



Hobsons Bay City Council

***2021 Kerbside Collection Services Review
Business Survey***

June 2021



Prepared by:

**Metropolis Research
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Executive summary

Metropolis Research conducted a random telephone survey of 126 businesses located within the City of Hobsons Bay, whilst Council officers conducted an online open-access survey open to all businesses located within the municipality, which received 281 responses.

The aim of the research was to explore a range of issues around business use of Council's four-bin kerbside collection services, reasons for not using those services, and preferred services into the future.

Given the nature and design of both the online and random telephone survey, it is not possible to provide insight into the proportion of businesses located within the City of Hobsons Bay that currently utilise Council's kerbside collection services. This can be calculated by an analysis of the number of businesses using the service compared to the business directory data published by other agencies.

Both the telephone and online survey respondents were most likely to use the general rubbish and the mixed recycling bins (approximately 90% and over), whilst approximately half used the food and garden waste and glass recycling bins.

The overwhelming majority of both telephone and online respondents reported that they were confident that they knew what could be put in each bin.

Respondents to both surveys estimated that approximately half of the waste and recycling generated by their business was general rubbish, a little more than one-third was mixed recycling, and less than 10% was either glass recycling or food and garden waste. Interestingly, this result was similar for food and beverage businesses surveyed.

More than four-fifths of the random telephone survey, but only a little less than half of the online business respondents reported that they separated their waste into four streams, with one-third of the online business respondents separating their waste into only two streams.

Approximately forty percent of respondent businesses to both surveyed believed that the annual service fee of \$222.70 represented "value for money", whilst approximately one-sixth disagreed, and the remainder could not say.

A little less than half of the respondents to both surveys reported that they were aware that they could upsize or order additional bins but either have not done so, or do not use Council's services.

The most common reason why respondent businesses did not use Council's kerbside services was the perception that the bins were not large enough for their needs.

Consistent with the results for the business respondents using Council's services, the most common waste and recycling services used by businesses that did not use Council's service were general waste and mixed recycling. Only a small proportion of business respondents reported that they used food and garden waste collection services by other service providers.



Approximately three-quarters of respondent businesses to both surveys reported that they had the space to store their bins on their property. The most common locations were behind the business, at the back of the property, or in the back yard.

Approximately one-quarter of respondent businesses to both surveys reported that they were prepared to consider sharing bins with neighbouring businesses to potentially reduce costs and storage requirements.

In response to the two core questions around preferred size of bins and frequency of collection, the following results were observed:

In general terms, the following was observed in relation to the frequency of bin collection:

- **General rubbish** - more than two-thirds of respondent businesses preferred that the general rubbish bin be collected weekly, whilst approximately one-quarter preferred that it be collected fortnightly.
- **Mixed recycling** – a little less than two-thirds of respondent businesses preferred that the mixed recycling bin be collected fortnight, whilst approximately one-third preferred that it be collected weekly.
- **Food and garden waste** – a little less than half of the respondent businesses preferred that the food and garden waste bin be collected weekly, with a more diverse spread of preferred times between the telephone and online for those who did not prefer weekly.
- **Glass recycling** – a little less than two-thirds of the respondent businesses preferred that the glass recycling be collected every four weeks, whilst approximately one-quarter preferred that it be collected fortnightly.

In general terms, the following was observed in relation to the size of the four bins:

- **General rubbish** – there was some variation in these results between the telephone and online surveys, with two-thirds of online respondents preferring a 240L bin and one-third a 120L bin, whilst the random telephone respondents were more varied in their preference, with almost half preferring a 120L bin, a little more than one-third preferring a 240L bin and one-sixth preferring a larger bin.
- **Mixed recycling** – more than four-fifths of both the telephone and online survey respondents preferred a 240L mixed recycling bin.
- **Food and garden waste** – a little more than two-thirds of both the telephone and online survey respondents preferred a 120L food and garden waste bin, with almost all the remaining respondents preferring a 240L bin.
- **Glass recycling** – more than four-fifths of both the telephone and online survey respondents preferred a 120L glass recycling bin.

In response to the “other comments to make” question, almost one-third of the comments received were about the frequency of the bin collections, with many commenting on the perceived inappropriateness of the frequency given the size of the bins. Many of the other comments received were in relation to the individual requirements of the business respondents, with a small number of comments about fee and charges, what can / cannot be put in each bin, the size of the bins, and some general negative comments about the service.



Introduction

Metropolis Research was commissioned by the City of Hobsons Bay to conduct a telephone survey of 100 businesses located within the municipality, to explore a range of issues with their use or reasons for not using, the Council's four-bin kerbside collection services.

In addition to the random telephone survey of businesses, Council officers conducted a similar online survey open to all businesses located within the municipality, as well as face-to-face with approximately 35 businesses in seven separate locations across the municipality.

Metropolis Research input into, but did not design the survey questionnaire, nor did Metropolis Research have a role in the design or conduct of the online survey.

Specifically, the business surveys explored the following:

- **Council's kerbside collection services** – including use of Council's services, bin currently being used, confidence in use of the bins, breakdown of waste and recycling, and ability to separate waste.
- **Service fees** – including awareness and use of bin upsizing or additional collections, and whether the annual service fee represents value for money.
- **Other waste / recycling services** – includes reasons for not using Council's services, name of other providers, and the services provided by other service providers.
- **Storage of bins / sharing bins with neighbours** – includes space to store bins off the street / on the property, location of stored bins, willingness to share bins with neighbours and comments or suggestions about sharing bins.
- **Preferred services** – including preferred size of bins and frequency of bin collections.
- **General comments.**

Methodology and response rate

Metropolis Research conducted a telephone survey interview of approximately five to eight minutes duration with 126 businesses located within the City of Hobsons Bay. The questionnaire used in the conduct of this research was designed primarily by officers of Hobsons Bay City Council, with some preliminary input from Metropolis Research.

Council was keen to ensure that most businesses surveyed were in fact using Council's kerbside services, so the bulk of the sample was randomly surveyed from the list of addresses that Council services. This required Metropolis Research to identify the name of the business and contact details to conduct the survey. A small number of businesses were also surveyed from a random sample of businesses located within the City of Hobsons Bay.

In addition to the random telephone survey, Council officers conducted an open-access online survey of a similar questionnaire, as well as 35 face-to-face interviews of the same survey with business operators in seven separate locations across the municipality. Metropolis Research was not involved in the design or conduct of the online survey.



Type of business

The telephone survey was focused on several industries of particular interest to Council in relation to kerbside collection services, with a focus on smaller businesses with similar waste output to households, which naturally gravitated to particular business types, including food and beverage, health care and accommodation, and retail trade.

The sample was drawn from both a randomly selected list of businesses located in the City of Hobsons Bay (approximately 20%), and randomly drawn from the list of business addresses that utilised Council’s kerbside collection services (approximately 80%).

The focus on businesses that utilised Council’s kerbside collection services was done at the behest of Council officers, to ensure that the survey focused on those businesses that used Council’s kerbside services, as this formed the basis of many of the questions in the survey.

The self-selected online survey, however, was open to all businesses within the City of Hobsons Bay. It is noted that 57 of the 281 respondents to the online survey did not describe the nature of the business sufficiently to categorise to an industry.

It is also noted that the industry categories used for this project, particularly the online survey, do not conform precisely with the Australian and New Zealand Standard Classification of Industries (ANZSCO).

Metropolis Research also removed a small number of responses from the online survey database that identified themselves as residents. It is, however, likely that a small number of the other respondents to the online business survey were, in fact, residents rather than businesses, although it has been proved difficult to be confirm this.

Type of business
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of respondents providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Food and Beverage	35	27.8%	44	15.7%
Health Care and Accommodation	32	25.4%	12	4.3%
Retail trade	30	23.8%	76	27.0%
Business services	11	8.7%	45	16.0%
Personal services and education	11	8.7%	16	5.7%
Industrial, transport, construction	7	5.6%	14	5.0%
Other industries	0	0.0%	17	6.0%
Not stated	0	0.0%	57	20.3%
Total	126	100%	281	100%



Council’s kerbside bin collection services

Using Council’s four-bin service

Respondents were asked:

“Does your business use Council’s four-bin service?”

Consistent with the focus of the sample selection for the random telephone survey, 84% of the 126 respondent businesses reported that they used Council’s four-bin service.

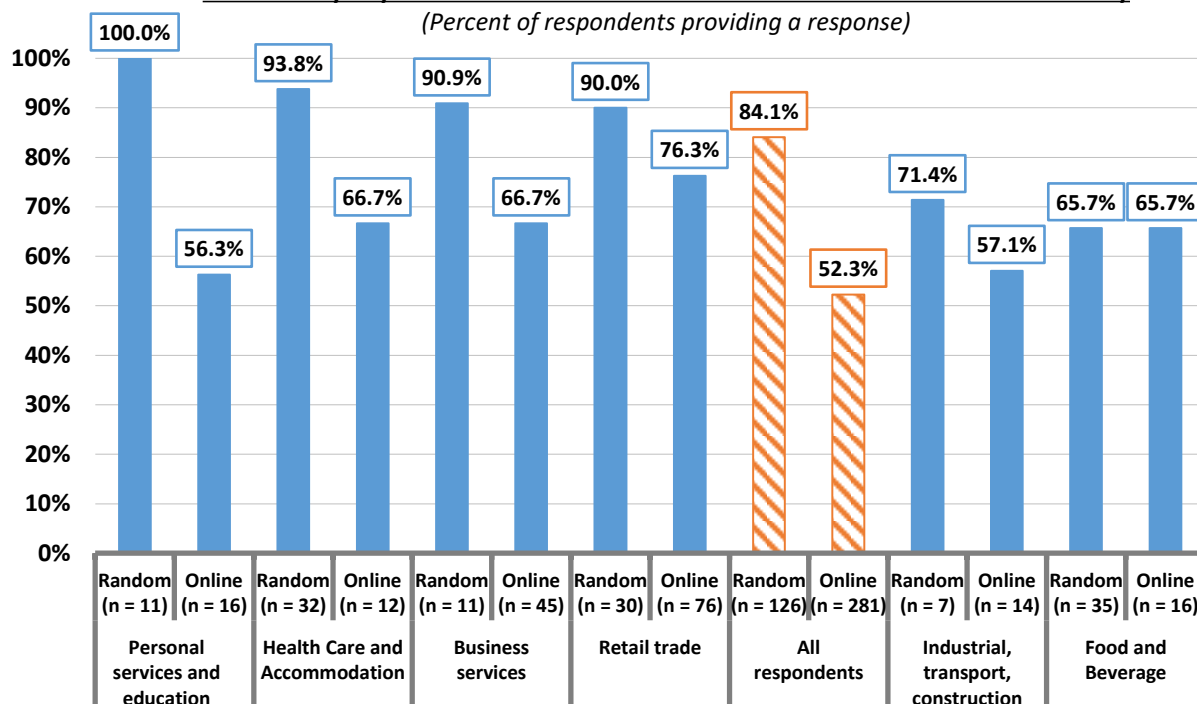
The self-selected online survey respondents, however, were more evenly divided between those that did and did not use Council’s four-bin service.

Using Council's four-bin service
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of respondents providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes	106	84.1%	147	52.3%
No	20	15.9%	134	47.7%
Total	126	100%	281	100%

The industries that were the least likely to use Council’s four-bin service were industrial, transport and construction, and food and beverage businesses.

Using Council's four-bin service by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Percent of respondents providing a response)



Bins currently being used by the business

Respondents who used Council’s four-bin service were asked:

“Which bins are you using?”

Both the random telephone and the self-selected online survey respondents were most likely to use the general rubbish and mixed recycling bins, with the overwhelming majority of respondents to both surveys using these two bins.

Approximately half of the respondents to both surveys reported that they currently use the food and garden waste and glass recycling bins.

The bins your business are using

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number and percent of total respondents who used Council's bin service)

<i>Response</i>	<i>Random telephone</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
General rubbish bin (DARK GREEN or RED)	99	93.4%	134	91.2%
Mixed recycling bin (YELLOW)	98	92.5%	128	87.1%
Food and garden waste bin (GREEN)	58	54.7%	72	49.0%
Glass recycling bin (PURPLE)	55	51.9%	75	51.0%
Total responses	310		409	
<i>Respondents identifying at least one bin</i>	<i>105</i> <i>(99.1%)</i>		<i>139</i> <i>(94.6%)</i>	

Metropolis Research advises some caution in the interpretation of the breakdown of these results by industry, given the small sample size at the industry level. This applies to both the random telephone and the online survey results.

Particular attention is drawn to the following results of note:

- The overwhelming majority of respondents from all industries using the four-bin service reported that they used both the general rubbish and mixed recycling bins.
- **Food and beverage businesses** – of the 47 food and beverage businesses using the four-bin service, only 28 reported that they used the food and garden waste bin.
- **Retail trade businesses** – of the 82 retail trade businesses using the four-bin service, only 30 reported that they use the food and garden waste bin.



The bins your business are using by industry

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey (random telephone)

(Number and percent of total respondents who used Council's bin service)

Response	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
General rubbish bin (DARK GREEN/RED)	87.0%	93.3%	92.6%	100.0%	100.0%	100.0%
Mixed recycling bin (YELLOW)	87.0%	93.3%	88.9%	100.0%	100.0%	100.0%
Food and garden waste bin (GREEN)	43.5%	53.3%	55.6%	60.0%	72.7%	60.0%
Glass recycling bin (PURPLE)	47.8%	43.3%	63.0%	50.0%	54.5%	60.0%
Total responses	61	85	81	31	36	16
Respondents identifying at least one bin	23 (100%)	29 (96.7%)	27 (100%)	10 (100%)	11 (100%)	5 (100%)

The bins your business are using by industry

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey (online)

(Number and percent of total respondents who used Council's bin service)

Response	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
General rubbish bin (DARK GREEN/RED)	81.5%	100.0%	91.4%	93.3%	100.0%	87.5%
Mixed recycling bin (YELLOW)	85.2%	100.0%	81.0%	93.3%	100.0%	87.5%
Food and garden waste bin (GREEN)	74.1%	75.0%	27.6%	40.0%	88.9%	62.5%
Glass recycling bin (PURPLE)	63.0%	87.5%	25.9%	56.7%	88.9%	75.0%
Total responses	82	29	131	85	34	25
Respondents identifying at least one bin	24 (88.9%)	8 (100%)	55 (94.8%)	28 (93.3%)	9 (100%)	7 (100%)

Confident that you know what can and can't go in the bin

Respondents who used Council's four-bin service were asked:

"Are you confident you know what can and can't go in each bin?"

The overwhelming majority of both the random telephone (94.2%) and online (83.5%) survey respondents reported that they were confident that they knew what can and can't go in each of the four bins.

Respondents to the random telephone survey were, however, slightly more likely to believe that they know what can and cannot go in each bin than the self-selected online survey respondents.



Confident that you know what can and can't go in each bin

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number and percent of respondents who used Council's service and providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes	98	94.2%	116	83.5%
No	6	5.8%	23	16.5%
Not stated	2		8	
Total	106	100%	147	100%

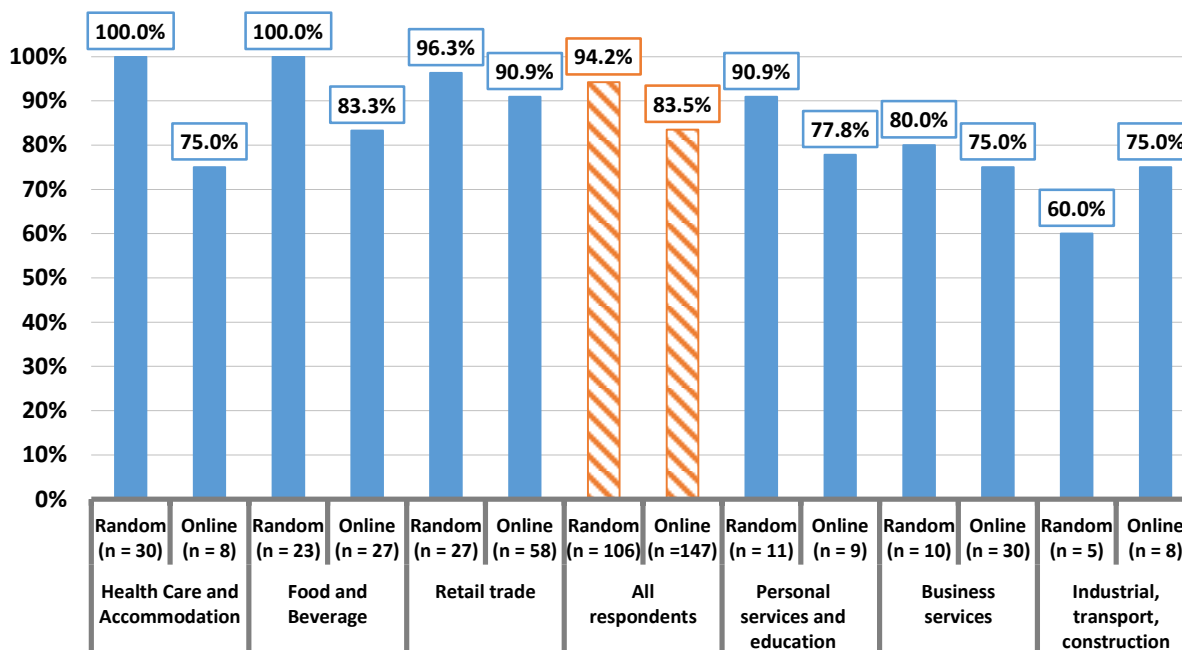
Cognisant of the very small sample sizes at the industry level, it is noted that almost all the health care and accommodation, food and beverage, and retail trade random telephone survey respondents believed that they knew what could and could not be put in each of the bins.

The small sample of just five random telephone and eight online survey respondents from industrial, transport, and construction industries were the least likely to report that they knew what could and could not be put in each of the four bins.

Confident that you know what can and can't go in each bin by industry

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Percent of respondents who used Council's service and providing a response)



Breakdown of waste and recycling

Respondents were asked:

“Approximately what percentage of the waste and recycling generated by your business is?”

This question as to the percentage breakdown of the waste generated by businesses was a difficult question for businesses to answer accurately, and these responses should be interpreted as a very rough perception of the breakdown of waste and recycling, rather than an accurate reflection of the true breakdown of business waste and recycling in the City of Hobsons Bay.

Both surveys found similar overall results, with approximately half of the waste and recycling generated being considered general rubbish, a little more than one-third mixed recycling, a little more than five percent food and garden waste, and approximately five percent glass recycling.

Percentage of the waste and recycling generated by your business
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Percent of waste / recycling generated)

Response	Survey	General rubbish	Mixed recycling	Glass recycling	Food and garden	Total
Zero percent	Telephone	8.3%	14.7%	71.6%	67.9%	126
	Online	0.0%	4.0%	52.0%	64.0%	281
1% to 25%	Telephone	11.9%	15.6%	24.7%	22.0%	126
	Online	24.0%	36.0%	40.0%	20.0%	281
26% to 50%	Telephone	44.0%	49.5%	3.7%	8.3%	126
	Online	44.0%	36.0%	8.0%	16.0%	281
51% to 75%	Telephone	17.5%	11.9%	0.0%	1.8%	126
	Online	24.0%	24.0%	0.0%	0.0%	281
76% to 100%	Telephone	18.3%	8.3%	0.0%	0.0%	126
	Online	8.0%	0.0%	0.0%	0.0%	281
Not stated	Telephone	17	17	17	17	126
	Online	256	256	256	256	281

<i>Average proportion of total waste / recycling</i>	<i>Telephone</i>	49%	40%	4%	7%
	<i>Online</i>	46%	38%	7%	8%

The following table provides a breakdown of these results by industry. Readers are reminded to bear in mind the very small sample sizes for these industry level results.

Bearing that in mind, is noted that businesses from all industries included in the survey reported a broadly similar result; that being that they perceive that in the order of nine-tenths of the waste and recycling that they produce is either general rubbish or mixed recycling.

Particular attention is drawn to the fact that the 35 random telephone food and beverage businesses and 44 online food and beverage survey businesses reported that only a small proportion (6% and 15% respectively) of their waste and recycling was food and garden waste.



Percentage of the waste and recycling generated by your business by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Percent of waste / recycling generated)

<i>Response</i>	<i>Survey</i>	<i>General rubbish</i>	<i>Mixed recycling</i>	<i>Glass recycling</i>	<i>Food and garden</i>
Retail trade	Telephone (n = 30)	43%	43%	4%	10%
	Online (n = 76)	43%	47%	2%	8%
Food and Beverage	Telephone (n = 35)	50%	38%	5%	6%
	Online (n = 44)	54%	19%	12%	15%
Health Care and Accommodation	Telephone (n = 32)	52%	39%	4%	6%
	Online (n = 12)	n.a.	n.a.	n.a.	n.a.
Business services	Telephone (n = 11)	50%	47%	2%	2%
	Online (n = 45)	40%	53%	7%	0%
Industrial, transport, construction	Telephone (n = 7)	31%	45%	3%	21%
	Online (n = 14)	58%	39%	2%	3%
Personal services and education	Telephone (n = 11)	65%	32%	1%	3%
	Online (n = 16)	n.a.	n.a.	n.a.	n.a.
All respondents	Telephone (n = 126)	49%	40%	4%	7%
	Online (n = 281)	49%	40%	4%	7%

Ability to separate waste

Respondents were asked:

“Is your business able to separate waste?”

Respondents were asked if their business was able to separate waste into two, three, or four streams.

The results to the two surveys were significantly different, with particular attention drawn to the fact that 112 of the 281 online survey respondents did not choose to provide a response to this question. This is a limitation of the online methodology for research of this type, as the survey did not force responses. This limits the usefulness of the results from the online survey.

More than four-fifths of the random telephone survey respondents reported that they were able to separate their waste and recycling into four streams, whilst only 42.6% of the online survey respondents providing an answer to this question agreed with this.



Your business is able to separate waste
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes - into four streams	103	82.4%	72	42.6%
Yes - into three streams	5	4.0%	32	18.9%
Yes - into two streams	12	9.6%	54	32.0%
No	5	4.0%	11	6.5%
Not stated	1		112	
Total	126	100%	281	100%

The majority of the random telephone survey respondents who reported that they could separate their waste and recycling into three streams reported that they did not generate a lot of glass recycling. For those who could only separate into two streams, most appear to be separating into general rubbish and mixed recycling.

The three or two streams of waste and recycling
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number of total responses)

Response	Number	Number
<i>Three streams</i>		
Random telephone (n = 5)	Don't have glass for businesses	1
	No glass waste as childcare centre	1
	Not generate glass a lot	1
	Not use glass	1
	Takes home food waste as bins are kept in store	1
Online (n = 31)	General rubbish, mixed recycling, glass	19
	General rubbish, mixed recycling, food and garden waste	12
<i>Two streams</i>		
Random telephone (n = 11)	We don't have food and glass waste	4
	Businesses is hard to separate into 6 streams	1
	General waste, plastics	1
	General rubbish and mixed recycling	1
	No glass or organic waste in our business	1
	Recycling and rubbish is all we need	1
	We only need those two	1
	We only require recycle and rubbish	1
Online (n = 53)	General rubbish, mixed recycling	52
	General rubbish, food and garden waste	1



The following table outlines the reasons provided by the small number of respondents who were not able to separate their waste and recycling.

The most common reason appears to be the perception that the business only produces a small amount of waste and that therefore they believe it is not worth separating.

Reasons for not being able to separate waste
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Random telephone survey</i>	
Only uses council recycling bins	1
There is not much waste generate so there is no separation required	1
We don't have variety of waste we just use one bin that's all	1
We only need paper waste	1
Not stated	1
Total	5
<i>Online survey</i>	
Only generate garbage or waste	3
Because we don't generate that much waste and this silly system has caused a hindrance to all small businesses. Keep it simple for businesses. Not difficult	1
Cannot rely on patrons to put waste into the correct bin. Not feasible to sort waste streams before binning	1
Don't generate much	1
I drop off rubbish in skips at jobs	1
It's difficult with passing traffic putting whatever their rubbish into the first bin they see. But it's better than littering!	1
Others use our bins	1
Time consuming	1
We only have general waste, and we pay for our cardboard and paper	1
Total	11



Service fees

Annual waste service charge

Respondents were asked:

“Council’s current annual waste service charge is \$222.70. This includes four bins: a 120L food and garden waste bin collected weekly, a 120L general rubbish bin and a 240L mixed recycling bin collected fortnightly, and a 120L glass service collected every four weeks. Do you believe that this represents good value for money?”

A little less than half (44.4%) of the random telephone survey and 38.4% of the self-selected online survey respondents believed that the current annual waste service charge of \$222.70 represents good value for money. Approximately one-sixth (18.3% and 18.9%) of respondents did not believe that this represents good value for money.

The annual waste charge of the Council's four-bin service is good value for money
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of total respondents)

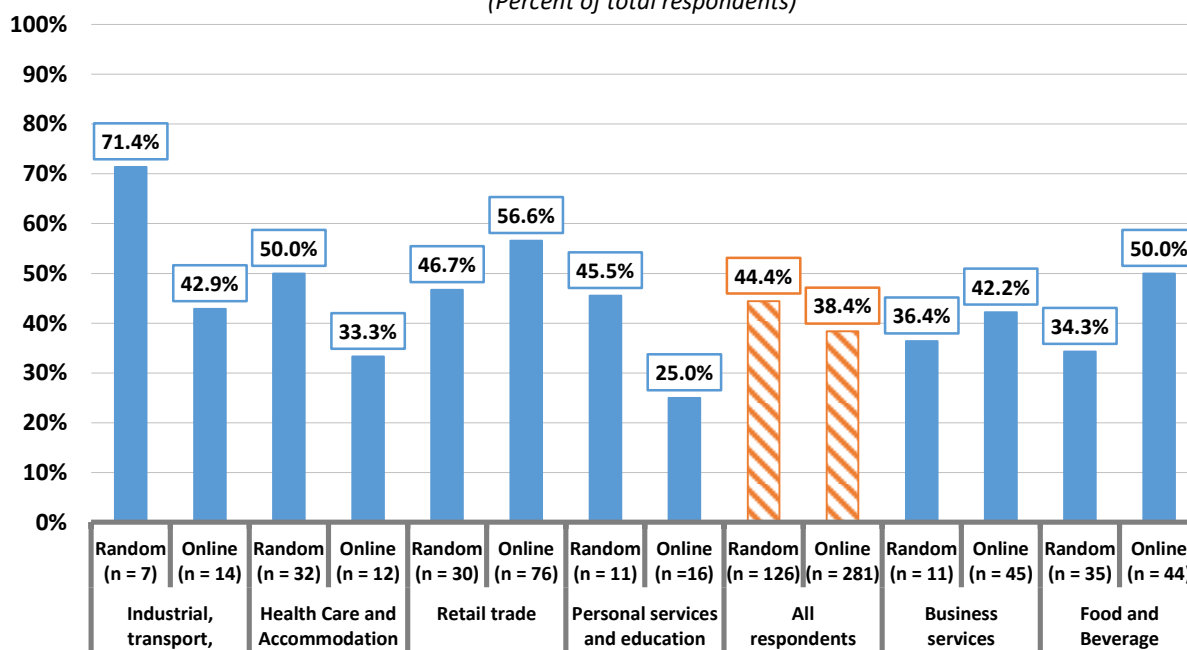
Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes	56	44.4%	108	38.4%
No	23	18.3%	53	18.9%
Don't know / can't say	47	37.3%	120	42.7%
Total	126	100%	281	100%

The following graph provides a breakdown of these results by the respondent businesses industry. It is important to bear in mind the relatively small sample sizes for these industry level results, for both the random telephone and online survey results.

Attention is drawn to the fact that approximately one-third of the small sample of business services and food and beverage industry random telephone survey respondents believed that the service charge represented good value for money.



The annual waste charge of the four-bin service is good value of money by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Percent of total respondents)



Additional annual fee to upsize and / or order additional bins

Respondents were asked:

“Do you know that, for an additional annual fee, users of Council’s kerbside collection services can upsize and / or order additional bins?”

When asked if they know that they can upsize or order additional bins for use through the Council four-bin collection service, a little less than half of the respondents to both the random telephone (44.4%) and online (42.3%) reported that they were aware that they could do so, but either have not done so, or do not use the Council service.

Approximately one-quarter of the random telephone and one-sixth of the online survey respondents reported that they were not aware they could upsize or order additional bins.

There was some variation in these results observed by industry, but again, Metropolis Research notes the very small sample size at the industry level for these results and advises caution in the interpretation of industry level variation in results.

In terms of variation in results for the random telephone survey, it is noted that health care and accommodation respondents were somewhat more likely to have upsized or ordered additional general rubbish bins (37.5% compared to 14.3%).

In terms of variation in the results for the online survey, it is noted that retail trade and personal services / education businesses were more likely to be aware but not have upsized or ordered additional bins, or do not use the Council service.



Upsize and / or order additional bins for an additional fee
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes - I am aware but I haven't done so / or don't use the Council services	56	44.4%	119	42.3%
Yes - I have upsized / ordered additional GENERAL RUBBISH bins	18	14.3%	11	3.9%
Yes - I have upsized / ordered additional MIXED RECYCLING bins	1	0.8%	4	1.4%
Yes - I have upsized / ordered additional FOOD AND GARDEN WASTE bins	1	0.8%	1	0.4%
Yes - I have ordered additional GLASS RECYCLING bins	0	0.0%	1	0.4%
No - I was not aware I could upsize / order additional bins	34	27.0%	43	15.3%
Don't know / can't say	20	15.9%	103	36.7%
Total responses	130		282	
Respondents identifying at least one response	125 (99.2%)		281 (100%)	



Upsize and / or order additional bins for an additional fee by industry

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey (random telephone)

(Number and percent of respondents providing a response)

Response	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Yes - I am aware but I haven't done so / or don't use the Council services	37.1%	37.5%	50.0%	63.6%	63.6%	28.6%
Yes - I have upsized / ordered additional GENERAL RUBBISH bins	5.7%	37.5%	6.7%	0.0%	18.2%	0.0%
Yes - I have upsized / ordered additional MIXED RECYCLING bins	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Yes - I have upsized / ordered additional FOOD AND GARDEN WASTE	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%
Yes - I have ordered additional GLASS RECYCLING bins	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No - I was not aware I could upsize / order additional bins	25.7%	21.9%	33.3%	27.3%	27.3%	28.6%
Don't know / can't say	31.4%	6.3%	10.0%	9.1%	0.0%	42.9%
Total responses	36	33	31	11	12	7
Respondents identifying at least one response	34 (97.1%)	32 (100%)	30 (100%)	11 (100%)	11 (100%)	7 (100%)

Upsize and / or order additional bins for an additional fee by industry

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey (online)

(Number and percent of respondents providing a response)

Response	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Yes - I am aware but I haven't done so / or don't use the Council services	40.9%	50.0%	60.5%	55.6%	62.5%	57.1%
Yes - I have upsized / ordered additional GENERAL RUBBISH bins	9.1%	16.7%	0.0%	6.7%	12.5%	0.0%
Yes - I have upsized / ordered additional MIXED RECYCLING bins	0.0%	0.0%	1.3%	0.0%	6.3%	7.1%
Yes - I have upsized / ordered additional FOOD AND GARDEN WASTE	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Yes - I have ordered additional GLASS RECYCLING bins	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
No - I was not aware I could upsize / order additional bins	31.8%	8.3%	22.4%	8.9%	0.0%	14.3%
Don't know / can't say	18.2%	16.7%	15.8%	28.9%	25.0%	14.3%
Total responses	44	12	76	45	17	14
Respondents identifying at least one response	44 (100%)	12 (100%)	76 (100%)	45 (100%)	16 (100%)	14 (100%)



Other waste / recycling services

Reasons for not using Council's kerbside collection services

Respondents who did not use Council's bin service were asked:

"Why doesn't your business use Council's kerbside collection services?"

The 20 random telephone and 134 online survey respondents who reported that they currently do not use Council's four-bin service were asked the reasons why they did not use these services.

The random telephone survey respondents reported a range of reasons, with the most common being that the bins were not large enough for their needs.

The larger sample of online survey respondents reported a wider range of reasons why they do not use the Council four-bin service, with many saying that they use a private service instead (without specifying why this is the case).

Other reasons listed by the online survey respondents include a lack of knowledge about the Council service, some referenced a perception that the service was not available to them or that they were not offered the service.

Reasons for not using Council's kerbside collection services
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number of total responses)

<i>Reason</i>	<i>Number</i>
<i>Random telephone survey</i>	
The size of bin is small, not big enough	6
Don't need it	2
Because we have excess amount of rubbish	1
Collection times for the other provider are more convenient	1
Commercial place	1
Frequency is bad	1
Haven't been provided recycling	1
Inadequate service	1
No space no room to put bins	1
Not much waste	1
Not sure about that it's been there for one year	1
This group specialises in hair recycling	1
We never got councils bins	1
Total	19



<i>Online survey</i>	
Private service	12
Body Corporation operated waste collection	2
Haven't got the bins	2
I didn't know about it	2
Because I have only been provided with 2 bins	1
Because the council has never informed me	1
Been told we're not entitled to the 4 bins	1
Construction waste is not allowed in them	1
Don't need green waste bins	1
I don't have general waste bin	1
I need skips on my jobs	1
It was not made available to us when the new waste collection system was introduced	1
Joint bins under body corporation, shared bins with other shops and apartments	1
Just use home bins	1
Not eligible yet	1
our facility does not qualify for Councils Waste Services	1
Own dumpsters	1
Retail store, don't need bins just collection of cardboard as is happening at present - leaving out on kerb Tuesday nights	1
Small home office	1
The council trucks don't come down the back lane way of our shop in Veletta Lane and we have never been given any type of council bin in the past	1
They originally said we must take our bins 200 metres to a main road	1
Use bins outside	1
We are only there on a Sunday morning and it has never been offered to us. We struggle as we no longer have a bin outside our club room. It was moved further down and is always full	1
We are tenants and not aware it's available to us	1
We do not generate glass or green waste. we use general rubbish and recycling only	1
We have already general rubbish 2mts skip and recycle 4m skip arranged through a private collector	1
We require much larger sized bins to accommodate our waste needs	1
We would like to if we are able to access this service	1
You want us to sort out the recycle and charge extra for it	1
Total	43

The following table provides a breakdown of these results by industry group.



Reasons for not using Council's kerbside collection services by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number of total responses)

Industry	Survey	Reason	Number
Food and Beverage	Telephone (n = 12)	Because we have excess amount of rubbish	1
		Bins aren't large enough	1
		Collection times for other provider are more convenient	1
		Commercial place	1
		Frequency is bad	1
		Haven't been provided recycling	1
		Inadequate service	1
		No space no room to put bins	1
		Not sure about that it's been there for one year	1
		The size of bin is small	1
		Too small bins	1
		We need large bins	1
	Online (n = 13)	Private service	4
		Body Corporation operated waste collection	2
		Did not know it was available	1
		I don't have general waste bin	1
		Shared Private bins	1
		The council trucks don't come down the back lane way of our shop in Veletta Lane and we have never been given any type of council bin in the past	1
		We are tenants and not aware it's available to us	1
		We are not provided with one	1
You want us to sort out the recycle and charge extra for it	1		
Retail trade	Telephone (n = 12)	Don't need it	1
		It's not big enough	1
		This group specialises in hair recycling	1
	Online (n = 12)	Private service	6
		Don't need green waste bins	1
		Haven't got the bins	1
		I didn't know about it	1
		Joint bins under body corporation, shared bins with other shops and apartments	1
		Retail store, don't need bins just collection of cardboard as is happening at present - leaving out on kerb Tuesday nights	1
		Use bins outside	1
Health Care and Accommodation	Telephone (n = 2)	It's not big enough	1
		Not much waste	1
	Online (n = 2)	Because I have only been provided with 2 bins	1
		Because the council has never informed me	1
	Telephone (n = 1)	Don't need it	1



Business services	Online (n = 4)	It was not made available to us when the new waste collection system was introduced	1
		Private shared	1
		Small home office	1
		We do not generate glass or green waste. we use general rubbish and recycling only	1
Industrial, transport, construction	Telephone (n = 1)	We never got councils bins	1
	Online (n = 4)	Construction waste is not allowed in them	1
		Our facility does not qualify for Council's Waste Services	1
		We have already general rubbish 2mts skip and recycle 4m skip arranged through a private collector	1
		We require much larger sized bins to accommodate our waste needs	1
Personal services and education	Telephone	n.a.	n.a.
	Online (n = 4)	Just use home bins	1
		Not eligible yet	1
		Own dumpsters	1
		We are only there on a Sunday morning and it has never been offered to us. We struggle as we no longer have a bin outside our club room. It was moved further down and is always full	1

Name of the provider used for waste and recycling

Respondents who did not use Council's bin service were asked:

"What service does your business use for waste and recycling?"

The following tables outline the services that respondent businesses reported that they use for the waste and recycling services.

Name of the provider that your business use for waste and recycling
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
<i>Random telephone survey</i>	
JJ Richards	8
Al Porto Vichio	1
Altona north Woolworth system share bins	1
Bingo	1
Cleanaway	1
Djay	1
Fuez	1
Speedy Waste	1



Sustainable salon	1
Violia	1
Waste flex	1
Waste is taken to my home at residential property. I am the provider	1
We use professional shredder	1
Total	20

Online survey

Private company / contractor	9
Sharing private service	4
JJ Richards	3
General waste and cardboard recycling	2
HBCC	2
Cleaners remove waste to dumpster. Have cardboard recycling dumpster also	1
Collection of cardboard / boxes	1
Commercial bins	1
Commercial waste company	1
Corio Waste Management utilises its own services for General waste, paper Cardboard, Organics and commingle.	1
Council	1
Council bin further down the road on the grounds	1
CSC	1
Home residential office	1
I use the green and yellow recycling bins provided by council	1
Industrial tilt bin	1
Kartaway and SUEZ	1
Make our own arrangements	1
Only yellow for recycle	1
Our household bin	1
Private waste contractor engaged by body corporate	1
Skips	1
Standard as residential	1
Street bins	1
We have already general rubbish 2mts skip and recycle 4m skip arranged through a private collection. Also, we use the rubbish bin and recycling bin provided by council	1
We pay separately for Bingo to collect rubbish and recyclables	1
We use the council system, but it is only two bins (green and yellow) - not four	1
Total	42



Service provided for waste and recycling

Respondents who did not use Council’s bin service were asked:

“What services do they provide for your business?”

Metropolis Research notes that a significant proportion of the 134 online survey respondent businesses that reported that they did not use Council’s four-bin service, did not provide a response to this question.

It is not possible, given the nature of the online methodology and how the online survey appears to have been constructed, to interpret whether these businesses simply did not answer the question, or whether they did not use any other waste collection services.

All the respondent businesses who did not use Council’s service, and who provided an answer to this question, reported that they use a general waste service.

The majority of both the random telephone and online survey reported that they used a mixed recycling service.

It is noted that none of the random telephone respondents and just one-sixth of the online survey respondents who provided a response to this question, reported that they used a food and garden waste service from their service provider.

Services that your provider provides for your business

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number and percent of respondents who did not use Council's service and responded)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
General waste	19	100.0%	44	100.0%
Mixed recycling	12	63.2%	35	79.5%
Glass	3	15.8%	14	31.8%
Food and garden	0	0.0%	7	15.9%
Total responses	34		100	
<i>Respondents identifying at least one service</i>	<i>19</i> <i>(95.0%)</i>		<i>44</i> <i>(32.8%)</i>	



Storage of bins / sharing bins with neighbours

Space to store four bins off the street / within property's boundary

Respondents were asked:

“Do you have space to store four bins off the street / within your property's boundary?”

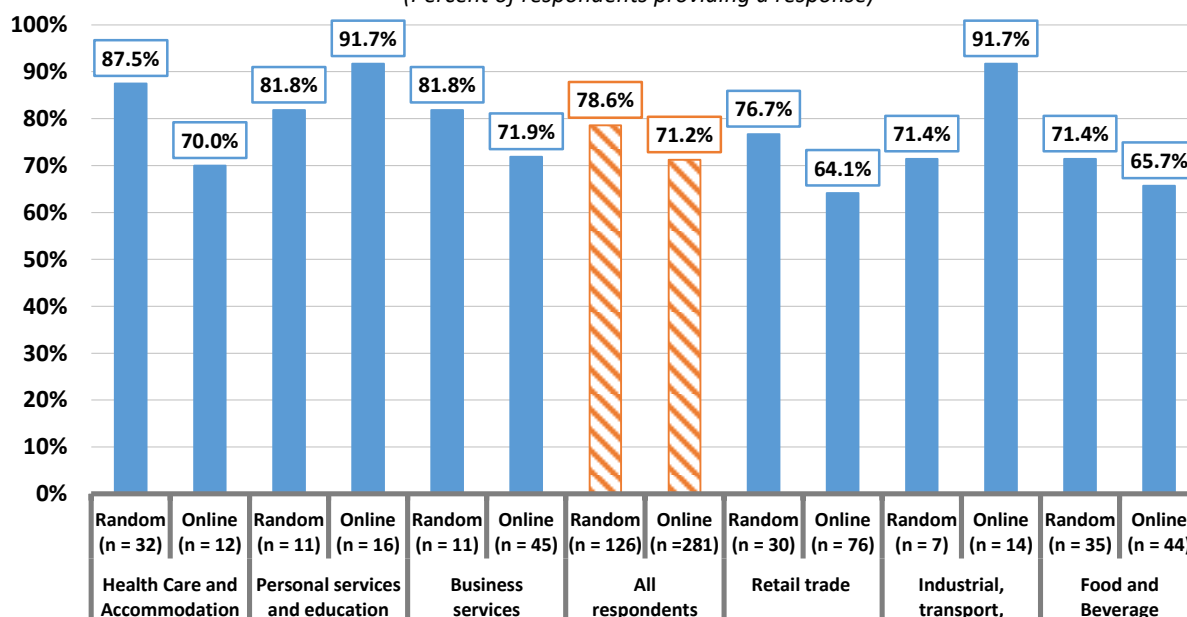
Approximately three-quarters of respondents to both surveys reported that they had room to store four bins off the street and within their property's boundary.

Space to store four bins off the street / within your property's boundary
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of respondents providing a response)

Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes	99	78.6%	126	71.2%
No	27	21.4%	51	28.8%
Not stated	0		104	
Total	126	100%	281	100%

Cognisant of the small samples at the industry level, it is noted that there was relatively little meaningful variation in these results observed across the various industries surveyed.

Space to store four bins off the street / within your property's boundary by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Percent of respondents providing a response)



Location of storing bins

Respondents who have space to store bins were asked:

“Where do you store your bins?”

The majority of the random telephone survey respondents who had room to store their bins on their property, reported that they stored the bins at the back of the property / in the backyard.

It is noted that some businesses reported that they stored the bins inside the business, whilst there were a range of other responses.

The online survey respondent businesses reported a different set of answers, as the question was asked of respondents who reported that they did not have room to store the four bins off the street or within their property’s boundary.

Many of these businesses reported that they stored their bins on the street, in the car park, at the back, in the alley, and a range of other locations, including inside the business.



Location of storing your bins

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number of total responses)

<i>Response</i>	<i>Number</i>
<i>Random telephone survey</i>	
At the back	40
At the backyard	12
Carpark	4
In the front	4
At the back of the shop	3
Back of carpark	3
Inside building	3
At the back of the building	2
Back of the premises	2
On the property's driveway	2
Side of the building	2
At the back retail premises	1
At the rear of the store	1
Back of clinic	1
Back of property	1
Behind office building near carpark (off street but other people can access)	1
Between the building and the gate	1
Courtyard outside	1
Down the side gate	1
In the alleyway	1
In the garage	1
Inside shop	1
Just outside between building and car park	1
Laneway behind office	1
Off street	1
On the side of the premises	1
Outside the shop	1
Side of factory	1
Total	94
<i>Online survey</i>	
On street	8
Carpark	7
Shared bins	4
At the back	3
Driveway	3
In storeroom	3
Back of shop	1
Behind building in lane way	1



Garage	1
Must store them inside, very annoying	1
I am obliged to keep inside but general rubbish inside is not suitable for my business	1
I'm in an arcade and there is t that many bins for each business	1
In areas which result in lack of safe space and walking space. Due to the idiocy of woke 'let's lead the country in recycling philosophy'	1
In the laneway behind the store	1
In the shop	1
Keep in cupboard	1
Nature strip	1
Next to front fence but must move them daily to use the driveway	1
On the footpath	1
Outside	1
Side of house. 4 bins idea is terrible	1
Stored in shared laneway	1
They must be stored in our staff room, which is not ideal	1
Took them home	1
Very cluttered at back door	1
Total	47

Sharing bins with neighbouring business

Respondents were asked:

“Would your business consider sharing bins with neighbouring businesses to potentially reduce costs and storage requirements?”

Metropolis Research notes that a significant proportion of the online survey respondents did not provide a response to this question, which does make analysis and comparison to the random telephone survey results somewhat problematic.

Focusing on the random telephone survey results, it is noted that approximately two-thirds of respondents reported that they would not consider sharing bins with neighbouring businesses to potentially reduce costs and storage requirements.

Sharing bins with neighbouring businesses
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of total respondents)

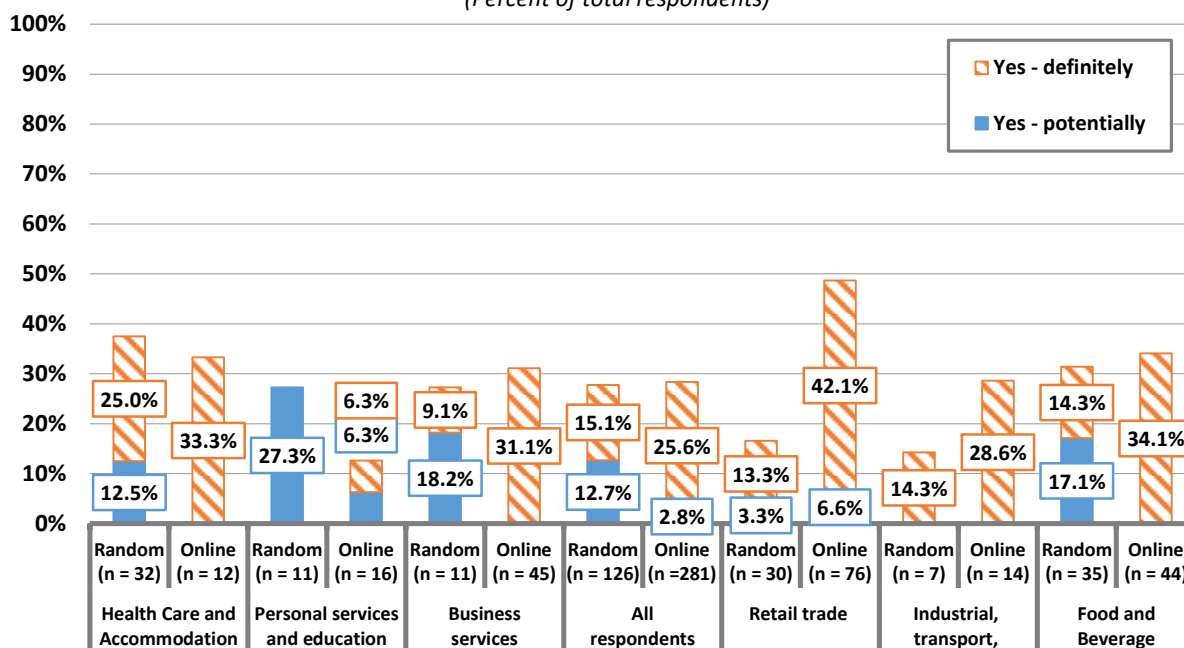
Response	Random telephone		Online	
	Number	Percent	Number	Percent
Yes - definitely	19	15.1%	72	25.6%
Yes - potentially	16	12.7%	8	2.8%
No	79	62.7%	86	30.6%
Don't know / can't say	12	9.5%	115	40.9%
Total	126	100%	281	100%



Both the online and random telephone surveys found that only approximately one-quarter of respondents were either or potentially willing to consider sharing bins with neighbouring businesses.

Apart from the online survey retail trade businesses (who were more likely than others to be willing to consider sharing bins), there was no real meaningful or statistically significant variation in these results observed across the various industries included in the survey.

Sharing bins with neighbourhood businesses by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Percent of total respondents)



Comments or suggestions about sharing bins with neighbouring business

Respondents were asked:

“Do you have any comments or suggestions to make about potentially sharing bins with neighbouring businesses?”

The following table outlines the open-ended responses received from respondents to the random telephone survey.

It is noted that no respondents from the online survey opted to provide a response to this question.

Comments or suggestions about sharing bins with neighbouring businesses by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey (random telephone)
(Number of total responses)

Industry	Response	Number
Food and Beverage	Concerns about other businesses producing more waste, would not to increase their personal cost for this reason	1
	Enough to manage business's own bins	1
	My neighbourhood has no space, otherwise I will do that	1
	This business keeps their bins inside, so would need a convenient location for bin sharing	1
Health Care and Accommodation	Good if we can get a communal skip bins for businesses	1
	Not too keen as we are dental clinic	1
	We have applied through body corporation and it has been 2 to 3 months and we have not get the bin yet	1
Business services	Clearly marked business/resident bins so that businesses don't accidentally share with residents	1
	Does not want other businesses' waste in their bins, as they don't personally produce much food waste/messy waste	1
Retail trade	Glass and food bin can be shared	1
	This business produces mostly green waste, so would not have room in that bin to share	1
Business services	Ensure that everyone is a willing participant/understands that sharing is taking place	1
Industrial, transport, construction	Produces too much waste to share	1
Personal services and education	Willing and able, up to Council to organise	1

Total

14



Preferred services

Preferred frequency of collection for each stream

Respondents were asked:

“Noting that there are costs associated with increased levels of service that will likely be passed on through the waste service charge, how frequently would you prefer each stream be collected?”

Whilst there was some variation observed in the results between the random telephone and the self-selected online survey respondents, the basis pattern of results appears consistent.

In general terms, the following was observed:

- **General rubbish** - more than two-thirds of respondent businesses preferred that the general rubbish bin be collected weekly, whilst approximately one-quarter preferred that it be collected fortnightly.
- **Mixed recycling** – a little less than two-thirds of respondent businesses preferred that the mixed recycling bin be collected fortnight, whilst approximately one-third preferred that it be collected weekly.
- **Food and garden waste** – a little less than half of the respondent businesses preferred that the food and garden waste bin be collected weekly, with a more diverse spread of preferred times between the telephone and online for those who did not prefer weekly.
- **Glass recycling** – a little less than two-thirds of the respondent businesses preferred that the glass recycling be collected every four weeks, whilst approximately one-quarter preferred that it be collected fortnightly.



Preferred frequency of collection of each stream

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number and percent of respondents providing a response)

Response	Survey	General rubbish		Mixed recycling	
		Number	Percent	Number	Percent
Weekly	Telephone	80	69.6%	40	36.0%
	Online	120	72.7%	54	32.7%
Fortnightly	Telephone	35	30.4%	68	61.3%
	Online	39	23.6%	99	60.0%
Every four weeks	Telephone	0	0.0%	2	1.8%
	Online	1	0.6%	5	3.0%
Other	Telephone	0	0.0%	1	0.9%
	Online	5	3.0%	7	4.2%
Can't say	Telephone	11		15	
	Online	116		116	
Total	Telephone	126	100%	126	100%
	Online	281	100%	281	100%

Response	Survey	Food and garden		Glass recycling	
		Number	Percent	Number	Percent
Weekly	Telephone	32	48.5%	9	13.8%
	Online	75	45.5%	14	11.9%
Fortnightly	Telephone	21	31.8%	16	24.6%
	Online	29	17.6%	30	25.4%
Every four weeks	Telephone	13	19.7%	39	60.0%
	Online	17	10.3%	74	62.7%
Other	Telephone	0	0.0%	1	1.5%
	Online	44	26.7%	0	0.0%
Can't say	Telephone	60		61	
	Online	116		163	
Total	Telephone	126	100%	126	100%
	Online	281	100%	281	100%

The following tables outline a breakdown of these results by industry. Readers are reminded to bear in mind the small sample sizes for these results.



Respondents from most industries were most likely to prefer that the general rubbish bin be collected weekly, whilst personal services and education related businesses were somewhat more mixed in their views, and a larger proportion preferred a fortnightly collection, consistent with their lower waste and recycling production.

Preferred frequency of general rubbish collection by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Weekly	Telephone	79.3%	73.3%	60.7%	80.0%	45.5%	71.4%
	Online	84.8%	80.0%	78.7%	69.0%	60.0%	70.0%
Fortnightly	Telephone	20.7%	26.7%	39.3%	20.0%	54.5%	28.6%
	Online	12.1%	20.0%	18.0%	31.0%	30.0%	30.0%
Every four weeks	Telephone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	Telephone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Online	3.0%	0.0%	3.3%	0.0%	10.0%	0.0%
Can't say	Telephone	6	2	2	1	0	0
	Online	11	2	15	16	6	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14

In general terms, most businesses from all industries from both surveys preferred that the mixed recycling bin be collected fortnightly, with most of the remaining businesses preferring that it be collected weekly.

Preferred frequency of mixed recycling collection by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Weekly	Telephone	40.0%	29.0%	48.1%	40.0%	9.1%	42.9%
	Online	54.5%	50.0%	32.8%	17.2%	20.0%	20.0%
Fortnightly	Telephone	56.0%	71.0%	44.4%	60.0%	90.9%	57.1%
	Online	36.4%	50.0%	60.7%	79.3%	70.0%	60.0%
Every four weeks	Telephone	4.0%	0.0%	3.7%	0.0%	0.0%	0.0%
	Online	3.0%	0.0%	3.3%	3.4%	0.0%	10.0%
Other	Telephone	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
	Online	6.1%	0.0%	3.3%	0.0%	10.0%	10.0%
Can't say	Telephone	10	1	3	1	0	0
	Online	11	2	15	16	6	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14



Apart from personal services and education related businesses, respondents from other industries and from both surveys, tended to prefer that the food and garden waste bin be collected weekly, with most of the remaining businesses preferring a fortnightly collection.

Preferred frequency of food and garden waste collection by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response		Food and Beverage	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Weekly	Telephone	69.2%	30.0%	52.9%	60.0%	28.6%	75.0%	
	Online	51.5%	70.0%	34.4%	55.2%	20.0%	60.0%	
Fortnightly	Telephone	23.1%	45.0%	23.5%	40.0%	28.6%	25.0%	
	Online	15.2%	20.0%	14.8%	17.2%	50.0%	10.0%	
Every four weeks	Telephone	7.7%	25.0%	23.5%	0.0%	42.9%	0.0%	
	Online	12.1%	10.0%	9.8%	10.3%	20.0%	0.0%	
Other	Telephone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Online	21.2%	0.0%	41.0%	17.2%	10.0%	30.0%	
Can't say	Telephone	22	12	13	6	4	3	
	Online	11	2	15	16	6	4	
Total	Telephone	35	32	30	11	11	7	
	Online	44	12	76	45	16	14	

In general terms, many respondent businesses from all industries, and from both surveys tended to prefer that the glass recycling be collected every four weeks, with most of the remaining businesses preferring a fortnightly collection. However, food and beverage businesses were more likely than most other businesses to prefer a weekly collection.

Preferred frequency of glass recycling collection by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response		Food and Beverage	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Weekly	Telephone	20.0%	0.0%	16.7%	33.3%	0.0%	25.0%	
	Online	26.9%	0.0%	11.4%	4.5%	0.0%	12.5%	
Fortnightly	Telephone	26.7%	17.6%	27.8%	16.7%	40.0%	25.0%	
	Online	23.1%	11.1%	22.9%	22.7%	25.0%	37.5%	
Every four weeks	Telephone	46.7%	82.4%	55.6%	50.0%	60.0%	50.0%	
	Online	50.0%	88.9%	65.7%	72.7%	75.0%	50.0%	
Other	Telephone	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Can't say	Telephone	20	15	12	5	6	3	
	Online	18	3	41	23	8	6	
Total	Telephone	35	32	30	11	11	7	
	Online	44	12	76	45	16	14	



Size of the bin for each waste and recycling stream

Respondents were asked:

“What size bin does your business require for each stream of waste and recycling?”

Whilst there was some variation observed between the random telephone and the self-selected online survey respondents, in general terms, respondents to both surveys reported similar preferences for the size of each stream of waste and recycling.

In summary, the following is noted:

- ***General rubbish*** – there was some variation in these results between the telephone and online surveys, with two-thirds of online respondents preferring a 240L bin and one-third a 120L bin, whilst the random telephone respondents were more varied in their preference, with almost half preferring a 120L bin, a little more than one-third preferring a 240L bin and one-sixth preferring a larger bin.
- ***Mixed recycling*** – more than four-fifths of both the telephone and online survey respondents preferred a 240L mixed recycling bin.
- ***Food and garden waste*** – a little more than two-thirds of both the telephone and online survey respondents preferred a 120L food and garden waste bin, with almost all the remaining respondents preferring a 240L bin.
- ***Glass recycling*** – more than four-fifths of both the telephone and online survey respondents preferred a 120L glass recycling bin.



Bin size of your business for each stream of waste and recycling
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	General rubbish		Mixed recycling	
		Number	Percent	Number	Percent
Smaller than 120L	Telephone	1	0.9%	0	0.0%
	Online	0	0.0%	5	3.1%
120L (small)	Telephone	50	43.5%	8	7.1%
	Online	56	34.4%	20	12.3%
240L (large)	Telephone	44	38.3%	91	80.5%
	Online	107	65.6%	138	84.7%
Larger than 240L	Telephone	20	17.4%	14	12.4%
	Online	0	0.0%	0	0.0%
Can't say	Telephone	11		13	
	Online	118		118	
Total	Telephone	126	100%	126	100%
	Online	281	100%	281	100%

Response	Survey	Food and garden		Glass recycling	
		Number	Percent	Number	Percent
Smaller than 120L	Telephone	3	4.3%	7	10.8%
	Online	0	0.0%	0	0.0%
120L (small)	Telephone	48	69.6%	52	80.0%
	Online	117	71.8%	139	85.3%
240L (large)	Telephone	16	23.2%	5	7.7%
	Online	46	28.2%	16	9.8%
Larger than 240L	Telephone	2	2.9%	1	1.5%
	Online	0	0.0%	8	4.9%
Can't say	Telephone	57		61	
	Online	118		118	
Total	Telephone	126	100%	126	100%
	Online	281	100%	281	100%

The following tables outline a breakdown of these results by industry. Readers are reminded to bear in mind the small sample sizes for these results.



There was a lot of variation in the results observed by industry between the random telephone and the online survey respondents in terms of the preference for the size of the general rubbish bin.

Size of the general rubbish bin by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Smaller than 120L	Telephone	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
120L (small)	Telephone	30.0%	26.7%	60.7%	90.0%	50.0%	28.6%
	Online	12.1%	20.0%	36.7%	48.3%	44.4%	40.0%
240L (large)	Telephone	46.7%	46.7%	35.7%	10.0%	20.0%	42.9%
	Online	87.9%	80.0%	63.3%	51.7%	55.6%	60.0%
Larger than 240L	Telephone	23.3%	23.3%	3.6%	0.0%	30.0%	28.6%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Can't say	Telephone	5	2	2	1	1	0
	Online	11	2	16	16	7	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14

The majority of respondents from both surveys and for all industries preferred a large 240L bin for the mixed recycling.

Size of the mixed recycling bin by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Smaller than 120L	Telephone	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Online	0.0%	0.0%	5.0%	3.4%	0.0%	10.0%
120L (small)	Telephone	7.1%	6.7%	10.7%	0.0%	0.0%	14.3%
	Online	3.0%	0.0%	15.0%	13.8%	33.3%	0.0%
240L (large)	Telephone	75.0%	80.0%	78.6%	100.0%	100.0%	57.1%
	Online	97.0%	100.0%	80.0%	82.8%	66.7%	90.0%
Larger than 240L	Telephone	17.9%	13.3%	10.7%	0.0%	0.0%	28.6%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Can't say	Telephone	7	2	2	1	1	0
	Online	11	2	16	16	7	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14



The majority of respondents from both surveys and for all industries preferred a large 240L bin for the mixed recycling. It is noted, however, that a relatively large proportion of respondents to both surveys from the food and beverage and health care and accommodation industries preferred a 240L food and garden waste bin.

Size of the food and garden waste bin by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Smaller than 120L	Telephone	0.0%	5.6%	10.0%	0.0%	0.0%	0.0%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
120L (small)	Telephone	71.4%	55.6%	70.0%	80.0%	85.7%	80.0%
	Online	63.6%	50.0%	80.0%	82.8%	66.7%	70.0%
240L (large)	Telephone	28.6%	38.9%	10.0%	20.0%	14.3%	20.0%
	Online	36.4%	50.0%	20.0%	17.2%	33.3%	30.0%
Larger than 240L	Telephone	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Can't say	Telephone	21	14	10	6	4	2
	Online	11	2	16	16	7	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14

The overwhelmingly majority of respondents from both surveys and for all industries preferred a 120L bin for the glass recycling.

Size of the glass recycling bin by industry
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
 (Number and percent of respondents providing a response)

Response	Survey	Food and Beverage	Health Care, Accomm.	Retail trade	Business services	Personal services, education	Industrial, transport, construction
Smaller than 120L	Telephone	6.7%	13.3%	10.0%	0.0%	0.0%	25.0%
	Online	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
120L (small)	Telephone	73.3%	80.0%	80.0%	100.0%	20.0%	75.0%
	Online	63.6%	100.0%	93.3%	100.0%	77.8%	100.0%
240L (large)	Telephone	20.0%	6.7%	5.0%	0.0%	80.0%	0.0%
	Online	18.2%	0.0%	5.0%	0.0%	11.1%	0.0%
Larger than 240L	Telephone	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%
	Online	18.2%	0.0%	1.7%	0.0%	11.1%	0.0%
Can't say	Telephone	20	17	10	5	6	3
	Online	11	2	16	16	7	4
Total	Telephone	35	32	30	11	11	7
	Online	44	12	76	45	16	14



General comments

The general comments have been broadly categorised for ease of interpretation, as outlined in the following table, with the verbatim comments following in the main table.

The most common issues raised by businesses were the frequency of collections and the individual requirements of their business. A notable number of online survey respondent businesses also referred to residents or other businesses putting rubbish into their bins.

General comments
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number and percent of responses)

<i>Issue</i>	<i>Telephone</i>		<i>Online</i>	
	<i>Number</i>	<i>Percent</i>	<i>Number</i>	<i>Percent</i>
Frequency of collections	14	29.8%	40	31.0%
Individual business requirements	12	25.5%	16	12.4%
Fees / charges	4	8.5%	3	2.3%
What can / can't go in the bins	3	6.4%	8	6.2%
General negative	3	6.4%	9	7.0%
Size of bins	2	4.3%	11	8.5%
General positive	2	4.3%	6	4.7%
Quality of service (e.g., pickups, timings)	1	2.1%	4	3.1%
Residents / businesses dumping in our bin	1	2.1%	15	11.6%
Other	5	10.6%	17	13.2%
Total	47	100%	129	100%

General comments / random telephone survey
Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey
(Number of total responses)

<i>Response</i>	<i>Number</i>
<i>Frequency of collections</i>	
General rubbish should be collected weekly not fortnightly	2
We'd like general rubbish picked up weekly	2
General bin should be weekly collected instead of fortnightly also there should more options to put in recycling bin so it can balance off	1
Frequent collection of general waste and food waste ideal to reduce smells	1
General rubbish bins should either be collected weekly or have 240l size if collected every fortnight	1
I need more frequency for general rubbish like weekly	1
I prefer the old method where general waste was collected weekly	1
If we can get recycling every week that would be great	1



We are a dental clinic and have a large amount of waste it needs to be picked up weekly as it is always overflowing, and neighbours get upset	1
We need general waste frequency every week instead of fortnightly	1
We require mixed recycling to be collected twice in a week and we need larger upside for bin	1
Weekly frequency of general bins is better	1
Total	14

What can / can't go in the bins

Corn-starch bags should be allowed in the green bin	1
Each bin has separate requirements	1
Milk cartons can't be recycled	1
Total	3

Quality of services (e.g., timings, pickups)

Sometimes bins aren't collected, and we have to call To get them collected	1
Total	1

Size of bins

General rubbish bin should be 240 L as well	1
I mean cafe requires big bin	1
Total	2

Individual business requirements

Council needs to work on each business needs separately	1
Council should take note for each business personally because everyone has their own requirements	1
Do not need all the bins. Still, they just kept all the bins here and now I must pay and suffer the consequences	1
Don't need all the bins. Still have given. No use to us at all	1
Don't require food and garden waste	1
Food and garden waste bins are waste for businesses	1
It would be beneficial to have a system where users only pay for the bins they need.	1
This business does not use the green waste or glass bins	1
It's mostly designed for residential not business	1
The bins introduced is a bit of a burden on businesses	1
The sudden change in revenue is outraged furthermore business have no need food and garden waste	1
We are a business so two bin system works best for us	1
We don't use glass and food bins	1
Total	12



<i>Fees / charges</i>	
I am not using garden waste I like to be refunded and downgrade or reduce fees	1
I got charged twice but I have one bin for each of them	1
If we're not using 2 bins, we should get concession	1
They should upgrade free of cost as we are already paying so much	1
Total	4
<i>Residents / businesses dumping rubbish in our bin</i>	
Residents using and filling the business's bins. A lot of the rubbish in them is not generated by the business	1
Total	1
<i>General negative</i>	
Council's jobs is to collect rubbish fix potholes maintain garden and parks provide childcare elderly services. Stop lectures to rate payer we pay your salary	1
I hate the bin system	1
I think Council is saving the money to segregate the rubbish and using all the food waste to compost and it sounds fraudulent	1
Total	3
<i>General positive</i>	
I'm happy with the service	1
Everything is on time good	1
Total	2
<i>Other</i>	
Council needs to ensure that other businesses are storing their bins within the boundaries of their property ... apparently many businesses in Altona North are not	1
I will not sort rubbish in light of COVID	1
If we could get some bins ASAP	1
In the view of COVID I am not going to risk and separate rubbish hence everything goes in waste	1
There's been a massive increase of flies due to food waste bin and it's affecting businesses	1
Total	5
Total	47



General comments / online survey

Hobsons Bay City Council - 2021 Kerbside Collection Services Review Business Survey

(Number of total responses)

<i>Frequency of collections</i>	
Weekly rubbish collection please	7
As a business owner, I feel it is quite ridiculous that the general waste is being collected fortnightly. We never use the glass bin and hardly have any food wastage for the food bin. I despise the fact that I must take rubbish home with me every day.	1
Bring back weekly garbage, fortnightly not enough. Filling every bin with rubbish, then bins not being collected due to contamination	1
Businesses require weekly collections. The bins are continually over filled. Rubbish falls out into the street when windy as they are overflowing	1
Difficult waiting 2 weeks for general waste to be collected	1
Don't use, need weekly collections	1
Dumped rubbish in bins, weekly not enough	1
Food and waste collection weekly for manufacturing is too often	1
Food is often too hard separate and causes too much odour to use green bin, also attract lots of bugs. Should increase general waste cycle and include food in that	1
Garbage should be weekly, storage problems	1
General rubbish should be collected weekly, overflowing bins cause other problems like mice, untidiness, and odour	1
General rubbish should be larger or collected weekly due to health & environmental reasons	1
General waste should be collected weekly. Recycling fortnightly	1
I need weekly general waste collection	1
It is very hard to currently separate food scrapes and general waste and as such ended up in the 1 green bin that is only picked up fortnightly. That needs to be changed to weekly. Happy for the yellow bin to be fortnightly and glass monthly	1
Left over rubbish, weekly recycling and garbage required	1
More frequent garbage collection	1
Our general rubbish bins that we share with other businesses are always overflowing	1
Our restaurants in Pier St generate a lot of rubbish they to be collected minimum twice a week otherwise they overflow and will smell badly especially in summer	1
Really could do with a weekly pick up on general waste, due to the amount of packaging that I must throw away	1
Recycling and general waste should be collected weekly, and you are tackling the recycling problem at the wrong end, get the major businesses to change the way the sell/package goods at the point of purchase	1
Rubbish should be weekly, larger garbage bins, shared one big bin would be better	1
Small general rubbish weekly would be great thanks, recycling is good fortnightly, I have a green bin too, but do not use it at all as I have no property outside	1
Most businesses need an increased collection of general rubbish and recyclables compared to general households; I can understand there is an increased ongoing cost of the weekly collection as opposed to fortnightly collection	1
Use private as we need weekly collections	1
Weekly collection to prevent dumping and litter	1
Weekly collection. We do right thing, but storage	1
Weekly garbage bins needed, no storage space. Polystyrene is an issue	1
Weekly garbage collection, health issue with food waste	1
Weekly garbage required for polystyrene. Haven't got any bins. A large, shared bin would be better	1



Weekly rubbish collection. Bad smells and rubbish everywhere on collection day	1
Would prefer a weekly service for the bins apart from the glass . Rates increase however they did not take into consideration the 'covid' year where a lot of people was financially affected	1
Would really like a return of weekly pick up for general rubbish, that is what we utilize most	1
Your recycling bin collection does not take into consideration businesses that have large brochure orders or boxes. We try and compact everything, but a biweekly collection is not enough	1
Total	40

What can / can't go in the bins

Bins are being used by other people and full of wrong items. No room for our rubbish after two weeks	1
Communicate to residents and businesses, to not put rubbish in plastic bags in bins, but to empty the contents out of the plastic bag into the right bin, and then to put empty plastic bags together in a bag bundle, into the recycle bin	1
I want to learn more about recycle items. Sometimes not sure. A lot of stuff now goes to the general waste bin	1
More education of what goes into each bin. I have noticed many residents and businesses on our street incorrectly sort the waste. Also, some education around which items are recyclable and the RedCycle program that most supermarkets have	1
Understanding and remembering what to put in mixed recycling remains an issue	1
We must spend a lot of time inside our facility sorting waste into the correct categories - we have no control over what rubbish is put whereby the community so we endeavour to sort as much as we can to save on contamination	1
Would be good if soft plastics could be included in mixed recycling	1
You need to do something about soft plastics. This is what fills my general waste bin	1
Total	8

Quality of services (e.g., timings, pickups)

Need to make sure they collect from out the back of our business in the lane between Millers Rd and Langshaw St. There have been several occasions when they haven't and numerous unsuccessful attempts to have them emptied after our scheduled collection	1
The service is sub-standard we have had issues with garden waste and glass ending upon the road, missed bin collections and when we have rung Council nobody calls you back	1
We leave our bins on the footpath outside our business the night before collection clearly visible but even though it's the correct bin it may not get emptied. I ring the Council office and every time I get asked the same question was the bin left out for collection	1
Yes. It is so frustrating that when the garbage trucks forget our service, we call the Council, and they always say to leave it out and it will be collected the next day and It IS NEVER done. This means the bin sits out there and walkers-by throw rubbish into it	1
Total	4



<i>Preferred bin size</i>	
Bigger bin	5
For a sporting club, most of the waste is glass or aluminium. A 120L glass bin collected monthly does not meet our needs during the season	1
General rubbish bin should be the larger size	2
I think that all Hobson Bay businesses should automatically receive the larger bins as they have a higher rate in waste compared to a normal household	1
Unfortunately, the standard size bin is too small, this forces us to upgrade. A 240L bin on a week rotation and mixed recycling 240L would be more suitable as a standard. They others seems well timed currently	1
Works ok for us, bigger bin would be better	1
Total	11

<i>Individual business requirements</i>	
Don't use the service	4
My 240l glass bin was replaced with a 120l one with no consultation, as I am a wine store/bottle shop this was poorly thought out by the Council. We generate almost no rubbish or green bin waste and pay \$21/week to have our cardboard recycled privately	1
Didn't have bins, Body Corp arranged bin out back in carpark	1
Don't need as sharing private bins	1
Don't need food waste or glass bin	1
Don't need recycling bin	1
Have Council bins but don't use them, take my rubbish home	1
I use my household bins for my business waste as I am a consultant working from home. My business produces very minimal waste, so I don't need additional bins for my business waste	1
Lots of cardboard	2
My business fills a 120lt food waste bin almost daily. If this Council is truly serious about the environmental impact of waste, traders who create more food waste should have multiple collections. Not a big request considering the immense difference	1
The current waste management system is designed for domestic service only. Councils needs to design a commercial waste service for each industry that is, fit for purpose and economical	1
Working ok- small shop no rubbish	1
Total	16

<i>Fees / charges</i>	
I should not have to pay for 4 bins if I do not use all 4 bins	1
Tip fees are too expensive	1
It's cheaper to go commercial	1
Total	3



<i>Residents / businesses dumping rubbish in our bin</i>	
Surrounding residents use the bin and put wrong items	3
Residents put stuff in bins	1
I find it hard when my four bins must fit behind our business and the public put all their rubbish in my bins on the weekends and then they do not use the correct big but fill them and then our business suffers because I cannot fit in our own waste	1
I have noticed a lot more rubbish in the streets as people are told not to secure rubbish but rather put in loose. More rubbish is being dumped. Hard to store 4 bins. Remember the milk crate we used to fill with bottles and got collected every week?	1
Other businesses dump rubbish in bins, no point recycling. Food industry issues from private bins - hygiene issues, dripping bins, fat leaking through carpark	1
Residents dumping rubbish in bins	1
Storage problems and people dumping rubbish in bins	1
Traders cannot police rubbish bins when left exposed outside to the public, ready for collection day	1
We have issues with the rubbish bins. We are located on 114 Queen St, Altona. We have allocated car parks at the back where the bins are located and lots of people who is passing the car park going to the beach or to the clinic next door, or whoever pass by	1
When bins are put out kerbside, people off street put rubbish in bins that are not applicable to that bin and then Council refuse to empty bin penalising Tenant	1
Working ok, but need to tape bins shut otherwise people fill with rubbish	1
Working well. Dumped rubbish in our bins from neighbouring businesses and residents is an issue	1
Wrong items being placed in from surrounding residents. Should have cameras installed	1
Total	15

<i>General negative</i>	
Get rid of this idiotic system. It's nonsensical. Doesn't help us. Doesn't help residents. There is little space to store bins. And on bin night, the streets are a circus show of bins. Nowhere to walk or properly move around. Or reverse our vehicles	1
I feel the 4-bin system is ridiculous. We try to use as much recycling material as possible, so we tend to have a lot of glass, but the space for all the bins makes it very difficult to store them	1
The rollout of the waste collection system 'Recycling 2.0' was a total mess. There was no warning, no consultation. As a business we were unable to move overnight to fortnightly general waste collection. Hobsons Bay's Recycling 2.0 should be a textbook example	1
It costs us to do even more of the work for less service and more bins to store. Who are you kidding? The streets are no cleaner. There is more random mass dumping of rubbish on our streets. Rubbish disposal has become elitist	1
This whole process has been difficult!!	1
Totally ineffective and non-functional	1
You need to review it. It's a terrible system	1
We are paying the Council waste charge but not getting any service for it	1
The four-bin system is very confusing. I have serious concerns about potential health risks from what grows in the food scraps and garden waste bins between collections especially in summer	1
Total	9



General positive	
All good	1
Council's waste service is reasonably good in its new format. It could be improved by finding recycling solutions for additional materials, enabling us to put more into recycling and less into general waste that goes to landfill	1
Happy with current private arrangements	1
Happy with our it's going	1
Meets our needs	1
This system works. However, in a large workplace there often mistakes made with the recycling bin. This is hard to police	1
Total	6
Other	
4 bins are too many. Make the glass bin optional	1
Audit the bins, don't know who owns what bins. Renting, so not sure if landlord has bins with Council	1
Council needs to make sure other businesses do the right thing and keeping things tidy	1
Council needs to show more responsibility for waste management. We pay lots of money but still need to outsource waste management service to make it easier. I feel it's not fair at all but what can I do aside from keep it quiet and pay to the Council	1
Dumped rubbish in bins, too many bins laying around, businesses not using correctly	1
General waste is the issue with our shared office (4 offices sharing 1 x 120lt). Not all businesses in our building pay for the Council waste collection service and it is difficult to determine who is and who isn't. Some weeks there is no waste generated	1
I think it is great, trouble is, how do you get all people to do the right thing and care. Although we would be happy to share with other businesses, we are not confident that everyone would do the right thing, and hence we would end up separating the rubbish	1
I think the survey may create incorrect results and it seems to be rather functionally structured to get a specific answer This maybe what you want	1
I would like you get the results of this survey please	1
Not aware or been offered service in 11 years	1
Organic waste is modest and bin separating is a time-consuming training exercise with any new staff member or visitor. Organics end up in the general waste bin	1
The problem with the shops at Seabrook is that they don't care about what goes in each bin. The Fish shop has fat on their recycled cardboard and their general waste bins are full of food such as fish. The Chinese Restaurant dispose of their food waste	1
There is a significant portion of the community who either can't be bothered to learn which waste goes in which bin or refuse to use the correct bin because 'you're not the boss of me'. I fear that we will not be generate sufficiently uncontaminated waste	1
Too many bins	1
Too many bins, shared central bin would be better	1
We found that we had more general waste because of the limited recycling allowed. This made us look more closely at ways to increase our use of recyclable products and we have begun a greening policy to guide purchases of cleaning and catering products	1
We'd like to know how to apply	1
Total	17
Total	129



Appendix One: survey form

