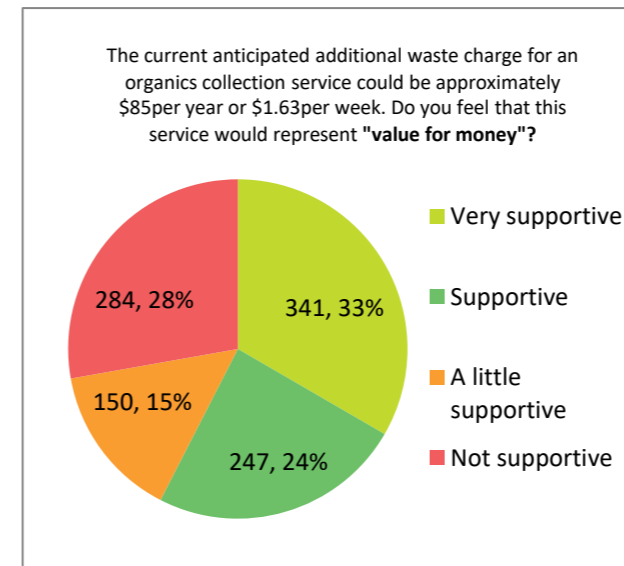
#### Q7. Would you utilise an organics wheelie bin for the disposal of food and/or green waste?

- The majority chose “Yes” (72%), 21% chose “No” (21%) and 7% said “Maybe”.
- The maybe comments included:

*“Should be optional, not forced”*  
*“Depends on cost”*  
*“Would like it for the larger green waste (that doesn’t fit in the wheelie bin)”*

#### Q8. The current anticipated additional waste charge for an organics collection service could be approximately \$85 per year or \$1.63 per week. Do you feel that this service would represent “value for money”? Please indicate your level of support below:

- The majority chose “Very supportive” (33%) and “Supportive” (24%, so 57% are supportive of the value-for-money proposition.
- There was however a strong 28% who chose “Not at all supportive”.

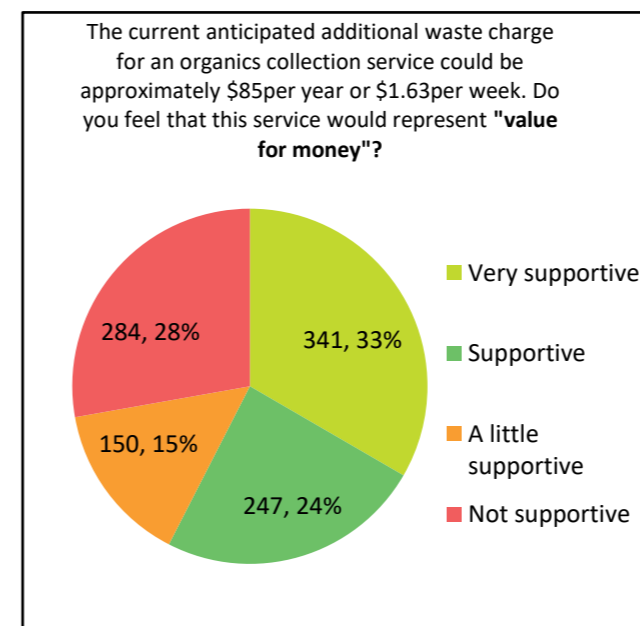


#### Q9. Would you be prepared to access these services at the price outlined above? Please indicate your level of support below:

- Again, the majority are supportive of access an organics waste collection at the estimated cost provided, with 32% stating they were “Very supportive” and 24% choosing “Supportive”, or 56% in total.
- There was a slight increase in those stating they would **not** be supportive at that cost, with 31% choosing “Not supportive”.

#### Q10. If a kitchen caddy (benchtop food waste container) was provided, how likely are you to use it to separate your food waste?

This idea proved quite popular, with 50% choosing “Very likely”, and 17% choosing “Quite likely”



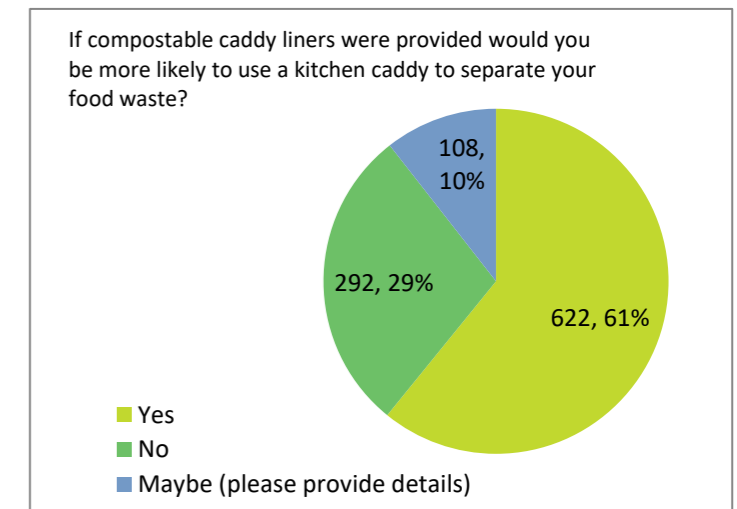
#### Q11. Are you interested in reducing the size of your general waste wheelie bin?

The majority of respondents were not interested in reducing the size of their general waste wheelie bin (54%).

#### Q12. If compostable caddy liners were provided would you be more likely to use a kitchen caddy to separate your food waste?

Again, this idea proved popular, with 61% of respondents choosing “Yes”.  
Comments included:

*“We already compost our own food waste”*  
*“Happy to rinse it out”*



#### Q13. Are you interested in increasing the size of your recycling wheelie bin?

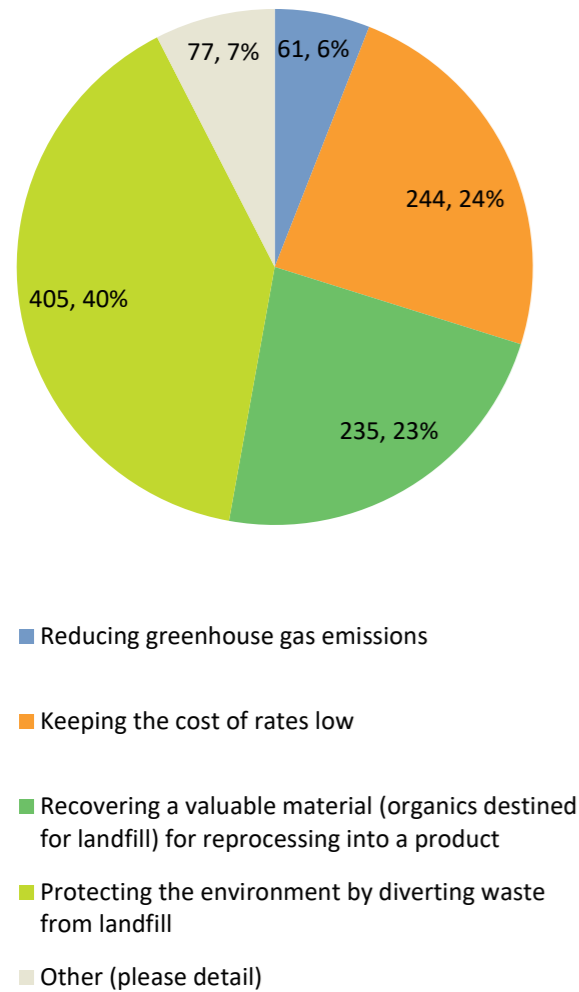
The majority responded ‘No’ to this question (73%)

#### Q14. What is most important to you in the context of organic waste collection? (Please select only one)

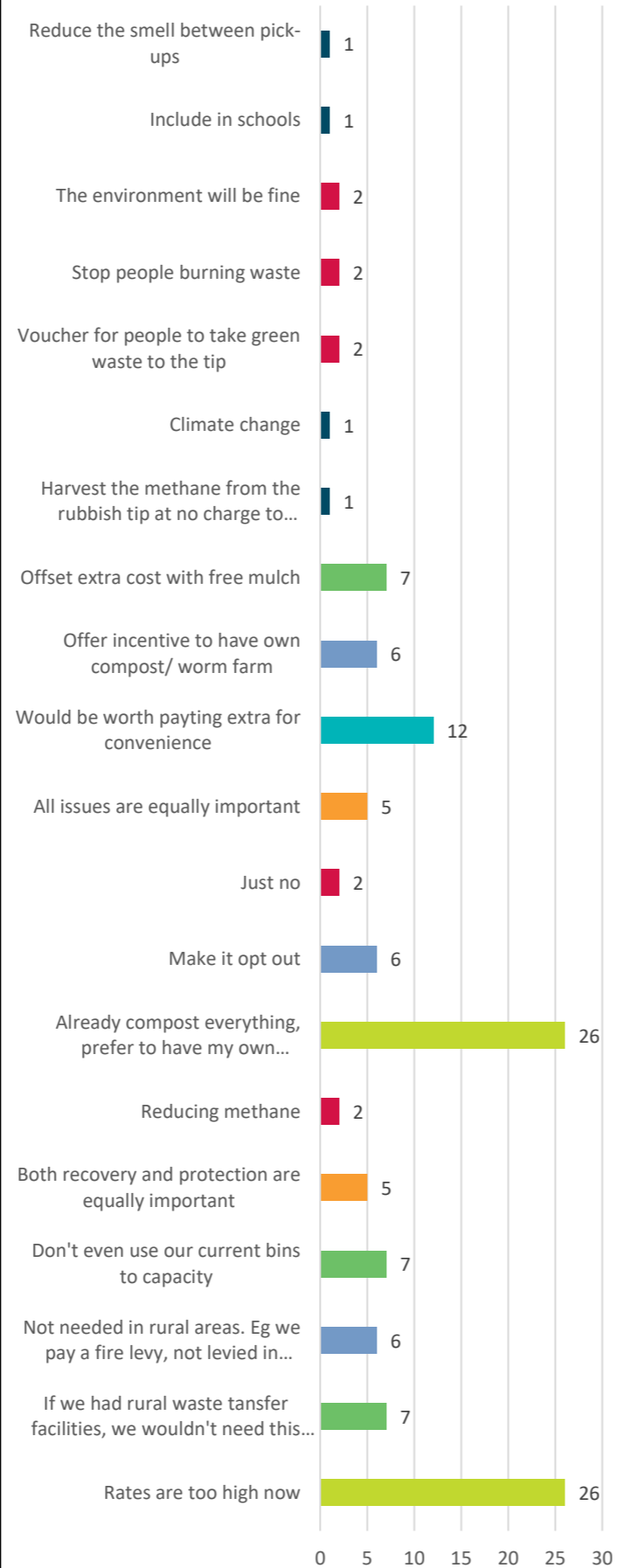
The most popular response was “Protecting the environment by diverting waste from landfill” (40%)

See below for detailed breakdown.

What is most important to you in the context of organic waste collection? (Please select only one)



What is most important to you in the context of organic waste collection? (Comments)

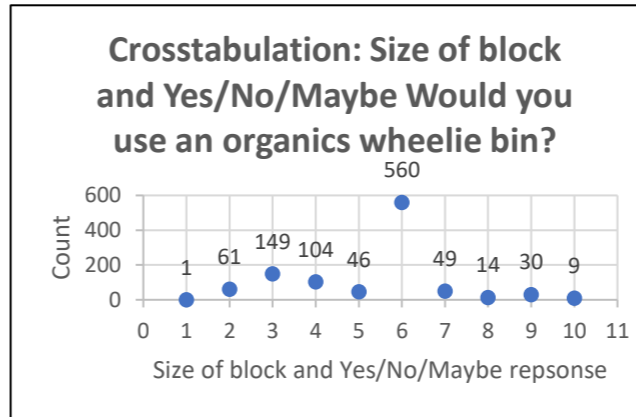


### CROSSTABLATIONS:

#### 1 "what you do with green waste?" and "yes/no/maybe"

- There appears to be a relationship between those who dispose of green waste in their wheelie bins and those who said "yes" to an organics wheelie bin.
- There is also a clear relationship between those who home compost their green waste and those who said "no" to the organics wheelie bin service.

#### 2 "Size of block" and "Would you utilise an organics wheelie bin for the disposal of food and/or green waste?"



- There appears to be a correlation between those with blocks of "less than 2000 sqm" and "yes", with **516 out of 713 of these respondents choosing 'yes', which is 72%** of those living on a block smaller than 2000 sqm.
- The correlation between those with blocks "between 2000 and 5000 sqm" and yes also appears to be strong, with **149 of 209 choosing yes, or 71%** of those living on these size blocks.
- Those living on blocks "greater than 5000 sqm" and "no" also appears to be relevant, with **61% of this category (61 out of 100 respondents) choosing "no"**.

#### 3 "What do you currently do with Food waste?" and "Would you utilise an organics wheelie bin for the disposal of food and/or green waste?"

- There appears to also be a relationship between those who currently dispose of their food waste in a wheelie bin (n=683), and those who would like an organics waste collection service, with 80% of those stating they currently disposed of their food waste supporting an organics waste collection service.
- Similarly, those with a combination of using a wheelie bin and home composting (n=127) also appear to support an organics waste collection service, with 83% percent of this group supportive.
- Those who mainly home compost (n=430), or who do something else with their food waste (n=87) appear to not want an organics waste collection service, with only 29% supportive and 20% supportive, respectively.

### CONCLUSIONS

This survey indicates with a high level of confidence that the residents of Fraser Coast region would support the introduction of an organics or FOGO waste collection service, in principle, and would even be happy to pay additional for the services under an opt-in or opt-out system.

Most residents do not want to reduce the existing services in order to offset the cost of an organics bin collection. There is a significant amount of concern about increasing rates if the service is not wanted by an individual household.